

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

147801
31
h-index

161849
54
g-index

88
all docs

88
docs citations

88
times ranked

2080
citing authors

#	ARTICLE	IF	CITATIONS
1	Mind, service quality, relationship with airlines. Journal of Strategic Marketing, 2023, 31, 212-234.	5.5	7
2	Utopia or dystopia – deterrents to ecotourism development in Fiji. Tourism Geographies, 2023, 25, 843-864.	4.0	3
3	Reverse relationship between reward, knowledge sharing and performance. Knowledge Management Research and Practice, 2022, 20, 516-527.	4.1	18
4	Antecedents and consequences of panic buying: The case of COVID-19. International Journal of Consumer Studies, 2022, 46, 132-146.	11.6	107
5	Systematic literature review on emotional intelligence and conflict management. Journal of Global Scholars of Marketing Science, 2022, 32, 372-397.	2.0	6
6	Managing eWOM for hotel performance. Journal of Global Scholars of Marketing Science, 2022, 32, 331-350.	2.0	3
7	A systematic literature review of AI in the sharing economy. Journal of Global Scholars of Marketing Science, 2022, 32, 434-451.	2.0	8
8	The role of memorable experience and emotional intelligence in senior customer loyalty to geriatric hotels. Journal of Retailing and Consumer Services, 2022, 64, 102788.	9.4	14
9	The influence of customer experience with automated games and social interaction on customer engagement and loyalty in casinos. Journal of Retailing and Consumer Services, 2022, 64, 102830.	9.4	7
10	The journey from optimism to cynicism: The mediating and moderating roles of coping and training. International Journal of Disaster Risk Reduction, 2022, 71, 102796.	3.9	5
11	The influence of gaming and non-gaming experience on customers' response to the casino. Journal of Vacation Marketing, 2022, 28, 455-468.	4.3	6
12	The influence of norms on tourist behavioural intentions. Journal of Hospitality and Tourism Management, 2022, 50, 277-287.	6.6	7
13	Addressing service profit chain with artificial and emotional intelligence. Journal of Hospitality Marketing and Management, 2022, 31, 730-756.	8.2	6
14	Securing jobs with individual trait and organisational support?. International Journal of Organizational Analysis, 2022, ahead-of-print, .	2.9	0
15	The influence of travel companionships on memorable tourism experiences, well-being, and behavioural intentions. International Journal of Tourism Research, 2022, 24, 714-724.	3.7	9
16	Travel deterrents to regional destinations. Journal of Retailing and Consumer Services, 2021, 58, 102292.	9.4	2
17	Linking transaction-specific satisfaction and customer loyalty – The case of casino resorts. Journal of Retailing and Consumer Services, 2021, 58, 102319.	9.4	29
18	A netnographical approach to typologizing customer engagement and corporate misconduct. Journal of Retailing and Consumer Services, 2021, 59, 102366.	9.4	14

#	ARTICLE	IF	CITATIONS
19	Identifying antecedent conditions for luxury brand purchase. Journal of Retailing and Consumer Services, 2021, 60, 102466.	9.4	12
20	Developing a digital platform based on a design and marketing approach. , 2021, , .		1
21	The role of marketing in the development of digital touchpoints. , 2021, , .		1
22	Relevant, or irrelevant, external factors in panic buying. Journal of Retailing and Consumer Services, 2021, 61, 102587.	9.4	25
23	Robotic service quality “ Scale development and validation. Journal of Retailing and Consumer Services, 2021, 62, 102661.	9.4	29
24	The spillover effect of airport service experience on destination revisit intention. Journal of Hospitality and Tourism Management, 2021, 48, 119-127.	6.6	15
25	Transformative service research and COVID-19. Service Industries Journal, 2021, 41, 1-8.	8.3	41
26	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.	1.4	0
27	Emotional intelligence and tourist experience: a perspective article. Tourism Review, 2020, 75, 52-55.	6.4	6
28	An Organic Approach to Customer Engagement and Loyalty. Journal of Computer Information Systems, 2020, 60, 326-335.	2.9	32
29	Emotional intelligence or artificial intelligence“ an employee perspective. Journal of Hospitality Marketing and Management, 2020, 29, 377-403.	8.2	111
30	Positive psychology and tourist well-being: A systematic literature review. Tourism Management Perspectives, 2020, 33, 100631.	5.2	102
31	Customer Engagement and its Outcomes: The Cross-Level Effect of Service Environment and Brand Equity. Journal of Hospitality and Tourism Research, 2020, 44, 377-402.	2.9	50
32	Using fuzzy-set qualitative comparative analysis for a finer-grained understanding of entrepreneurship. Journal of Business Venturing, 2020, 35, 105970.	6.3	228
33	Timed intervention in COVID-19 and panic buying. Journal of Retailing and Consumer Services, 2020, 57, 102203.	9.4	161
34	Linking AI quality performance and customer engagement: The moderating effect of AI preference. International Journal of Hospitality Management, 2020, 90, 102629.	8.8	94
35	Enhancing the tourist experience with emotional intelligence. Tourism Review, 2020, 75, 733-744.	6.4	13
36	Personality, trait EI and coping with COVID 19 measures. International Journal of Disaster Risk Reduction, 2020, 51, 101789.	3.9	38

#	ARTICLE	IF	CITATIONS
37	Engaging and retaining customers with AI and employee service. Journal of Retailing and Consumer Services, 2020, 56, 102186.	9.4	115
38	The impact of artificial intelligence and employee service quality on customer satisfaction and loyalty. Journal of Hospitality Marketing and Management, 2020, 29, 739-756.	8.2	102
39	An integrative study of the implications of the rise of coworking spaces in smart cities. Entrepreneurship and Sustainability Issues, 2020, 8, 467-486.	1.1	3
40	Performance driven outcomes – the case of frontline employees in the hospitality sector. Journal of Hospitality Marketing and Management, 2019, 28, 101-123.	8.2	17
41	Managing service encounters with emotional intelligence. Journal of Retailing and Consumer Services, 2019, 51, 344-351.	9.4	35
42	The role of positive psychology in tourists' behavioural intentions. Journal of Retailing and Consumer Services, 2019, 51, 293-303.	9.4	36
43	The influence of brand experience and service quality on customer engagement. Journal of Retailing and Consumer Services, 2019, 50, 50-59.	9.4	145
44	Revisiting the job performance – burnout relationship. Journal of Hospitality Marketing and Management, 2019, 28, 807-832.	8.2	29
45	Innovation and profit motivations for social entrepreneurship: A fuzzy-set analysis. Journal of Business Research, 2019, 99, 69-79.	10.2	97
46	Testing complexity theory in service research. Journal of Services Marketing, 2019, 34, 149-162.	3.0	14
47	The role of airport service quality in airport and destination choice. Journal of Retailing and Consumer Services, 2019, 47, 40-48.	9.4	100
48	The influence of tourism experience and well-being on place attachment. Journal of Retailing and Consumer Services, 2019, 47, 322-330.	9.4	171
49	The influence of identity-driven customer engagement on purchase intention. Journal of Retailing and Consumer Services, 2019, 47, 339-347.	9.4	123
50	The influence of product and personal attributes on organic food marketing. Journal of Retailing and Consumer Services, 2019, 46, 70-78.	9.4	60
51	The effects of brand identity on brand performance in the service sector. Journal of Strategic Marketing, 2019, 27, 651-665.	5.5	8
52	New marketing in fashion e-commerce. Journal of Global Fashion Marketing, 2018, 9, 1-8.	3.7	65
53	Linking internal service quality and casino dealer performance. Journal of Hospitality Marketing and Management, 2018, 27, 733-753.	8.2	16
54	From gambling exposure to adaptation: Implications for casino sustainability. Journal of Retailing and Consumer Services, 2018, 41, 31-36.	9.4	9

#	ARTICLE	IF	CITATIONS
55	Consumer-based approach to customer engagement – The case of luxury brands. <i>Journal of Retailing and Consumer Services</i> , 2018, 43, 325-332.	9.4	90
56	Celebrity endorsement and stock market return. <i>Marketing Intelligence and Planning</i> , 2017, 35, 529-543.	3.5	9
57	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.	9.4	45
58	Uncovering the service profit chain in the casino industry. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 2826-2846.	8.0	18
59	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.	8.8	25
60	Quality, Value? – Insights into Medical Tourists’ Attitudes and Behaviors. <i>Journal of Retailing and Consumer Services</i> , 2016, 31, 207-216.	9.4	25
61	Leveraging employee emotional intelligence in casino profitability. <i>Journal of Retailing and Consumer Services</i> , 2016, 33, 127-134.	9.4	40
62	Insights into Vodka consumer attitude and purchasing behaviors. <i>Journal of Retailing and Consumer Services</i> , 2016, 32, 7-14.	9.4	18
63	Customer Empowerment to Co-Create Service Designs and Delivery: Scale Development and Validation. <i>Services Marketing Quarterly</i> , 2016, 37, 36-51.	1.1	27
64	Revisiting Problem Gamblers’ Harsh Gaze on Casino Services: Applying Complexity Theory to Identify Exceptional Customers. <i>Psychology and Marketing</i> , 2015, 32, 65-77.	8.2	64
65	Casino marketing, problem gamblers or loyal customers?. <i>Journal of Business Research</i> , 2015, 68, 2084-2092.	10.2	35
66	Multilevel environment induced impulsive gambling. <i>Journal of Business Research</i> , 2015, 68, 2102-2108.	10.2	12
67	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.	3.7	37
68	Who stays, who walks, and why in high-intensity service contexts. <i>Journal of Business Research</i> , 2014, 67, 608-614.	10.2	49
69	Linking service quality, customer satisfaction and loyalty in casinos, does membership matter?. <i>International Journal of Hospitality Management</i> , 2014, 40, 81-91.	8.8	128
70	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.	9.4	86
71	A patron, a referral and why in Macau casinos – The case of mainland Chinese gamblers. <i>International Journal of Hospitality Management</i> , 2014, 36, 167-175.	8.8	20
72	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.	10.2	32

#	ARTICLE	IF	CITATIONS
73	Emotional intelligence and adaptability “ Service encounters between casino hosts and premium players. International Journal of Hospitality Management, 2013, 32, 287-294.	8.8	24
74	Service quality perceptions and customer loyalty in casinos. International Journal of Contemporary Hospitality Management, 2013, 25, 49-64.	8.0	127
75	Attitudinal and Behavioral Loyalty Amongst Casino Players in Macau. Services Marketing Quarterly, 2013, 34, 309-321.	1.1	18
76	Employee performance outcomes and burnout following the presentation-of-self in customer-service contexts. International Journal of Hospitality Management, 2013, 35, 225-236.	8.8	71
77	Emotional Labour and its Consequences: The Moderating Effect of Emotional Intelligence. Research on Emotion in Organizations, 2013, , 187-201.	0.1	14
78	Problem Gamblers’s Harsh Gaze on Casino Services. Psychology and Marketing, 2013, 30, 1108-1123.	8.2	31
79	Emotional Intelligence in a Hierarchical Relationship: Evidence for Frontline Service Personnel. Services Marketing Quarterly, 2012, 33, 34-48.	1.1	13
80	Casino Service Quality, Tiered Customer Segments, and Casino Player Retention. Services Marketing Quarterly, 2012, 33, 277-291.	1.1	16
81	The Influence of Emotional Intelligence on the Service Performance of Casino Frontline Employees. Tourism and Hospitality Research, 2011, 11, 49-66.	3.8	61
82	UNDERSTANDING SHORT-TERM RENTAL DATA SOURCES “ A VARIETY OF SECOND-BEST SOLUTIONS. , 0, , .		3
83	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, , .	3.3	0