

Catherine Prentice

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/6080613/publications.pdf>

Version: 2024-02-01

83
papers

3,529
citations

147566

31
h-index

161609

54
g-index

88
all docs

88
docs citations

88
times ranked

2080
citing authors

#	ARTICLE	IF	CITATIONS
1	Using fuzzy-set qualitative comparative analysis for a finer-grained understanding of entrepreneurship. <i>Journal of Business Venturing</i> , 2020, 35, 105970.	4.0	228
2	The influence of tourism experience and well-being on place attachment. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 322-330.	5.3	171
3	Timed intervention in COVID-19 and panic buying. <i>Journal of Retailing and Consumer Services</i> , 2020, 57, 102203.	5.3	161
4	The influence of brand experience and service quality on customer engagement. <i>Journal of Retailing and Consumer Services</i> , 2019, 50, 50-59.	5.3	145
5	Linking service quality, customer satisfaction and loyalty in casinos, does membership matter?. <i>International Journal of Hospitality Management</i> , 2014, 40, 81-91.	5.3	128
6	Service quality perceptions and customer loyalty in casinos. <i>International Journal of Contemporary Hospitality Management</i> , 2013, 25, 49-64.	5.3	127
7	The influence of identity-driven customer engagement on purchase intention. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 339-347.	5.3	123
8	Engaging and retaining customers with AI and employee service. <i>Journal of Retailing and Consumer Services</i> , 2020, 56, 102186.	5.3	115
9	Emotional intelligence or artificial intelligence“ an employee perspective. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 377-403.	5.1	111
10	Antecedents and consequences of panic buying: The case of COVID-19. <i>International Journal of Consumer Studies</i> , 2022, 46, 132-146.	7.2	107
11	Positive psychology and tourist well-being: A systematic literature review. <i>Tourism Management Perspectives</i> , 2020, 33, 100631.	3.2	102
12	The impact of artificial intelligence and employee service quality on customer satisfaction and loyalty. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 739-756.	5.1	102
13	The role of airport service quality in airport and destination choice. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 40-48.	5.3	100
14	Innovation and profit motivations for social entrepreneurship: A fuzzy-set analysis. <i>Journal of Business Research</i> , 2019, 99, 69-79.	5.8	97
15	Linking AI quality performance and customer engagement: The moderating effect of AI preference. <i>International Journal of Hospitality Management</i> , 2020, 90, 102629.	5.3	94
16	Consumer-based approach to customer engagement “ The case of luxury brands. <i>Journal of Retailing and Consumer Services</i> , 2018, 43, 325-332.	5.3	90
17	The development of service quality dimensions for internet service providers: Retaining customers of different usage patterns. <i>Journal of Retailing and Consumer Services</i> , 2014, 21, 1047-1058.	5.3	86
18	Employee performance outcomes and burnout following the presentation-of-self in customer-service contexts. <i>International Journal of Hospitality Management</i> , 2013, 35, 225-236.	5.3	71

#	ARTICLE	IF	CITATIONS
19	New marketing in fashion e-commerce. <i>Journal of Global Fashion Marketing</i> , 2018, 9, 1-8.	2.4	65
20	Revisiting Problem Gamblersâ€™ Harsh Gaze on Casino Services: Applying Complexity Theory to Identify Exceptional Customers. <i>Psychology and Marketing</i> , 2015, 32, 65-77.	4.6	64
21	The Influence of Emotional Intelligence on the Service Performance of Casino Frontline Employees. <i>Tourism and Hospitality Research</i> , 2011, 11, 49-66.	2.4	61
22	The influence of product and personal attributes on organic food marketing. <i>Journal of Retailing and Consumer Services</i> , 2019, 46, 70-78.	5.3	60
23	Customer Engagement and its Outcomes: The Cross-Level Effect of Service Environment and Brand Equity. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 377-402.	1.8	50
24	Who stays, who walks, and why in high-intensity service contexts. <i>Journal of Business Research</i> , 2014, 67, 608-614.	5.8	49
25	An asymmetrical approach to understanding configurations of customer loyalty in the airline industry. <i>Journal of Retailing and Consumer Services</i> , 2017, 38, 96-107.	5.3	45
26	Transformative service research and COVID-19. <i>Service Industries Journal</i> , 2021, 41, 1-8.	5.0	41
27	Leveraging employee emotional intelligence in casino profitability. <i>Journal of Retailing and Consumer Services</i> , 2016, 33, 127-134.	5.3	40
28	Personality, trait EI and coping with COVID 19 measures. <i>International Journal of Disaster Risk Reduction</i> , 2020, 51, 101789.	1.8	38
29	To Gamble or Not? Perceptions of Macau Among Mainland Chinese and Hong Kong Visitors. <i>International Journal of Tourism Research</i> , 2014, 16, 105-112.	2.1	37
30	The role of positive psychology in touristsâ€™ behavioural intentions. <i>Journal of Retailing and Consumer Services</i> , 2019, 51, 293-303.	5.3	36
31	Casino marketing, problem gamblers or loyal customers?. <i>Journal of Business Research</i> , 2015, 68, 2084-2092.	5.8	35
32	Managing service encounters with emotional intelligence. <i>Journal of Retailing and Consumer Services</i> , 2019, 51, 344-351.	5.3	35
33	Impacts of personality, emotional intelligence and adaptiveness on service performance of casino hosts: A hierarchical approach. <i>Journal of Business Research</i> , 2013, 66, 1637-1643.	5.8	32
34	An Organic Approach to Customer Engagement and Loyalty. <i>Journal of Computer Information Systems</i> , 2020, 60, 326-335.	2.0	32
35	Problem Gamblersâ€™ Harsh Gaze on Casino Services. <i>Psychology and Marketing</i> , 2013, 30, 1108-1123.	4.6	31
36	Revisiting the job performance â€“ burnout relationship. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 807-832.	5.1	29

#	ARTICLE	IF	CITATIONS
37	Linking transaction-specific satisfaction and customer loyalty â€” The case of casino resorts. <i>Journal of Retailing and Consumer Services</i> , 2021, 58, 102319.	5.3	29
38	Robotic service quality â€” Scale development and validation. <i>Journal of Retailing and Consumer Services</i> , 2021, 62, 102661.	5.3	29
39	Customer Empowerment to Co-Create Service Designs and Delivery: Scale Development and Validation. <i>Services Marketing Quarterly</i> , 2016, 37, 36-51.	0.7	27
40	Embracing or fighting the urge: A multilevel investigation on casino service, branding and impulsive gambling. <i>International Journal of Hospitality Management</i> , 2016, 56, 109-118.	5.3	25
41	Quality, Value? â€” Insights into Medical Touristsâ€™ Attitudes and Behaviors. <i>Journal of Retailing and Consumer Services</i> , 2016, 31, 207-216.	5.3	25
42	Relevant, or irrelevant, external factors in panic buying. <i>Journal of Retailing and Consumer Services</i> , 2021, 61, 102587.	5.3	25
43	Emotional intelligence and adaptability â€” Service encounters between casino hosts and premium players. <i>International Journal of Hospitality Management</i> , 2013, 32, 287-294.	5.3	24
44	A patron, a referral and why in Macau casinosâ€™ The case of mainland Chinese gamblers. <i>International Journal of Hospitality Management</i> , 2014, 36, 167-175.	5.3	20
45	Attitudinal and Behavioral Loyalty Amongst Casino Players in Macau. <i>Services Marketing Quarterly</i> , 2013, 34, 309-321.	0.7	18
46	Insights into Vodka consumer attitude and purchasing behaviors. <i>Journal of Retailing and Consumer Services</i> , 2016, 32, 7-14.	5.3	18
47	Uncovering the service profit chain in the casino industry. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 2826-2846.	5.3	18
48	Reverse relationship between reward, knowledge sharing and performance. <i>Knowledge Management Research and Practice</i> , 2022, 20, 516-527.	2.7	18
49	Performance driven outcomesâ€™ the case of frontline employees in the hospitality sector. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 101-123.	5.1	17
50	Casino Service Quality, Tiered Customer Segments, and Casino Player Retention. <i>Services Marketing Quarterly</i> , 2012, 33, 277-291.	0.7	16
51	Linking internal service quality and casino dealer performance. <i>Journal of Hospitality Marketing and Management</i> , 2018, 27, 733-753.	5.1	16
52	The spillover effect of airport service experience on destination revisit intention. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 119-127.	3.5	15
53	Emotional Labour and its Consequences: The Moderating Effect of Emotional Intelligence. <i>Research on Emotion in Organizations</i> , 2013, , 187-201.	0.1	14
54	Testing complexity theory in service research. <i>Journal of Services Marketing</i> , 2019, 34, 149-162.	1.7	14

#	ARTICLE	IF	CITATIONS
55	A netnographical approach to typologizing customer engagement and corporate misconduct. <i>Journal of Retailing and Consumer Services</i> , 2021, 59, 102366.	5.3	14
56	The role of memorable experience and emotional intelligence in senior customer loyalty to geriatric hotels. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102788.	5.3	14
57	Emotional Intelligence in a Hierarchical Relationship: Evidence for Frontline Service Personnel. <i>Services Marketing Quarterly</i> , 2012, 33, 34-48.	0.7	13
58	Enhancing the tourist experience with emotional intelligence. <i>Tourism Review</i> , 2020, 75, 733-744.	3.8	13
59	Multilevel environment induced impulsive gambling. <i>Journal of Business Research</i> , 2015, 68, 2102-2108.	5.8	12
60	Identifying antecedent conditions for luxury brand purchase. <i>Journal of Retailing and Consumer Services</i> , 2021, 60, 102466.	5.3	12
61	Celebrity endorsement and stock market return. <i>Marketing Intelligence and Planning</i> , 2017, 35, 529-543.	2.1	9
62	From gambling exposure to adaptation: Implications for casino sustainability. <i>Journal of Retailing and Consumer Services</i> , 2018, 41, 31-36.	5.3	9
63	The influence of travel companionships on memorable tourism experiences, well-being, and behavioural intentions. <i>International Journal of Tourism Research</i> , 2022, 24, 714-724.	2.1	9
64	The effects of brand identity on brand performance in the service sector. <i>Journal of Strategic Marketing</i> , 2019, 27, 651-665.	3.7	8
65	A systematic literature review of AI in the sharing economy. <i>Journal of Global Scholars of Marketing Science</i> , 2022, 32, 434-451.	1.4	8
66	Mind, service quality, relationship with airlines. <i>Journal of Strategic Marketing</i> , 2023, 31, 212-234.	3.7	7
67	The influence of customer experience with automated games and social interaction on customer engagement and loyalty in casinos. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102830.	5.3	7
68	The influence of norms on tourist behavioural intentions. <i>Journal of Hospitality and Tourism Management</i> , 2022, 50, 277-287.	3.5	7
69	Emotional intelligence and tourist experience: a perspective article. <i>Tourism Review</i> , 2020, 75, 52-55.	3.8	6
70	Systematic literature review on emotional intelligence and conflict management. <i>Journal of Global Scholars of Marketing Science</i> , 2022, 32, 372-397.	1.4	6
71	The influence of gaming and non-gaming experience on customers' response to the casino. <i>Journal of Vacation Marketing</i> , 2022, 28, 455-468.	2.5	6
72	Addressing service profit chain with artificial and emotional intelligence. <i>Journal of Hospitality Marketing and Management</i> , 2022, 31, 730-756.	5.1	6

#	ARTICLE	IF	CITATIONS
73	The journey from optimism to cynicism: The mediating and moderating roles of coping and training. International Journal of Disaster Risk Reduction, 2022, 71, 102796.	1.8	5
74	Managing eWOM for hotel performance. Journal of Global Scholars of Marketing Science, 2022, 32, 331-350.	1.4	3
75	An integrative study of the implications of the rise of coworking spaces in smart cities. Entrepreneurship and Sustainability Issues, 2020, 8, 467-486.	0.4	3
76	Utopia or dystopia – deterrents to ecotourism development in Fiji. Tourism Geographies, 2023, 25, 843-864.	2.2	3
77	UNDERSTANDING SHORT-TERM RENTAL DATA SOURCES – A VARIETY OF SECOND-BEST SOLUTIONS. , 0, , .		3
78	Travel deterrents to regional destinations. Journal of Retailing and Consumer Services, 2021, 58, 102292.	5.3	2
79	Developing a digital platform based on a design and marketing approach. , 2021, , .		1
80	The role of marketing in the development of digital touchpoints. , 2021, , .		1
81	Addressing Issues and Challenges in Managing Migratory Tuna Resources in the Western and Central Pacific Ocean. International Journal of the Commons, 2021, 15, 119-131.	0.6	0
82	Beliefs about the factors that motivate prosocial sentiments among people in the privileged class of Pakistan during the COVID-19 pandemic. Journal of Social Issues, 0, , .	1.9	0
83	Securing jobs with individual trait and organisational support?. International Journal of Organizational Analysis, 2022, ahead-of-print, .	1.6	0