

Geoffrey N Soutar

List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

188
papers

10,758
citations

43
h-index

102
g-index

201
ext. papers

12,480
ext. citations

3.7
avg, IF

6.67
L-index

#	Paper	IF	Citations
188	Consumer perceived value: The development of a multiple item scale. <i>Journal of Retailing</i> , 2001 , 77, 203-230	6.5	2934
187	The role of perceived risk in the quality-value relationship: A study in a retail environment. <i>Journal of Retailing</i> , 1999 , 75, 77-105	6.5	945
186	Push-pull factors influencing international student destination choice. <i>International Journal of Educational Management</i> , 2002 , 16, 82-90	0.9	555
185	VALUE, SATISFACTION AND BEHAVIORAL INTENTIONS IN AN ADVENTURE TOURISM CONTEXT. <i>Annals of Tourism Research</i> , 2009 , 36, 413-438	7.7	458
184	Risk, uncertainty and the theory of planned behavior: A tourism example. <i>Tourism Management</i> , 2010 , 31, 797-805	10.8	386
183	Factors influencing word of mouth effectiveness: receiver perspectives. <i>European Journal of Marketing</i> , 2008 , 42, 344-364	4.4	248
182	Students preferences for university: a conjoint analysis. <i>International Journal of Educational Management</i> , 2002 , 16, 40-45	0.9	219
181	The structure of intraindividual value change. <i>Journal of Personality and Social Psychology</i> , 2009 , 97, 913-929	4.9	203
180	Conceptualizing word-of-mouth activity, triggers and conditions: an exploratory study. <i>European Journal of Marketing</i> , 2007 , 41, 1475-1494	4.4	194
179	Retail service quality and perceived value. <i>Journal of Retailing and Consumer Services</i> , 1997 , 4, 39-48	8.5	188
178	Tourists intention to visit a country: The impact of cultural distance. <i>Tourism Management</i> , 2007 , 28, 1497-1506	10.8	187
177	The best-worst scaling approach: an alternative to Schwartz's Values Survey. <i>Journal of Personality Assessment</i> , 2008 , 90, 335-47	2.8	144
176	Cognitive dissonance after purchase: A multidimensional scale. <i>Psychology and Marketing</i> , 2000 , 17, 369-385	3.85	142
175	Are Hofstede's and Schwartz's value frameworks congruent?. <i>International Marketing Review</i> , 2007 , 24, 164-180	4.4	128
174	Word of mouth: measuring the power of individual messages. <i>European Journal of Marketing</i> , 2012 , 46, 237-257	4.4	127
173	Self-determination theory and consumer behavioural change: Evidence from a household energy-saving behaviour study. <i>Journal of Environmental Psychology</i> , 2013 , 35, 59-66	6.7	126
172	Factors enhancing word-of-mouth influence: positive and negative service-related messages. <i>European Journal of Marketing</i> , 2014 , 48, 336-359	4.4	113

171	Reconceptualizing professional service firm innovation capability: Scale development. <i>Industrial Marketing Management</i> , 2011 , 40, 1264-1273	6.9	99
170	What individual investors value: Some Australian evidence. <i>Journal of Economic Psychology</i> , 2004 , 25, 539-555	2.5	97
169	Measuring values using best-worst scaling: The LOV example. <i>Psychology and Marketing</i> , 2007 , 24, 1043-1058	3.9	95
168	Measuring new product success: an empirical investigation of Australian SMEs. <i>Industrial Marketing Management</i> , 2004 , 33, 117-123	6.9	89
167	Residents' perceptions on impact of the America's Cup. <i>Annals of Tourism Research</i> , 1993 , 20, 571-582	7.7	86
166	New Product Development Processes in Small and Medium-Sized Enterprises: Some Australian Evidence. <i>Journal of Small Business Management</i> , 2002 , 40, 27-42	3	85
165	Energy saving behaviours: Development of a practice-based model. <i>Energy Policy</i> , 2013 , 61, 371-381	7.2	81
164	Tourists' information search: the differential impact of risk and uncertainty avoidance. <i>International Journal of Tourism Research</i> , 2010 , 12, 321-333	3.7	76
163	Measuring service quality in a tertiary institution. <i>Journal of Educational Administration</i> , 1996 , 34, 72-82	1.1	76
162	The third wave: future trends in international education. <i>International Journal of Educational Management</i> , 2003 , 17, 90-99	0.9	73
161	The impact of the work environment on ethical decision making: Some Australian evidence. <i>Journal of Business Ethics</i> , 1994 , 13, 327-339	4.3	73
160	The Effect of Global Company Animosity on Global Brand Attitudes in Emerging and Developed Markets: Does Perceived Value Matter?. <i>Journal of International Marketing</i> , 2013 , 21, 17-38	3.9	66
159	Are There Cognitive Dissonance Segments?. <i>Australian Journal of Management</i> , 2003 , 28, 227-249	2.6	65
158	Modelling CRM in a Social Media Age. <i>Australasian Marketing Journal</i> , 2015 , 23, 27-37	5	64
157	Customer engagement behavior in individualistic and collectivistic markets. <i>Journal of Business Research</i> , 2018 , 86, 281-290	8.7	63
156	Sustainable competitive advantage for educational institutions: a suggested model. <i>International Journal of Educational Management</i> , 1999 , 13, 287-300	0.9	60
155	The big five, emotional exhaustion and citizenship behaviors in service settings: The mediating role of emotional labor. <i>Personality and Individual Differences</i> , 2011 , 50, 43-48	3.3	55
154	Linking social media to customer relationship management (CRM): a qualitative study on SMEs. <i>Journal of Small Business and Entrepreneurship</i> , 2018 , 30, 193-214	2.3	54

153	Influencer Endorsements: How Advertising Disclosure and Source Credibility Affect Consumer Purchase Intention on Social Media. <i>Australasian Marketing Journal</i> , 2020 , 28, 160-170	5	53
152	Strategic planning in growth oriented small firms. <i>International Journal of Entrepreneurial Behaviour and Research</i> , 2009 , 15, 320-345	4.3	53
151	Close to the Edge—Critical issues for adventure tourism operators. <i>Asia Pacific Journal of Tourism Research</i> , 2005 , 10, 247-261	2.9	49
150	Combined effects of incentives and barriers on firms' export decisions. <i>International Business Review</i> , 1996 , 5, 53-65	6.2	49
149	Self-Determination Theory and Word of Mouth about Energy-Saving Behaviors: An Online Experiment. <i>Psychology and Marketing</i> , 2014 , 31, 698-716	3.9	47
148	Revisiting the global market for higher education. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2012 , 24, 717-737	3.2	46
147	Individual Investor Preferences: A Segmentation Analysis. <i>Journal of Behavioral Finance</i> , 2005 , 6, 6-14	1.9	44
146	Perceptions of Marketing Journals by Senior Academics in Australia and New Zealand. <i>Australasian Marketing Journal</i> , 2004 , 12, 51-61	5	44
145	Epilogue to the Special Issue and reflections on the future of engagement research. <i>Journal of Marketing Management</i> , 2016 , 32, 586-594	3.2	41
144	Ownership patterns for durable goods and financial assets: a Rasch analysis. <i>Applied Economics</i> , 1997 , 29, 903-911	1.6	39
143	Schwartz Values Clusters in the United States and China. <i>Journal of Cross-Cultural Psychology</i> , 2011 , 42, 234-252	1.9	38
142	Tackling social media data analysis. <i>Qualitative Market Research</i> , 2019 , 22, 94-113	1.6	35
141	CAPTURING AND CO-CREATING STUDENT EXPERIENCES IN SOCIAL MEDIA: A SOCIAL IDENTITY THEORY PERSPECTIVE. <i>Journal of Marketing Theory and Practice</i> , 2018 , 26, 55-71	2.2	35
140	The marketing practices-performance relationship in professional service firms. <i>Journal of Service Management</i> , 2011 , 22, 292-316	7.4	34
139	Coefficient Beta and Hierarchical Item Clustering: An Analytical Procedure for Establishing and Displaying the Dimensionality and Homogeneity of Summated Scales. <i>Organizational Research Methods</i> , 2006 , 9, 78-98	5.7	34
138	Identifying influencers on social media. <i>International Journal of Information Management</i> , 2021 , 56, 102246.4	4.4	34
137	Integrating social issues and customer engagement to drive loyalty in a service organisation. <i>Journal of Services Marketing</i> , 2015 , 29, 547-559	4	32
136	Young Australian consumers' preferences for fashion apparel attributes. <i>Journal of Fashion Marketing and Management</i> , 2012 , 16, 275-289	3.8	32

135	Online and off-line travel packages preferences: a conjoint analysis. <i>International Journal of Tourism Research</i> , 2009 , 11, 31-40	3.7	31
134	How professional service firms compete in the market: an exploratory study. <i>Journal of Marketing Management</i> , 2010 , 26, 28-55	3.2	30
133	The problem-solving service worker: Appraisal mechanisms and positive affective experiences during customer interactions. <i>Human Relations</i> , 2012 , 65, 1179-1206	4.3	30
132	Critical Success Factors in the Marketing of an Educational Institution: A Comparison of Institutional and Student Perspectives. <i>Journal of Marketing for Higher Education</i> , 2001 , 10, 39-57	1.1	30
131	Testing and Extending Schwartz Refined Value Theory Using a Best-Worst Scaling Approach. <i>Assessment</i> , 2019 , 26, 166-180	3.7	30
130	Consumer Acquisition Patterns for Durable Goods: Australian Evidence. <i>Journal of Consumer Research</i> , 1982 , 8, 456	6.3	29
129	Personal values and the theory of planned behaviour: A study of values and holiday trade-offs in young adults. <i>Tourism Management</i> , 2017 , 62, 107-109	10.8	28
128	Tourists' strategies: An acculturation approach. <i>Tourism Management</i> , 2014 , 40, 311-320	10.8	28
127	Modelling the faddish, fashionable and efficient diffusion of agricultural technologies: A case study of the diffusion of wool testing technology in Australia. <i>Technological Forecasting and Social Change</i> , 2011 , 78, 468-480	9.5	28
126	Conflict-handling style measurement: a best-worst scaling application. <i>International Journal of Conflict Management</i> , 2010 , 21, 281-308	2	28
125	The validation of a use innovativeness scale. <i>European Journal of Innovation Management</i> , 2005 , 8, 471-481	4.1	28
124	Australian and Japanese Value Stereotypes: A two Country Study. <i>Journal of International Business Studies</i> , 1999 , 30, 203-216	8.5	28
123	The influence of negative publicity on brand equity: attribution, image, attitude and purchase intention. <i>Journal of Product and Brand Management</i> , 2018 , 27, 440-451	4.3	27
122	Customer engagement in CSR: a utility theory model with moderating variables. <i>Journal of Service Theory and Practice</i> , 2017 , 27, 833-853	3.1	26
121	Value drivers and adventure tourism. <i>Journal of Service Theory and Practice</i> , 2017 , 27, 102-122	3.1	25
120	Experiences, post-trip destination image, satisfaction and loyalty: A study in an ecotourism context. <i>Journal of Destination Marketing & Management</i> , 2021 , 19, 100547	4.7	25
119	Word of mouth antecedents in an educational context: a Singaporean study. <i>International Journal of Educational Management</i> , 2012 , 26, 678-695	0.9	23
118	Australian educational institutions' international markets. <i>International Journal of Educational Management</i> , 2008 , 22, 229-238	0.9	23

117	Factors affecting investment intentions: A consumer behaviour perspective. <i>Journal of Financial Services Marketing</i> , 2013 , 18, 301-315	2.8	22
116	The selection of international retail franchisees in East Asia. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2007 , 19, 380-397	3.2	22
115	Moderators of the brand image/perceived product quality relationship. <i>Journal of Brand Management</i> , 2000 , 7, 425-433	3.3	22
114	Life Style and Television Viewing Behaviour in Perth, Western Australia. <i>Australian Journal of Management</i> , 1981 , 6, 109-124	2.6	21
113	Export instability and concentration in the less developed countries. <i>Journal of Development Economics</i> , 1977 , 4, 279-297	3.6	21
112	A management perspective on business ethics. <i>Journal of Business Ethics</i> , 1995 , 14, 603-611	4.3	20
111	Fuzzy Logic for Social Simulation Using NetLogo. <i>Jasss</i> , 2015 , 18,	4.8	20
110	The member wears Four Hats: A member identification framework for co-operative enterprises. <i>Journal of Co-operative Organization and Management</i> , 2018 , 6, 20-33	2.2	20
109	Journal Quality: A Google Scholar Analysis. <i>Australasian Marketing Journal</i> , 2009 , 17, 150-153	5	19
108	Strategy matters: strategic positioning and performance in the education services sector. <i>International Journal of Nonprofit and Voluntary Sector Marketing</i> , 2008 , 13, 141-151	0.6	19
107	Agency-client chemistry: demographic and psychographic influences. <i>International Journal of Advertising</i> , 2001 , 20, 169-187	3.6	19
106	The Antecedents and Consequences of Value Co-Creation Behaviors in a Hotel Setting: A Two-Country Study. <i>Cornell Hospitality Quarterly</i> , 2020 , 61, 353-368	2.2	19
105	Stress and the Police Officer: Some West Australian Evidence. <i>The Police Journal: A Quarterly Review for the Police Forces of the Commonwealth and English-speaking World</i> , 1993 , 66, 277-290	0.9	18
104	Cruising through a pandemic: The impact of COVID-19 on intentions to cruise. <i>Transportation Research Interdisciplinary Perspectives</i> , 2021 , 9, 100328	7.3	17
103	NAVIGATING ONLINE BRAND ADVOCACY (OBA): AN EXPLORATORY ANALYSIS. <i>Journal of Marketing Theory and Practice</i> , 2018 , 26, 99-116	2.2	15
102	Delivering good service: personal resources, job satisfaction and nurses' 'customer' (patient) orientation. <i>Journal of Advanced Nursing</i> , 2014 , 70, 1553-63	3.1	15
101	Effects of country and delivery mode on perceived risk in international higher education. <i>Journal of Marketing for Higher Education</i> , 2015 , 25, 171-203	1.1	14
100	International students' university preferences: how different are Malaysian and Chinese students?. <i>International Journal of Educational Management</i> , 2016 , 30, 197-210	0.9	14

99	Preferences for training options: A conjoint analysis. <i>Human Resource Development Quarterly</i> , 2009 , 20, 307-330	2.4	14
98	The Influence Personality and Leader Behaviours have on Teacher Self-leadership in Vocational Colleges. <i>Educational Management Administration and Leadership</i> , 2012 , 40, 707-723	1.1	13
97	Examining business students' career preferences: A perceptual space approach. <i>Journal of Vocational Behavior</i> , 1983 , 23, 11-21	6	13
96	Using blueprinting and benchmarking to identify marketing resources that help co-create customer value. <i>Journal of Business Research</i> , 2016 , 69, 5653-5661	8.7	13
95	Exploring wool apparel consumers' ethical concerns and preferences. <i>Journal of Fashion Marketing and Management</i> , 2014 , 18, 169-186	3.8	12
94	Is Schwartz's Value Survey an Interval Scale, and Does It Really Matter?. <i>Journal of Cross-Cultural Psychology</i> , 2010 , 41, 76-86	1.9	12
93	Collecting Information from Groups: A Comparison of Two Methods. <i>International Journal of Market Research</i> , 1997 , 39, 1-14		12
92	Do retail stockbrokers understand clients' investment preferences?. <i>Journal of Financial Services Marketing</i> , 2008 , 13, 135-149	2.8	12
91	Resource adequacy in new product development: a discriminant analysis. <i>European Journal of Innovation Management</i> , 2001 , 4, 53-59	4.2	12
90	Supervisory Factors Affecting Job Satisfaction in Public Accounting Firms. <i>Australian Accounting Review</i> , 2000 , 10, 65-72	2.4	12
89	Organizational Commitment and the West Australian Police Force. <i>The Police Journal: A Quarterly Review for the Police Forces of the Commonwealth and English-speaking World</i> , 1991 , 64, 168-177	0.9	12
88	Research Performance of Marketing Academics and Departments: An International Comparison. <i>Australasian Marketing Journal</i> , 2015 , 23, 155-161	5	11
87	Low-tech vs high-tech entrepreneurship: A study in France and Australia. <i>Journal of Innovation Economics and Management</i> , 2014 , 14, 121	0.8	11
86	Professional Service Firms are Relationship Marketers: But Does Size Matter?. <i>Australasian Marketing Journal</i> , 2008 , 16, 30-47	5	11
85	The measurement of shop-floor job satisfaction: The convergent and discriminant validity of the Worker Opinion Survey. <i>Journal of Occupational Psychology</i> , 1982 , 55, 27-33		11
84	Customer value cocreation activities. <i>Journal of Service Theory and Practice</i> , 2019 , 29, 282-308	3.1	11
83	Making sense of consumers' wool apparel preferences. <i>Journal of the Textile Institute</i> , 2012 , 103, 405-415	1.5	10
82	Exploring consumer beliefs about wool apparel in the USA and Australia. <i>Journal of the Textile Institute</i> , 2012 , 103, 40-47	1.5	10

81	Borderless education: some implications for management. <i>International Journal of Educational Management</i> , 2005 , 19, 428-436	0.9	9
80	Service Quality and The Overseas' Student: Some Australian Experiences. <i>Asia Pacific Journal of Marketing and Logistics</i> , 1994 , 6, 28-40	3.2	9
79	A Benefit Segmentation of the Financial Planning Market. <i>International Journal of Bank Marketing</i> , 1991 , 9, 25-29	4	9
78	Antecedents to Consumer Peer Communication through Social Advertising: A Self-Disclosure Theory Perspective. <i>Journal of Interactive Advertising</i> , 2018 , 18, 55-71	6.2	8
77	Financial instruments and equity structures for raising capital in co-operatives. <i>Journal of Accounting and Organizational Change</i> , 2016 , 12, 50-74	1.5	8
76	Patrons' intentions to continue using a recreation centre: a suggested model. <i>Managing Leisure</i> , 2009 , 14, 177-194		8
75	The impact of a short self-management training intervention in a retail banking environment. <i>Human Resource Development Quarterly</i> , 2007 , 18, 159-178	2.4	8
74	The Impact of Gender and Generation on the Start-Up Goals and Satisfaction of Home-Based and Commercial Enterprises. <i>Small Enterprise Research: the Journal of SEAANZ</i> , 2005 , 13, 72-80	1.3	8
73	Service Quality in Educational Institutions: A Foreign Student View. <i>Journal of Marketing for Higher Education</i> , 1996 , 7, 85-94	1.1	8
72	Levels of Custody and Attitude Differences Among Prison Officers: A Comparative Study. <i>Australian and New Zealand Journal of Criminology</i> , 1984 , 17, 87-94	1.9	8
71	Enhancing member-institution relationships through social media: The role of other-user engagement behavior and similarity perceptions. <i>Journal of Business Research</i> , 2020 , 121, 642-654	8.7	8
70	The strategic co-creation of content and student experiences in social media. <i>Qualitative Market Research</i> , 2019 , 22, 50-69	1.6	8
69	A netnography of a university's social media brand community: Exploring collaborative co-creation tactics. <i>Journal of Global Scholars of Marketing Science</i> , 2017 , 27, 148-164	2.3	7
68	Member loyalty and WOM in co-operative and mutual enterprises. <i>Journal of Services Marketing</i> , 2019 , 33, 303-315	4	7
67	ORGANISATIONAL FACTORS, ANTICIPATED RENTS AND COMMERCIALISATION IN SMEs. <i>International Journal of Innovation Management</i> , 2018 , 22, 1850018	1.5	7
66	Drivers and relationship benefits of customer willingness to engage in CSR initiatives. <i>Journal of Service Theory and Practice</i> , 2020 , 30, 5-29	3.1	7
65	Two-way acculturation in social media: The role of institutional efforts. <i>Technological Forecasting and Social Change</i> , 2019 , 145, 532-542	9.5	7
64	Entrepreneurship, values, and Muslim values: some insights from Minangkabau entrepreneurs. <i>International Journal of Social Entrepreneurship and Innovation</i> , 2013 , 2, 361	1	6

63	The effectiveness of self-management training in organisations from two culturally different countries. <i>Journal of Management Development</i> , 2009 , 28, 633-646	1.5	6
62	Ideal Decision-making Styles Indicated by Deputy Principals. <i>Journal of Educational Administration</i> , 1992 , 30,	1.1	6
61	Prison Officers' Work Attitudes: The Influence of Background and Work Experience. <i>Australian and New Zealand Journal of Criminology</i> , 1985 , 18, 17-24	1.9	6
60	ANALYZING PREFERENCES FOR INVESTMENT PROJECTS: A MULTIDIMENSIONAL SCALING APPROACH*. <i>Decision Sciences</i> , 1980 , 11, 471-481	3.7	6
59	COVID-19's impact on the perceived risk of ocean cruising: A best-worst scaling study of Australian consumers. <i>Tourism Economics</i> , 135481662110545	3.1	6
58	Online brand advocacy and brand loyalty: a reciprocal relationship?. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2021 , ahead-of-print,	3.2	6
57	Best-worst scaling: an alternative to ratings data177-188		5
56	Australia's Leading Co-Operative and Mutual Enterprises in 2014. <i>SSRN Electronic Journal</i> , 2014 ,	1	5
55	ON-FARM INNOVATION IN THE AUSTRALIAN WOOL INDUSTRY: A SENSEMAKING PERSPECTIVE. <i>Experimental Agriculture</i> , 2009 , 45, 295-312	1.7	5
54	Looking at Behavioral Innovativeness. <i>Journal of Organizational and End User Computing</i> , 2008 , 20, 1-22	6.2	5
53	Generational Differences in the Start-Up Goals and Later Satisfaction of Women Small Business Proprietors. <i>Small Enterprise Research: the Journal of SEAAZ</i> , 2004 , 12, 71-80	1.3	5
52	Information Search for a Professional Service. <i>Services Marketing Quarterly</i> , 1995 , 11, 45-60		5
51	Who Should Decide? Key Areas for Participation. <i>Leadership and Organization Development Journal</i> , 1991 , 12, 8-11	2.9	5
50	Biorhythms and the incidence of industrial accidents. <i>Journal of Safety Research</i> , 1983 , 14, 167-172	4	5
49	SUBJECTIVE EVALUATIONS FOR PRODUCT DESIGN DECISIONS. <i>Decision Sciences</i> , 1975 , 6, 120-134	3.7	5
48	A Socio-cognitive Perspective of Industry Innovation Initiatives. <i>Prometheus</i> , 2009 , 27, 251-265	0	4
47	Means or ends? Ethical decision frameworks in the Western Australian Public Service. <i>Journal of Business Ethics</i> , 1995 , 14, 629-641	4.3	4
46	Consumer Acquisition Patterns for Durable Goods: A Rasch Analysis. <i>European Journal of Marketing</i> , 1990 , 24, 31-39	4.4	4

45	Personifying Destinations: A Personal Values Approach. <i>Journal of Travel Research</i> , 2020 , 59, 1168-1185	6.3	4
44	Service employees' personality, customer orientation and customer incivility. <i>International Journal of Quality and Service Sciences</i> , 2020 , 12, 281-296	1.9	4
43	Does corporate social responsibility improve brands' responsible and active personality dimensions? An experimental investigation. <i>Journal of Product and Brand Management</i> , 2020 , ahead-of-print,	4.3	4
42	Co-creating a CSR Strategy with Customers to Deliver Greater Value. <i>CSR, Sustainability, Ethics & Governance</i> , 2018 , 89-107	0.2	3
41	Looking at leaders: a conjoint analysis. <i>Leadership and Organization Development Journal</i> , 2008 , 29, 461-472	4.2	3
40	The impact of emotional reaction and cognitive role of occupational stress on public accountants' performance. <i>Asian Review of Accounting</i> , 2004 , 12, 64-78	1.1	3
39	Export Barriers in the Western Australian Horticulture Industry. <i>Journal of International Food and Agribusiness Marketing</i> , 1995 , 6, 53-70	1.5	3
38	CORPORATE INNOVATION: SOME AUSTRALIAN EXPERIENCES. <i>Prometheus</i> , 1993 , 11, 200-218	0	3
37	Life Style and Radio Listening Patterns in Perth, Western Australia. <i>Australian Journal of Management</i> , 1983 , 8, 71-81	2.6	3
36	Community Attitudes to Industrial Relations Issues in Perth, 1974-1984. <i>Journal of Industrial Relations</i> , 1985 , 27, 61-67	1.9	3
35	Cruise passengers' risk reduction strategies in the wake of COVID-19. <i>Asia Pacific Journal of Tourism Research</i> , 2021 , 26, 1189-1206	2.9	3
34	Why do SMEs join Co-operatives? A comparison of SME owner-managers and Co-operative executives views. <i>Journal of Co-operative Organization and Management</i> , 2021 , 9, 100128	2.2	3
33	Retailers' attitudes towards shoplifting and prevention devices. <i>International Review of Retail, Distribution and Consumer Research</i> , 1991 , 1, 301-313	1.7	2
32	The Effects of Productivity Enhancement: Some Community Views. <i>Economic and Labour Relations Review</i> , 1992 , 3, 177-187	2.1	2
31	BANKING INDUSTRY EMPLOYEES AND TECHNOLOGICAL CHANGE. <i>Prometheus</i> , 1987 , 5, 284-303	0	2
30	Using Conjoint Analysis to Determine a Compensation Package. <i>Management Research Review</i> , 1983 , 6, 11-15		2
29	Corporate Objectives of Credit Unions in Western Australia. <i>International Journal of Bank Marketing</i> , 1984 , 2, 58-67	4	2
28	A Rasch analysis of service performance in a tourism context. <i>Journal of Business Research</i> , 2022 , 139, 338-353	8.7	2

27	Saving energy at home: Exploring the role of behavior regulation and habit. <i>International Journal of Consumer Studies</i> ,	5.7	2
26	Connecting tourism experience and environmental learning. <i>Current Issues in Tourism</i> , 2021 , 24, 1792-1798	3.8	2
25	Experiences and value perceptions of an ecotourism trip: An empirical study of outbound Chinese tourists. <i>Tourism Recreation Research</i> , 2021 , 46, 333-344	2.1	2
24	Research performance of Australian and New Zealand marketing academics: Achieving rigor and relevance. <i>Australasian Marketing Journal</i> ,144135822210940	5	2
23	TRAVELERS' CURRENCY CONVERSION BEHAVIORS. <i>Annals of Tourism Research</i> , 2010 , 37, 265-269	7.7	1
22	Relationships between various measurements of workplace performance. <i>Journal of Management Development</i> , 1997 , 16, 34-42	1.5	1
21	Dynamic modelling of inter-organisational information management systems and relationships in food chains. <i>Journal on Chain and Network Science</i> , 2004 , 4, 55-71		1
20	Buyer/seller reflections on inter-organisational information systems: Implications for chain data collection methods. <i>Journal on Chain and Network Science</i> , 2002 , 2, 117-133		1
19	Job Satisfaction in the South Western Australian Timber Industry: A Perceptual Mapping Approach. <i>Management Research Review</i> , 1983 , 6, 5-9		1
18	Customer versus member engagement: Does mutuality matter?. <i>Journal of Co-operative Organization and Management</i> , 2022 , 10, 100166	2.2	1
17	Exploring online destination brand advocacy. <i>Tourism Recreation Research</i> ,1-19	2.1	1
16	Australia's Leading Co-Operative and Mutual Enterprises in 2015. <i>SSRN Electronic Journal</i> ,	1	1
15	Emotion regulation in service encounters: are customer displays real?. <i>Journal of Service Theory and Practice</i> , 2020 , 30, 171-194	3.1	1
14	Factors Affecting Investment Intentions: A Consumer Behaviour Perspective 2016 , 201-223		1
13	Perceived values-congruence and employees' change beliefs. <i>Journal of Management and Organization</i> , 2020 , 1-19	1.7	1
12	Value-facilitating simplification in marketing: A systematic review and research agenda. <i>International Journal of Management Reviews</i> , 2021 , 23, 277-299	6.4	1
11	Market research in Australian SMEs: An empirical study. <i>Small Enterprise Research: the Journal of SEAAANZ</i> , 2001 , 9, 17-31	1.3	0
10	Employer and employee perspectives of HRM practices within SMEs. <i>Small Enterprise Research: the Journal of SEAAANZ</i> ,1-22	1.3	0

9	What roles do SME members have in cooperatives?. <i>Journal of Co-operative Organization and Management</i> , 2022 , 10, 100172	2.2	0
8	Ethical Attitudes in Business: A Comparative Study in Seven Countries89-100		
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