

Daisy Mui Hung Kee

List of Publications by Year in descending order

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Version: 2024-02-01

142
papers

1,631
citations

471477

17
h-index

345203

36
g-index

145
all docs

145
docs citations

145
times ranked

1168
citing authors

#	ARTICLE	IF	CITATIONS
1	Expertise Modulates the Perception of Pain in Others. <i>Current Biology</i> , 2007, 17, 1708-1713.	3.9	441
2	Linking Green Human Resource Management Practices to Environmental Performance in Hotel Industry. <i>Global Business Review</i> , 2020, 21, 663-680.	3.1	186
3	The influence of green HRM practices on green service behaviors: the mediating effect of green knowledge sharing. <i>Employee Relations</i> , 2021, 43, 996-1015.	2.4	95
4	Leader-member exchange and attitudinal outcomes: role of procedural justice climate. <i>Leadership and Organization Development Journal</i> , 2007, 28, 690-709.	3.0	73
5	The core competence of successful owner-managed SMEs. <i>Management Decision</i> , 2018, 56, 252-272.	3.9	55
6	High commitment human resource management practices and employee service behaviour: Trust in management as mediator. <i>IIMB Management Review</i> , 2018, 30, 316-329.	1.4	52
7	Green human resource management and supervisor pro-environmental behavior: The role of green work climate perceptions. <i>Journal of Cleaner Production</i> , 2021, 313, 127669.	9.3	51
8	The role of transformational leadership in innovation performance of Malaysian SMEs. <i>Asian Journal of Technology Innovation</i> , 2015, 23, 172-188.	2.8	47
9	Factors influencing Industry 4.0 adoption. <i>Journal of Manufacturing Technology Management</i> , 2022, 33, 448-467.	6.4	45
10	Destinations Food Image and Food Neophobia on Behavioral Intentions: Culinary Tourist Behavior in Malaysia. <i>Journal of International Food and Agribusiness Marketing</i> , 2023, 35, 66-87.	2.1	29
11	Examining the mediating role of innovativeness in the link between core competencies and SME performance. <i>Journal of Small Business and Enterprise Development</i> , 2019, 27, 103-129.	2.6	28
12	Cyberbullying on social media under the influence of COVID-19. <i>Global Business and Organizational Excellence</i> , 2022, 41, 11-22.	6.1	26
13	Perceived Fairness of Performance Appraisal, Promotion Opportunity and Nurses Turnover Intention: The Role of Organizational Commitment. <i>Asian Social Science</i> , 2015, 11, .	0.2	24
14	The role of transformational leadership, entrepreneurial competence and technical competence on enterprise success of owner-managed SMEs. <i>Journal of General Management</i> , 2016, 42, 23-43.	1.2	23
15	Workplace Cyberbullying and Interpersonal Deviance: Understanding the Mediating Effect of Silence and Emotional Exhaustion. <i>Cyberpsychology, Behavior, and Social Networking</i> , 2020, 23, 290-296.	3.9	22
16	High commitment human resource management practices and hotel employees' work outcomes in Bangladesh. <i>Global Business and Organizational Excellence</i> , 2021, 40, 37-52.	6.1	22
17	THE ROLE OF SUPPORT ON START-UP SUCCESS: A PLS-SEM APPROACH. <i>Asian Academy of Management Journal</i> , 2019, 24, 43-59.	0.8	21
18	Adapting technology: effect of high-involvement HRM and organisational trust. <i>Behaviour and Information Technology</i> , 2017, 36, 281-293.	4.0	20

#	ARTICLE	IF	CITATIONS
19	The Issues and Development of Critical Success Factors for the SME Success in a Developing Country. <i>International Business Management</i> , 2012, 6, 680-691.	0.2	20
20	The Mediating Role of Work-Family Conflict on Role Stressors and Employee Turnover Intention Relationship in Labour-oriented Organizations. <i>Global Business Review</i> , 2017, 18, 1384-1399.	3.1	19
21	A Systematic Review of the DeLone and McLean Model of Information Systems Success in an E-Learning Context (2010-2020). <i>IEEE Access</i> , 2021, 9, 81210-81235.	4.2	19
22	Identifying the driving and moderating factors of Malaysian SMEs' readiness for Industry 4.0. <i>International Journal of Computer Integrated Manufacturing</i> , 2022, 35, 761-779.	4.6	17
23	Ethical Climate and Employee Turnover Intention in the Ready-Made Garment Industry of Bangladesh. <i>Global Business and Organizational Excellence</i> , 2017, 36, 61-73.	6.1	15
24	A Study on Consumer Behaviour: Transition from Traditional Shopping to Online Shopping During the COVID-19 Pandemic. <i>International Journal of Business Science and Applied Management</i> , 2021, 6, 81-95.	0.3	15
25	Entrepreneurial SMEs Surviving in the Era of Globalisation: Critical Success Factors. , 2017, , 75-90.		13
26	High-performance work practices and medical professionals' work outcomes: the mediating effect of perceived organizational support. <i>Journal of Advances in Management Research</i> , 2020, ahead-of-print, .	3.0	13
27	Fostering sustainability: reinventing SME strategy in the new normal. <i>Foresight</i> , 2022, 24, 301-318.	2.1	13
28	Matching People with Technology: Effect of HIWP on Technology Adaptation. <i>South Asian Journal of Human Resources Management</i> , 2020, 7, 9-33.	1.3	11
29	Effects of entrepreneurial orientation on start-up success: A gender perspective. <i>Management Science Letters</i> , 2018, , 699-706.	1.5	11
30	Work Values of Generation Y Preservice Teachers in Malaysia. <i>Procedia, Social and Behavioral Sciences</i> , 2012, 65, 704-710.	0.5	10
31	The Readiness of Small and Medium Enterprises for the Industrial Revolution 4.0. <i>GATR Global Journal of Business Social Sciences Review</i> , 2019, 7, 217-223.	0.1	10
32	Perceived Human Resource Management Practices and Intention to Stay in Private Higher Education Institutions in Malaysia: The Role of Organizational Citizenship Behaviour. <i>Global Business Review</i> , 2024, 25, 162-179.	3.1	8
33	Thanks for Your Recognition, Boss! a Study of How and When Voice Endorsement Promotes Job Performance and Voice. <i>Frontiers in Psychology</i> , 2021, 12, 706501.	2.1	8
34	How work values and organizational outcomes differ by generational cohort in Malaysia's manufacturing sector. <i>Global Business and Organizational Excellence</i> , 2019, 39, 37-45.	6.1	7
35	Strategic Measures and Tactical Interventions for COVID-19 Impact Relief on SMEs. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2021, , 522-541.	0.3	7
36	COVID-19 as a Double-edged Sword: The Perfect Opportunity for GrabFood to Optimize Its Performance. <i>Journal of the Community Development in Asia</i> , 2021, 4, 53-65.	0.2	6

#	ARTICLE	IF	CITATIONS
37	Factors that Lead Amazon.com to A Successful Online Shopping Platform. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 7-17.	0.2	6
38	The Impact of COVID 19 Towards International Business Strategy: A study of Coca-Cola Company. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 73-92.	0.1	6
39	Effects of personality, education and opportunities on entrepreneurial intentions. Education and Training, 2021, 63, 992-1014.	3.1	5
40	Impact of COVID-19 social media news on employee behavior: the mediating role of psychological well-being and depression. Asian Education and Development Studies, 2022, 11, 196-211.	1.8	5
41	The Impact of Using Cashless Payment during the Covid-19 Pandemic: A Case Study of Maybank. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 107-117.	0.1	5
42	Psychosocial safety climate and burnout among academicians: the mediating role of work engagement. International Journal of Society Systems Science, 2020, 12, 1.	0.1	5
43	Social Media Bullying in the Workplace and Its Impact on Work Engagement: A Case of Psychological Well-Being. Information (Switzerland), 2022, 13, 165.	2.9	5
44	Technology adaptation is on its way: the role of high involvement work practice. International Journal of Business Innovation and Research, 2021, 25, 35.	0.2	4
45	The Factors of Employee Performance: A Study of SearchNEasy. Asia Pacific Journal of Management and Education, 2021, 4, 82-96.	0.2	4
46	Factors Influencing Organization Success: A Case Study of Walmart. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 112-123.	0.2	4
47	Consumer Behavior towards Ready-to-Eat (RTE) Market: A Study of MTR Foods. International Journal of Business Science and Applied Management, 2020, 5, 66-72.	0.3	4
48	The Relationship Between Customer Satisfaction and Organizational Success: A Study of Panasonic. Journal of the Community Development in Asia, 2020, 3, 48-57.	0.2	4
49	Workplace bullying and task performance: A study on salespeople in retail industry. Management Science Letters, 2018, , 707-716.	1.5	4
50	The Online Learning and Studentsâ€™ Fear of COVID-19: Study in Malaysia and Pakistan. International Review of Research in Open and Distance Learning, 2021, 22, 1-21.	1.8	4
51	Global Institutions and ESG Integration to Accelerate SME Development and Sustainability. Impact of Meat Consumption on Health and Environmental Sustainability, 2022, , 139-156.	0.4	4
52	SMEs and Business Sustainability. Advances in Business Strategy and Competitive Advantage Book Series, 2021, , 331-351.	0.3	3
53	My Family Stands Behind Me: Moderated Mediation Model of Family Support and Work Engagement. European Journal of Investigation in Health, Psychology and Education, 2021, 11, 321-333.	1.9	3
54	Impact of Covid-19 on Business Performance: A Case Study of Starbucks. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 13-27.	0.2	3

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55	Perceived Organizational Injustice, Job Satisfaction, Organizational Commitment, and Turnover Intention: A Study of MNCs in Malaysia. <i>International Journal of Business and Society</i> , 2021, 22, 1047-1065.	0.9	3
56	Organisational Culture can be a Double-edged Sword for Firm Performance. <i>Research Journal of Business Management</i> , 2012, 7, 41-52.	0.5	3
57	Workplace bullying, human resource management practices, and turnover intention: the mediating effect of work engagement: evidence of Nigeria. <i>American Journal of Business</i> , 2020, 36, 62-83.	0.7	3
58	An assessment of the viability of the smart parking system: The case of a smart city initiative in Malaysia. <i>Global Business and Organizational Excellence</i> , 2020, 39, 26-34.	6.1	2
59	Social media and open innovation: implication for innovation performance among SMEs in Malaysia. <i>International Journal of Business and Globalisation</i> , 2021, 28, 38.	0.2	2
60	Navigating Through the COVID-19 Crisis: A Case Study of Starbucks. <i>International Journal of Accounting & Finance in Asia Pasific</i> , 2021, 4, 24-36.	0.1	2
61	The Influence of Brand Equity on Consumer Purchase Decisions at Starbucks. <i>International Journal of Accounting & Finance in Asia Pasific</i> , 2021, 4, 37-50.	0.1	2
62	Analyzing the Impact of Covid-19 on the Oil and Gas Industry: A Case Study of Petronas. <i>Journal of the Community Development in Asia</i> , 2021, 4, 26-33.	0.2	2
63	The Strategy, Impact, and Challenges Faced by Pos Malaysia Berhad during the COVID-19 Crisis. <i>Journal of the Community Development in Asia</i> , 2021, 4, 13-25.	0.2	2
64	Tapping the Power of Social Media on Innovation Performance. <i>GATR Global Journal of Business Social Sciences Review</i> , 2021, 9, 143-151.	0.1	2
65	The Impact of Covid-19 on McDonald's Business: A Case Study of Malaysia. <i>International Journal of Accounting & Finance in Asia Pasific</i> , 2021, 4, 46-57.	0.1	2
66	The Performance of Foodpanda During The Pandemic: A Study of Consumers' Perspective. <i>Journal of the Community Development in Asia</i> , 2021, 4, 36-48.	0.2	2
67	Analyzing entrepreneurial orientation impact on start-up success with support service as moderator: A PLS-SEM approach. , 2017, 13, 128-141.		2
68	Does Motivation Improve Employees Job Performance? A Case of Absolute Hotel Services. <i>International Journal of Tourism and Hospitality in Asia Pasific</i> , 2020, 3, 9-21.	0.2	2
69	Transformational Leadership and Organizational Innovation: The Moderating Effect of Emotional Intelligence. <i>International Business Management</i> , 2012, 6, 308-316.	0.2	2
70	Creating A Better Competitive Edge Through Environmental Sustainability: A Case Study of Panasonic. <i>International Journal of Business Science and Applied Management</i> , 2020, 5, 74-85.	0.3	2
71	The Influencing Factors of Customer Satisfaction: A Case Study of Shopee in Malaysia. <i>Estudios De Economia Aplicada (discontinued)</i> , 2021, 39, .	0.5	2
72	Psychosocial safety climate, work engagement and organizational commitment in Malaysian research universities: the mediating role of job resources. <i>Foresight</i> , 2022, 24, 694-707.	2.1	2

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73	Factors Affecting Organizational Success: A Case Study of Foodpanda. Journal of the Community Development in Asia, 2020, 3, 58-69.	0.2	2
74	Usersâ€™ Perception on Their Experience with FamPay. Journal of the Community Development in Asia, 2021, 4, 44-52.	0.2	1
75	The Impact of AirAsiaâ€™s E-Commerce Websites on Its Consumer Buying Behavior. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 34-42.	0.2	1
76	A Study on Nestle Promotion Strategy. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 60-70.	0.1	1
77	Analysis the Effect of Product Quality and Price on Purchase Decision (Case Study of Adidas India.) Tj ETQq1 1 0.784314 rgBT /Overlook	0.1	1
78	How Grab Becomes One of the Greatest Start-ups in South-East Asia. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 73-81.	0.2	1
79	The effect of Starbucks Marketing Campaigns on Consumer Buying Behaviour. Asia Pacific Journal of Management and Education, 2021, 4, 72-81.	0.2	1
80	The Body Shop "Forever Against Animal Testingâ€• International Journal of Business Science and Applied Management, 2021, 6, 90-100.	0.3	1
81	Influence of chief executive officer servant leadership on middle managers' voice behavior. Social Behavior and Personality, 2021, 49, 1-13.	0.6	1
82	How Starbucks Maintain Its Competitive Edge? â€• The Secret of Its Success. Journal of the Community Development in Asia, 2021, 4, 34-43.	0.2	1
83	A Case Study of Consumer Satisfaction of Kentucky Fried Chicken. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 98-111.	0.2	1
84	A Case Study on Dominoâ€™s Business Survival Strategy During the Covid-19 Pandemic. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 28-41.	0.2	1
85	Alternative Strategies to Avoid Layoff in Airlines Industry During the Covid-19 Pandemic. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 69-83.	0.2	1
86	Critical Success Factors in the Fast food Industry: A Case of McDonald's. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 124-143.	0.2	1
87	Contributing Factors to Appleâ€™s Sustainability in Malaysiaâ€™s Information and Communication Technology Industry. Asia Pacific Journal of Management and Education, 2021, 4, 74-84.	0.2	1
88	A Study of Subway Marketing 4P Strategy. Asia Pacific Journal of Management and Education, 2021, 4, 47-64.	0.2	1
89	The Impact of Food Delivery Apps on Customer Perceived Value Among University Students. Journal of the Community Development in Asia, 2021, 4, 68-78.	0.2	1
90	Analysis of Strategies Implemented by AirAsia to Cater to the Covid-19 Effects. Journal of the Community Development in Asia, 2021, 4, 49-67.	0.2	1

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91	The Impacts of Covid-19 on Unilever. <i>Journal of the Community Development in Asia</i> , 2021, 4, 34-43.	0.2	1
92	The Impact of Transformational Leadership and Team Innovation on Team Performance: Empirical Evidence from Malaysia. <i>GATR Journal of Management and Marketing Review</i> , 2020, 5, 99-106.	0.2	1
93	Human Capital and Social Capital as Moderators of Start-up Support and Start-up Success. <i>GATR Journal of Management and Marketing Review</i> , 2019, 4, 107-114.	0.2	1
94	Entrepreneurial Orientation, Innovation and SME Performance: A Study of SMEs in Malaysia using PLS-SEM. <i>GATR Global Journal of Business Social Sciences Review</i> , 2020, 8, 73-80.	0.1	1
95	AirAsia's Efforts in Maintaining Good Workplace Environment for its Employees During Covid-19. <i>International Journal of Tourism and Hospitality in Asia Pasific</i> , 2020, 3, 22-32.	0.2	1
96	Customer Satisfaction Towards Service Quality: A Study of Malindo Air. <i>International Journal of Tourism and Hospitality in Asia Pasific</i> , 2020, 3, 40-51.	0.2	1
97	Impact of COVID-19 Pandemic on Consumer Behavior towards the Intention to Use E-Wallet in Malaysia. <i>International Journal of Accounting & Finance in Asia Pasific</i> , 2021, 4, 42-59.	0.1	1
98	INFLUENCE OF PROACTIVE PERSONALITY ON JOB PERFORMANCE OF BANK EMPLOYEES IN PAKISTAN: WORK ENGAGEMENT AS A MEDIATOR. <i>International Journal of Management Studies</i> , 2021, 29, 83-108.	0.5	1
99	The makings of knowledge enterprises in Malaysia. <i>International Journal of Technology Enhanced Learning</i> , 2010, 2, 256.	0.7	0
100	A Comparative Study of Consumer Perception on the Usage of Cadbury Products in Malaysia and India. <i>Journal of the Community Development in Asia</i> , 2021, 4, 106-115.	0.2	0
101	A Study on Successful Brand Promotion Strategy of Coway. <i>Journal of the Community Development in Asia</i> , 2021, 4, 78-87.	0.2	0
102	Social network, prior working experience, start-up experience and access to support: the case of the Malaysian start-up industry. <i>International Journal of Business and Globalisation</i> , 2021, 28, 16.	0.2	0
103	Factors Affecting the Revenue of MTE Mechanical Private Limited Company. <i>Journal of the Community Development in Asia</i> , 2021, 4, 88-95.	0.2	0
104	Social network, prior working experience, start-up experience and access to support: the case of the Malaysian start-up industry. <i>International Journal of Business and Globalisation</i> , 2021, 28, 16.	0.2	0
105	Advancing SME Sustainability. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2021, , 159-178.	0.3	0
106	Psychosocial safety climate and burnout among Malaysian research university academicians: the mediating roles of job demands and work engagement. <i>International Journal of Trade and Global Markets</i> , 2021, 1, 1.	0.3	0
107	Key Determinants of International Retail Success: A Case of IKEA Retail. <i>International Journal of Tourism and Hospitality in Asia Pasific</i> , 2021, 4, 18-33.	0.2	0
108	An Empirical Study on Customer Satisfaction, Perception, and Brand Image in Starbucks Coffee in India, Asia. <i>International Journal of Tourism and Hospitality in Asia Pasific</i> , 2021, 4, 53-63.	0.2	0

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109	Marketing Strategies of Travel and Tourism Industry. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 43-52.	0.2	0
110	A Case Study on Key Success Factors of Garuda Indonesia Airlines. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 82-96.	0.2	0
111	Advertising Strategies of Hyundai Motors In Indian Market. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 104-115.	0.1	0
112	Thai Airways Restructuring Plan to Avert Bankruptcy. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 86-95.	0.1	0
113	Factors Affecting Job Stress Among Employees in Bin Chen Parts Private Limited Company. Asia Pacific Journal of Management and Education, 2021, 4, 18-27.	0.2	0
114	Psychosocial Safety Climate, Job Resources, Work Engagement and Organizational Commitment: A study in Malaysian Research Universities. Asia Proceedings of Social Sciences, 2021, 7, 179-182.	0.1	0
115	How Top Glove Becomes the Largest Glove Producer. Journal of the Community Development in Asia, 2021, 4, 1-12.	0.2	0
116	The Survival of Airasia During the Covid-19 Pandemic. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 42-56.	0.2	0
117	How Nestle Succeed in the Food Industry: A Consumer Perspective. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 84-97.	0.2	0
118	Factors Influencing Consumer Behaviour in Indofood Products during Covid-19 Pandemic. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 57-68.	0.2	0
119	Analysis of Financial Performance: 7ELEVEN SDN. BHD. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 23-32.	0.1	0
120	Factors Contributing to Online Purchase Intention amongst Malaysian Consumers: A Case of Lazada. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 33-45.	0.1	0
121	The Influence of Consumer Behavior on Brand Success: A Case Study of Panasonic Corporation. Asia Pacific Journal of Management and Education, 2021, 4, 6-19.	0.2	0
122	A Case Study of the Factors that Affect Consumer Behavior in IKEA. Asia Pacific Journal of Management and Education, 2021, 4, 20-28.	0.2	0
123	Effective/Differentiating Marketing Strategies of McDonaldâ€™s in Malaysia And Indonesia. Journal of the Community Development in Asia, 2021, 4, 16-33.	0.2	0
124	Factors of the Development and Decline in New Industrial Era: A Case Study of 7-Eleven. Journal of the Community Development in Asia, 2021, 4, 1-15.	0.2	0
125	Social media and open innovation: implication for innovation performance among SMEs in Malaysia. International Journal of Business and Globalisation, 2021, 28, 38.	0.2	0
126	Changes and Development in Marketing and Strategies - Study on ASUS Computer Inc.. Journal of the Community Development in Asia, 2021, 4, 66-77.	0.2	0

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127	Understanding Organizational Learning via Knowledge Management in Government-Link Companies in Malaysia. Communications in Computer and Information Science, 2009, , 234-247.	0.5	0
128	Organisational Success. Advances in Business Strategy and Competitive Advantage Book Series, 2015, , 120-137.	0.3	0
129	Using PLS-SEM to Assess the Effect of Entrepreneurial Orientation (EO) on Start-Up Success: The Moderating Role of Support Services. Advanced Science Letters, 2017, 23, 7817-7820.	0.2	0
130	Factors and Outcomes of Occupational Stress Among Salespeople: The Moderating Effect of Perceived Organizational Support. Advanced Science Letters, 2017, 23, 7833-7837.	0.2	0
131	Citizen Diplomacy And Nigeriaâ€™s External Image Management, 2010-2015. , 0, , .		0
132	Does Technopreneursâ€™ Entrepreneurial Orientation Matter On Start-Up Success? The Role Of Gender. , 0, , .		0
133	The Impacts Of Emotional Intelligence And Emotional Dissonance: A Systematic Review. , 0, , .		0
134	The Ecosystem For Malaysia Start-Up Firms: The Role Of Support System. , 0, , .		0
135	The Role of Leadership and Leadersâ€™ Behavioral Characteristic on Employees: A Study of Petronas Berhad. International Journal of Business Science and Applied Management, 2020, 5, 63-68.	0.3	0
136	OYO Rooms: Their Hospitality and Customer Satisfaction. International Journal of Tourism and Hospitality in Asia Pasific, 2020, 3, 33-39.	0.2	0
137	Factors Affecting Environmental Performance: A Study of IKEA. International Journal of Tourism and Hospitality in Asia Pasific, 2020, 3, 79-89.	0.2	0
138	A Miss-step of Innovation and Marketing Strategies Plan: Can OPPO Find a Way Out?. International Journal of Accounting & Finance in Asia Pasific, 2020, 3, 89-97.	0.1	0
139	Influences of Advertisement on Buying Behaviour. International Journal of Accounting & Finance in Asia Pasific, 2021, 4, 17-30.	0.1	0
140	How Brand Reputation Influences Customer Satisfaction: A Case Study of Starbucks, Malaysia. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 60-72.	0.2	0
141	McDonaldâ€™s Customerâ€™s Satisfaction Strategies during COVID-19 Pandemic in Malaysia. International Journal of Tourism and Hospitality in Asia Pasific, 2021, 4, 73-88.	0.2	0
142	PSYCHOLOGICAL CAPITAL IMPACT ON EXTRA ROLE BEHAVIOUR VIA WORK ENGAGEMENT: EVIDENCE FROM THE PAKISTANI BANKING SECTOR. International Journal of Banking and Finance, 0, 17, .	0.0	0