

# Jichul Jang

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4126255/publications.pdf>

Version: 2024-02-01

15  
papers

644  
citations

1040056

9  
h-index

1058476

14  
g-index

15  
all docs

15  
docs citations

15  
times ranked

530  
citing authors

#	ARTICLE	IF	CITATIONS
1	The Impact of Employees' Perceived Customer Citizenship Behaviors on Organizational Citizenship Behaviors: The Mediating Roles of Employee Customer-orientation Attitude. <i>International Journal of Hospitality and Tourism Administration</i> , 2023, 24, 669-694.	2.5	8
2	Green Practices with Reusable Drinkware at Music and Sporting Events: A Hospitality Undergraduate Student Perspective. <i>Journal of Hospitality and Tourism Education</i> , 2021, 33, 1-13.	3.2	6
3	Why Do People Leave? a Study Of Nonsupervisory Restaurant Employees' Polychronic Time Use Preference and Turnover Intention. <i>International Journal of Hospitality and Tourism Administration</i> , 2021, 22, 45-63.	2.5	3
4	The role of team-member exchange: Restaurant servers' emotional intelligence, job performance, and tip size. <i>Journal of Human Resources in Hospitality and Tourism</i> , 2020, 19, 43-61.	2.0	9
5	Can employee workplace mindfulness counteract the indirect effects of customer incivility on proactive service performance through work engagement? A moderated mediation model. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 812-829.	8.2	46
6	Understanding the role of emotional intelligence and work status in service sabotage: Developing and testing a three-way interaction model. <i>Journal of Hospitality and Tourism Management</i> , 2019, 41, 51-59.	6.6	16
7	Understanding U.S. travellers' motives to choose Airbnb: a comparison of business and leisure travellers. <i>International Journal of Tourism Sciences</i> , 2019, 19, 192-209.	1.2	7
8	What do employees perceive as hindrance or challenge stressors in the hotel industry? The role that hope plays. <i>Journal of Human Resources in Hospitality and Tourism</i> , 2019, 18, 299-322.	2.0	14
9	Are employees with higher organization-based self-esteem less likely to quit? A moderated mediation model. <i>International Journal of Hospitality Management</i> , 2018, 73, 116-124.	8.8	31
10	Reducing Employee Turnover Intention Through Servant Leadership in the Restaurant Context: A Mediation Study of Affective Organizational Commitment. <i>International Journal of Hospitality and Tourism Administration</i> , 2018, 19, 125-141.	2.5	63
11	Understanding the relationships among internal marketing practices, job satisfaction, service quality and customer satisfaction: an empirical investigation of Saudi Arabia's service employees. <i>International Journal of Tourism Sciences</i> , 2017, 17, 67-85.	1.2	16
12	Linking Website Interactivity to Consumer Behavioral Intention in an Online Travel Community: The Mediating Role of Utilitarian Value and Online Trust. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2017, 18, 125-148.	3.0	42
13	Application of the extended VBN theory to understand consumers' decisions about green hotels. <i>International Journal of Hospitality Management</i> , 2015, 51, 87-95.	8.8	250
14	Understanding the influence of polychronicity on job satisfaction and turnover intention: A study of non-supervisory hotel employees. <i>International Journal of Hospitality Management</i> , 2012, 31, 588-595.	8.8	126
15	The effect of physical environment of the employee break room on psychological well-being through work engagement in the hospitality industry. <i>Journal of Human Resources in Hospitality and Tourism</i> , 0, , 1-22.	2.0	7