

# Augustine Pang

## List of Publications by Year in descending order

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Version: 2024-02-01

31  
papers

867  
citations

516710

16  
h-index

501196

28  
g-index

33  
all docs

33  
docs citations

33  
times ranked

607  
citing authors

#	ARTICLE	IF	CITATIONS
1	Toward a Publics-Driven, Emotion-Based Conceptualization in Crisis Communication: Unearthing Dominant Emotions in Multi-Staged Testing of the Integrated Crisis Mapping (ICM) Model. <i>Journal of Public Relations Research</i> , 2012, 24, 266-298.	2.3	165
2	Managing a nation's image during crisis: A study of the Chinese government's image repair efforts in the "Made in China" controversy. <i>Public Relations Review</i> , 2009, 35, 213-218.	3.2	70
3	Building Relationships Through Integrated Online Media. <i>Journal of Business and Technical Communication</i> , 2015, 29, 184-220.	2.0	61
4	Negotiating crisis in the social media environment. <i>Corporate Communications</i> , 2014, 19, 96-118.	2.1	58
5	New media: a new medium in escalating crises?. <i>Corporate Communications</i> , 2010, 15, 143-155.	2.1	56
6	Interactivity in Online Chat: Conversational Contingency and Response Latency in Computer-mediated Communication. <i>Journal of Computer-Mediated Communication</i> , 2018, 23, 201-221.	3.3	39
7	Bridging the Gap: An Exploratory Study of Corporate Social Responsibility among SMEs in Singapore. <i>Journal of Public Relations Research</i> , 2012, 24, 299-317.	2.3	37
8	Communicating crisis: how culture influences image repair in Western and Asian governments. <i>Corporate Communications</i> , 2011, 16, 218-242.	2.1	32
9	When is silence golden? The use of strategic silence in crisis communication. <i>Corporate Communications</i> , 2019, 24, 162-178.	2.1	26
10	The Retransmission of Rumor and Rumor Correction Messages on Twitter. <i>American Behavioral Scientist</i> , 2017, 61, 707-723.	3.8	25
11	Examining the Chinese Approach to Crisis Management: Cover-Ups, Saving Face, and Taking the "Upper Level Line". <i>Journal of Marketing Channels</i> , 2011, 18, 247-278.	0.4	23
12	Social Media Hype in Times of Crises: Nature, Characteristics and Impact on Organizations. <i>Asia Pacific Media Educator</i> , 2013, 23, 309-336.	0.5	23
13	Social Media Influencers as a Crisis Risk in Strategic Communication: Impact of Indiscretions on Professional Endorsements. <i>International Journal of Strategic Communication</i> , 2019, 13, 301-320.	2.0	22
14	Parody social media accounts: Influence and impact on organizations during crisis. <i>Public Relations Review</i> , 2015, 41, 381-385.	3.2	20
15	Asian multiculturalism in communication: Impact of culture in the practice of public relations in Singapore. <i>Public Relations Review</i> , 2017, 43, 112-122.	3.2	20
16	Mediating the media: a journalist-centric media relations model. <i>Corporate Communications</i> , 2010, 15, 192-204.	2.1	18
17	Did BP Atone for its Transgressions? Expanding Theory on "Ethical Apology"™ in Crisis Communication. <i>Journal of Contingencies and Crisis Management</i> , 2016, 24, 148-161.	2.8	18
18	Utilization of CSR to build organizations'™ corporate image in Asia: need for an integrative approach. <i>Asian Journal of Communication</i> , 2018, 28, 335-359.	1.0	17

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19	Towards a crisis pre-emptive image management model. <i>Corporate Communications</i> , 2012, 17, 358-378.	2.1	16
20	Public relations practitioners' perceptions of the use of crisis response strategies in China. <i>Public Relations Review</i> , 2016, 42, 333-335.	3.2	16
21	Emotions in Social Media: An Analysis of Tweet Responses to MH370 Search Suspension Announcement. <i>International Journal of Business Communication</i> , 2020, 57, 194-211.	2.6	16
22	A Comparative Study of Crisis Consultancies Between Singapore and Denmark: Distant Cousins of the Same Destiny?. <i>International Journal of Strategic Communication</i> , 2013, 7, 149-164.	2.0	15
23	Explicating the information vacuum: stages, intensifications, and implications. <i>Corporate Communications</i> , 2017, 22, 329-353.	2.1	14
24	Dealing with external stakeholders during the crisis: managing the information vacuum. , 2013, , .		13
25	Breaking bad news with CONSOLE: Toward a framework integrating medical protocols with crisis communication. <i>Public Relations Review</i> , 2019, 45, 153-166.	3.2	9
26	Breaking the Sound of Silence: Explication in the Use of Strategic Silence in Crisis Communication. <i>International Journal of Business Communication</i> , 2022, 59, 219-241.	2.6	9
27	The indigenization of crisis response strategies in the context of China. <i>Chinese Journal of Communication</i> , 2018, 11, 105-128.	2.0	8
28	Communicating in the post-truth era: Analyses of crisis response strategies of Presidents Donald Trump and Rodrigo Duterte. <i>Journal of Public Affairs</i> , 2019, 19, e1883.	3.1	8
29	Product Safety Failure and Restoring Reputation Across Markets: Fonterra's Management of the 2013 Bacterial Contamination Crisis. <i>Journal of Marketing Channels</i> , 2017, 24, 136-152.	0.4	5
30	When a Nation's Leader is Under Siege: Managing Personal Reputation and Engaging in Public Diplomacy. <i>Advances in Public Relations and Communication Management</i> , 2017, , 37-67.	0.5	2
31	The Catholic Church abuse scandal in Ireland: two steps forward, one step back by Pope Francis?. <i>Corporate Communications</i> , 2022, 27, 15-33.	2.1	0