

Mukesh Kumar

List of Publications by Year in descending order

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Version: 2024-02-01

18
papers

767
citations

840776

11
h-index

1058476

14
g-index

18
all docs

18
docs citations

18
times ranked

529
citing authors

#	ARTICLE	IF	CITATIONS
1	INTSERVQUAL – an internal adaptation of the GAP model in a large service organisation. <i>Journal of Services Marketing</i> , 2000, 14, 358-377.	3.0	190
2	Determining the relative importance of critical factors in delivering service quality of banks. <i>Managing Service Quality</i> , 2009, 19, 211-228.	2.4	162
3	Comparative evaluation of critical factors in delivering service quality of banks. <i>International Journal of Quality and Reliability Management</i> , 2010, 27, 351-377.	2.0	89
4	Stochastic simulation based genetic algorithm for chance constrained data envelopment analysis problems. <i>Omega</i> , 2011, 39, 387-397.	5.9	60
5	Measuring service quality of conventional and Islamic banks: a comparative analysis. <i>International Journal of Quality and Reliability Management</i> , 2011, 28, 822-840.	2.0	50
6	Satisficing data envelopment analysis: An application to SERVQUAL efficiency. <i>Measurement: Journal of the International Measurement Confederation</i> , 2014, 51, 71-80.	5.0	43
7	Perspectives of productivity growth in Indian food industry: a data envelopment analysis. <i>International Journal of Productivity and Performance Management</i> , 2008, 57, 503-522.	3.7	39
8	EVALUATING THE PERFORMANCE OF INDIAN BANKING SECTOR USING DEA DURING POST-REFORM AND GLOBAL FINANCIAL CRISIS. <i>Journal of Business Economics and Management</i> , 2016, 17, 156-172.	2.4	31
9	Measuring the efficiency of assembled printed circuit boards with undesirable outputs using data envelopment analysis. <i>International Journal of Production Economics</i> , 2012, 136, 194-206.	8.9	30
10	Benchmarking Indian banks using DEA in post-reform period: a progressive time-weighted mean approach. <i>Service Industries Journal</i> , 2011, 31, 2455-2485.	8.3	23
11	Deriving managerial implications through SERVQUAL gap elasticity in UAE banking. <i>International Journal of Quality and Reliability Management</i> , 2018, 35, 940-964.	2.0	22
12	Benchmarking Peruvian Banks using Data Envelopment Analysis. <i>Journal of CENTRUM Cathedra (JCC) the Business and Economics Research Journal</i> , 2011, 4, 147-164.	0.4	13
13	Productivity Growth as The Predictor of Shareholders' Wealth Maximization: An Empirical Investigation. <i>Journal of CENTRUM Cathedra (JCC) the Business and Economics Research Journal</i> , 2009, 2, 72-83.	0.4	5
14	Evaluating the efficiency of regional rural banks across the Indian states during different phases of structural development. <i>Applied Economics</i> , 2020, 52, 4457-4473.	2.2	4
15	Adoption of FinTech and Future Perspective: An Empirical Evidence from Bahrain on Digital Wallets. , 2020, , .		4
16	The Performance of Printed Circuit Boards in the Presence of Production Errors. <i>Advances in Logistics, Operations, and Management Science Book Series</i> , 0, , 487-509.	0.4	1
17	Macroeconomic determinants of nonperforming loans: An empirical evidence from GCC countries. , 2020, , .		1
18	Consumers' choice of vehicle parameters and their impact on environment in relation to gasoline price increase in Bahrain. , 2021, , .		0