

# Osman M Karatepe

## List of Publications by Year in Descending Order

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**Version:** 2024-04-26

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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.

153  
papers

7,101  
citations

49  
h-index

77  
g-index

162  
ext. papers

8,495  
ext. citations

4.9  
avg, IF

7.12  
L-index

| #   | Paper   | IF  | Citations |
|-----|---|-----|-----------|
| 153 | Ethical leadership, trust in organization and their impacts on critical hotel employee outcomes. <i>International Journal of Hospitality Management</i> , <b>2022</b> , 102, 103153   | 8.3 | 1         |
| 152 | Does work engagement mediate the impact of green human resource management on absenteeism and green recovery performance?. <i>Employee Relations</i> , <b>2022</b> , ahead-of-print,  | 2.1 | 5         |
| 151 | Management commitment to the ecological environment, green work engagement and their effects on hotel employees' green work outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2022</b> , ahead-of-print,                             | 7.5 | 10        |
| 150 | The effects of green human resource management and perceived organizational support for the environment on green and non-green hotel employee outcomes. <i>International Journal of Hospitality Management</i> , <b>2022</b> , 103, 103202                            | 8.3 | 7         |
| 149 | An Investigation of Key Success Factors for Kebab as an Example of Local Food Tourism in Bonab. <i>Advances in Hospitality, Tourism and the Services Industry</i> , <b>2022</b> , 165-175   | 0.2 | 0         |
| 148 | Leader knowledge hiding, feedback avoidance and hotel employee outcomes: a moderated mediation model. <i>International Journal of Contemporary Hospitality Management</i> , <b>2021</b> , ahead-of-print,   | 7.5 | 4         |
| 147 | The effects of on-the-job embeddedness and its sub-dimensions on small-sized hotel employees' organizational commitment, work engagement and turnover intentions. <i>International Journal of Contemporary Hospitality Management</i> , <b>2021</b> , ahead-of-print, | 7.5 | 3         |
| 146 | Informal learning, work engagement and their effects on work-family enrichment. <i>International Journal of Productivity and Performance Management</i> , <b>2021</b> , ahead-of-print,   | 2.3 | 1         |
| 145 | Does Job Embeddedness Mediate the Effect of Resilience on Cabin Attendants' Career Satisfaction and Creative Performance?. <i>Sustainability</i> , <b>2021</b> , 13, 5104   | 3.6 | 1         |
| 144 | Does employee engagement mediate the influence of psychological contract breach on pro-environmental behaviors and intent to remain with the organization in the hotel industry?. <i>Journal of Hospitality Marketing and Management</i> , <b>2021</b> , 30, 326-353  | 6.4 | 17        |
| 143 | COVID-19, mental health problems, and their detrimental effects on hotel employees' propensity to be late for work, absenteeism, and life satisfaction. <i>Current Issues in Tourism</i> , <b>2021</b> , 24, 934-951  | 5.8 | 19        |
| 142 | Green human resource management, perceived green organizational support and their effects on hotel employees' behavioral outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2021</b> , ahead-of-print,                                | 7.5 | 26        |
| 141 | The effect of servant leadership on hotel employees' behavioral consequences: Work engagement versus job satisfaction. <i>International Journal of Hospitality Management</i> , <b>2021</b> , 97, 102994  | 8.3 | 11        |
| 140 | Sense of calling, emotional exhaustion and their effects on hotel employees' green and non-green work outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2021</b> , ahead-of-print,   | 7.5 | 8         |
| 139 | Job insecurity, work engagement and their effects on hotel employees' non-green and nonattendance behaviors. <i>International Journal of Hospitality Management</i> , <b>2020</b> , 87, 102472  | 8.3 | 49        |
| 138 | Attitudinal and behavioral outcomes of work-life balance among hotel employees: The mediating role of psychological contract breach. <i>Journal of Hospitality and Tourism Management</i> , <b>2020</b> , 42, 199-209 <sup>6</sup>                                    |     | 13        |
| 137 | Applying Health Belief Model to Unveil Employees' Workplace COVID-19 Protective Behaviors: Insights for the Hospitality Industry. <i>International Journal of Mental Health Promotion</i> , <b>2020</b> , 22, 233-247 <sup>1.8</sup>                                  |     | 8         |

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|-----|---|-----|----|
| 136 | Does optimism mediate the influence of work-life balance on hotel salespeople's life satisfaction and creative performance?. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2020</b> , 19, 82-101                              | 1.6 | 14 |
| 135 | Investigating the selected consequences of boreout among cabin crew. <i>Journal of Air Transport Management</i> , <b>2020</b> , 82, 101739  | 5.1 | 4  |
| 134 | Does climate for creativity mediate the impact of servant leadership on management innovation and innovative behavior in the hotel industry?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2020</b> , 32, 2497-2517   | 7.5 | 43 |
| 133 | Does servant leadership better explain work engagement, career satisfaction and adaptive performance than authentic leadership?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2020</b> , 32, 2075-2095                | 7.5 | 53 |
| 132 | A Conceptual Model for Green Human Resource Management: Indicators, Differential Pathways, and Multiple Pro-Environmental Outcomes. <i>Sustainability</i> , <b>2020</b> , 12, 7089  | 3.6 | 16 |
| 131 | Is political skill really an antidote in the workplace incivility-emotional exhaustion and outcome relationship in the hotel industry?. <i>Journal of Hospitality and Tourism Management</i> , <b>2019</b> , 40, 40-49                            | 6   | 16 |
| 130 | The effect of job insecurity on employees' job outcomes: the mediating role of job embeddedness. <i>Journal of Management Development</i> , <b>2019</b> , 38, 288-297   | 1.5 | 4  |
| 129 | Outcomes of workplace ostracism among restaurant employees. <i>Tourism Management Perspectives</i> , <b>2019</b> , 30, 129-137  | 5.8 | 19 |
| 128 | The effects of supervisor support and self-efficacy on call center employees' work engagement and quitting intentions. <i>International Journal of Manpower</i> , <b>2019</b> , 40, 688-703   | 2.5 | 22 |
| 127 | Nurses' Perceptions of Job Embeddedness in Public Hospitals. <i>SAGE Open</i> , <b>2019</b> , 9, 215824401982884  | 1.5 | 2  |
| 126 | Got political skill?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2019</b> , 31, 1367-1389   | 7.5 | 12 |
| 125 | The effects of nonwork and personal resources on frontline bank employees' work engagement and critical job outcomes. <i>International Journal of Bank Marketing</i> , <b>2019</b> , 37, 858-879  | 4   | 14 |
| 124 | Work social support, work engagement and their impacts on multiple performance outcomes. <i>International Journal of Productivity and Performance Management</i> , <b>2019</b> , 69, 1227-1245  | 2.3 | 5  |
| 123 | Frontline hotel employees' psychological capital, trust in organization, and their effects on nonattendance intentions, absenteeism, and creative performance. <i>Journal of Hospitality Marketing and Management</i> , <b>2019</b> , 28, 217-239 | 6.4 | 40 |
| 122 | Unraveling the black box. <i>Employee Relations</i> , <b>2019</b> , 41, 67-83   | 2.1 | 34 |
| 121 | Stressors, work engagement and their effects on hotel employee outcomes. <i>Service Industries Journal</i> , <b>2019</b> , 39, 279-298  | 5.7 | 39 |
| 120 | Internal marketing practices, genuine emotions and their effects on hotel employees' customer-oriented behaviors. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2019</b> , 18, 47-70  | 1.6 | 12 |
| 119 | The impact of job insecurity on critical hotel employee outcomes: The mediating role of self-efficacy. <i>Journal of Hospitality Marketing and Management</i> , <b>2019</b> , 28, 665-689   | 6.4 | 23 |

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|-----|---|------|-----|
| 118 | Test of an integrative model of travel-related social media users' switching intentions. <i>Service Business</i> , <b>2019</b> , 13, 339-361  | 3.9  | 6   |
| 117 | Linking resources to career satisfaction through work-family enrichment. <i>Service Industries Journal</i> , <b>2019</b> , 39, 855-876  | 5.7  | 11  |
| 116 | Servant leadership, organisational trust, and bank employee outcomes. <i>Service Industries Journal</i> , <b>2019</b> , 39, 86-108  | 5.7  | 56  |
| 115 | Antecedents and outcomes of job insecurity among salespeople. <i>Marketing Intelligence and Planning</i> , <b>2018</b> , 36, 290-302  | 3.2  | 12  |
| 114 | High-performance work practices and hotel employee outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2018</b> , 30, 1112-1133  | 7.5  | 42  |
| 113 | Psychological contract breach and service innovation behavior: psychological capital as a mediator. <i>Service Business</i> , <b>2018</b> , 12, 305-329   | 3.9  | 25  |
| 112 | Does positive affectivity moderate the effect of burnout on job outcomes? An empirical investigation among hotel employees. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2018</b> , 17, 360-374        | 1.6  | 12  |
| 111 | Do Gender and Prior Experience Moderate the Factors Influencing Attitude toward Using Social Media for Festival Attendance?. <i>Sustainability</i> , <b>2018</b> , 10, 3509   | 3.6  | 13  |
| 110 | Does trust in organization mediate the influence of servant leadership on satisfaction outcomes among flight attendants?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2018</b> , 30, 3555-3573 | 7.5  | 27  |
| 109 | The effects of organizational and personal resources on stress, engagement, and job outcomes. <i>International Journal of Hospitality Management</i> , <b>2018</b> , 74, 147-161  | 8.3  | 62  |
| 108 | Outcomes of job crafting among flight attendants. <i>Journal of Air Transport Management</i> , <b>2017</b> , 62, 34-43  | 5.1  | 32  |
| 107 | Work engagement and turnover intentions. <i>International Journal of Contemporary Hospitality Management</i> , <b>2017</b> , 29, 1580-1598  | 7.5  | 43  |
| 106 | Does hotel employees' quality of work life mediate the effect of psychological capital on job outcomes?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2017</b> , 29, 1638-1657                  | 7.5  | 29  |
| 105 | An exploration of the factors influencing social media continuance usage and information sharing intentions among Korean travellers. <i>Tourism Management</i> , <b>2017</b> , 63, 170-178                                  | 10.8 | 101 |
| 104 | The effects of psychological capital and work engagement on nurses' lateness attitude and turnover intentions. <i>Journal of Management Development</i> , <b>2017</b> , 36, 1029-1039                                       | 1.5  | 22  |
| 103 | Test of a mediation model of psychological capital among hotel salespeople. <i>International Journal of Contemporary Hospitality Management</i> , <b>2017</b> , 29, 2178-2197   | 7.5  | 71  |
| 102 | Leader political skill and casino dealer morale: the mediating role of follower perceptions of leader-member exchange. <i>Service Business</i> , <b>2017</b> , 11, 665-692  | 3.9  | 4   |
| 101 | The effects of work social support and career adaptability on career satisfaction and turnover intentions. <i>Journal of Management and Organization</i> , <b>2017</b> , 23, 337-355  | 1.7  | 40  |

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| 100 | An examination of the consequences of corporate social responsibility in the airline industry: Work engagement, career satisfaction, and voice behavior. <i>Journal of Air Transport Management</i> , <b>2017</b> , 59, 8-17                  | 5.1 | 56  |
| 99  | The mediating role of work engagement in the relationship between high-performance work practices and job outcomes of employees in Nigeria. <i>International Journal of Contemporary Hospitality Management</i> , <b>2016</b> , 28, 2350-2371 | 7.5 | 65  |
| 98  | Service employees' fit, work-family conflict, and work engagement. <i>Journal of Services Marketing</i> , <b>2016</b> , 30, 554-566   | 4   | 23  |
| 97  | Investigating the impact of customer orientation on innovativeness: evidence from born-global firms in Turkey. <i>Economic Research-Ekonomska Istrazivanja</i> , <b>2016</b> , 29, 721-734  | 2.5 | 0   |
| 96  | An empirical investigation of psychological capital among flight attendants. <i>Journal of Air Transport Management</i> , <b>2016</b> , 55, 193-202   | 5.1 | 43  |
| 95  | Does job embeddedness mediate the effects of coworker and family support on creative performance? An empirical study in the hotel industry. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2016</b> , 15, 119-132          | 1.6 | 39  |
| 94  | The Effect of Psychological Climate on Job Outcomes: Evidence from the Airline Industry. <i>Journal of Travel and Tourism Marketing</i> , <b>2016</b> , 33, 1162-1180   | 6.6 | 2   |
| 93  | Test of a mediational model of organization mission fulfillment: evidence from the hotel industry. <i>International Journal of Contemporary Hospitality Management</i> , <b>2016</b> , 28, 988-1008   | 7.5 | 12  |
| 92  | The effects of organization mission fulfillment and perceived organizational support on job performance. <i>International Journal of Bank Marketing</i> , <b>2016</b> , 34, 368-387   | 4   | 52  |
| 91  | Do psychological capital and work engagement foster frontline employees' satisfaction?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2015</b> , 27, 1254-1278   | 7.5 | 140 |
| 90  | Does Manager Support Reduce the Effect of Work-Family Conflict on Emotional Exhaustion and Turnover Intentions?. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2015</b> , 14, 267-289                                     | 1.6 | 17  |
| 89  | High-Performance Work Practices, Perceived Organizational Support, and Their Effects on Job Outcomes: Test of a Mediational Model. <i>International Journal of Hospitality and Tourism Administration</i> , <b>2015</b> , 16, 203-223         | 2   | 16  |
| 88  | High-performance work practices, career satisfaction, and service recovery performance: a study of flight attendants. <i>Tourism Review</i> , <b>2015</b> , 70, 56-71   | 5.2 | 37  |
| 87  | Do personal resources mediate the effect of perceived organizational support on emotional exhaustion and job outcomes?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2015</b> , 27, 4-26                          | 7.5 | 71  |
| 86  | Gender-choice behavior linkages: an investigation in the hospitality industry. <i>Tourism and Hospitality Management</i> , <b>2015</b> , 21, 191-202  | 1.4 | 2   |
| 85  | The effects of high-performance work practices and job embeddedness on flight attendants' performance outcomes. <i>Journal of Air Transport Management</i> , <b>2014</b> , 37, 27-35  | 5.1 | 62  |
| 84  | Does work engagement mediate the effects of challenge stressors on job outcomes? Evidence from the hotel industry. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 36, 14-22   | 8.3 | 90  |
| 83  | The effect of psychological capital on conflicts in the work-family interface, turnover and absence intentions. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 43, 132-143  | 8.3 | 74  |

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| 82 | The Effects of High-Performance Work Practices on Perceived Organizational Support and Turnover Intentions: Evidence from the Airline Industry. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2014</b> , 13, 103-119 | 1.6 | 20  |
| 81 | The effects of perceived crowding, emotional dissonance, and emotional exhaustion on critical job outcomes: A study of ground staff in the airline industry. <i>Journal of Air Transport Management</i> , <b>2014</b> , 40, 182-191      | 5.1 | 30  |
| 80 | The relationship between customer-related social stressors and job outcomes: the mediating role of emotional exhaustion. <i>Economic Research-Ekonomska Istrazivanja</i> , <b>2014</b> , 27, 414-426                                     | 2.5 | 12  |
| 79 | Hope, Work Engagement, and Organizationally Valued Performance Outcomes: An Empirical Study in the Hotel Industry. <i>Journal of Hospitality Marketing and Management</i> , <b>2014</b> , 23, 678-698                                    | 6.4 | 32  |
| 78 | Exploring the Role of Organizational and Personal Resources in Explaining Nurse Performance in Public Hospitals in the Turkish Republic of Northern Cyprus. <i>Journal of Health Management</i> , <b>2014</b> , 16, 1-12                 | 2.1 | 7   |
| 77 | Linking core self-evaluations and work engagement to work-family facilitation. <i>International Journal of Contemporary Hospitality Management</i> , <b>2014</b> , 26, 307-323   | 7.5 | 57  |
| 76 | The Importance of Supervisor Support for Effective Hotel Employees: An Empirical Investigation in Cameroon. <i>Cornell Hospitality Quarterly</i> , <b>2014</b> , 55, 388-397   | 2.2 | 21  |
| 75 | Job Embeddedness as a Moderator of the Impact of Organisational Justice on Turnover Intentions: a Study in Iran. <i>International Journal of Tourism Research</i> , <b>2014</b> , 16, 22-32  | 3.7 | 54  |
| 74 | High-performance work practices and hotel employee performance: The mediation of work engagement. <i>International Journal of Hospitality Management</i> , <b>2013</b> , 32, 132-140   | 8.3 | 246 |
| 73 | Does Work Engagement Mediate the Effect of Polychronicity on Performance Outcomes? A Study in the Hospitality Industry in Northern Cyprus. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2013</b> , 12, 52-70        | 1.6 | 38  |
| 72 | The effects of work overload and work-family conflict on job embeddedness and job performance. <i>International Journal of Contemporary Hospitality Management</i> , <b>2013</b> , 25, 614-634   | 7.5 | 125 |
| 71 | Correlates of Nonwork and Work Satisfaction Among Hotel Employees: Implications for Managers. <i>Journal of Hospitality Marketing and Management</i> , <b>2013</b> , 22, 375-406   | 6.4 | 26  |
| 70 | The Effects of Work-Family Conflict and Facilitation on Turnover Intentions: The Moderating Role of Core Self-Evaluations. <i>International Journal of Hospitality and Tourism Administration</i> , <b>2013</b> , 14, 255-281            | 2   | 21  |
| 69 | Linking Perceived Ethical Climate to Performance Outcomes: The Mediating Role of Job Embeddedness. <i>Economic Research-Ekonomska Istrazivanja</i> , <b>2013</b> , 26, 77-90   | 2.5 | 8   |
| 68 | The effect of job resourcefulness on role stress, emotional exhaustion and overall performance: A study of frontline bank employees. <i>Journal of Financial Services Marketing</i> , <b>2013</b> , 18, 91-105                           | 2.8 | 16  |
| 67 | Perceptions of organizational politics and hotel employee outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2013</b> , 25, 82-104   | 7.5 | 82  |
| 66 | High-performance work practices, work social support and their effects on job embeddedness and turnover intentions. <i>International Journal of Contemporary Hospitality Management</i> , <b>2013</b> , 25, 903-921                      | 7.5 | 103 |
| 65 | Who is likely to quit nursing jobs? A study in the Turkish Republic of Northern Cyprus. <i>Health Marketing Quarterly</i> , <b>2013</b> , 30, 80-96  | 1.1 | 10  |

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|----|---|-----|-----|
| 64 | Does hope moderate the impact of job burnout on frontline bank employees' in-role and extra-role performances?. <i>International Journal of Bank Marketing</i> , <b>2013</b> , 31, 56-70                              | 4   | 34  |
| 63 | Does Job Embeddedness Mediate the Effect of Work Engagement on Job Outcomes? A Study of Hotel Employees in Cameroon. <i>Journal of Hospitality Marketing and Management</i> , <b>2012</b> , 21, 440-461               | 6.4 | 81  |
| 62 | THE EFFECT OF MANAGEMENT COMMITMENT TO SERVICE QUALITY ON JOB EMBEDDEDNESS AND PERFORMANCE OUTCOMES. <i>Journal of Business Economics and Management</i> , <b>2012</b> , 13, 614-636                                  | 2   | 41  |
| 61 | Perceived organizational support, career satisfaction, and performance outcomes. <i>International Journal of Contemporary Hospitality Management</i> , <b>2012</b> , 24, 735-752                                      | 7.5 | 100 |
| 60 | Does Customer Orientation Mediate the Effect of Job Resourcefulness on Hotel Employee Outcomes? Evidence from Iran. <i>Journal of Hospitality and Tourism Management</i> , <b>2012</b> , 19, 133-142                  | 6   | 23  |
| 59 | Work Engagement as a Mediator of the Effects of Personality Traits on Job Outcomes: A Study of Frontline Employees. <i>Services Marketing Quarterly</i> , <b>2012</b> , 33, 343-362                                   | 1   | 25  |
| 58 | The Effects of Coworker and Perceived Organizational Support on Hotel Employee Outcomes: The Moderating Role of Job Embeddedness. <i>Journal of Hospitality and Tourism Research</i> , <b>2012</b> , 36, 495-516      | 3.3 | 89  |
| 57 | Work-Related Depression in Frontline Service Jobs in the Hospitality Industry: Evidence from Iran. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2012</b> , 11, 16-35                             | 1.6 | 15  |
| 56 | Affectivity and organizational politics as antecedents of burnout among frontline hotel employees. <i>International Journal of Hospitality Management</i> , <b>2012</b> , 31, 66-75                                   | 8.3 | 47  |
| 55 | Perceived Ethical Climate and Hotel Employee Outcomes: An Empirical Investigation in Nigeria. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , <b>2012</b> , 13, 286-315                              | 2   | 21  |
| 54 | Job Resources, Work Engagement, and Hotel Employee Outcomes: A Time-Lagged Analysis. <i>Economic Research-Ekonomska Istrazivanja</i> , <b>2012</b> , 25, 1127-1139  | 2.5 | 11  |
| 53 | Job Resources, Work Engagement, and Hotel Employee Outcomes: A Time-Lagged Analysis. <i>Economic Research-Ekonomska Istrazivanja</i> , <b>2012</b> , 25, 644-665  | 2.5 | 15  |
| 52 | Core self-evaluations, exhaustion, and job outcomes: A study of frontline hotel employees in Iran. <i>Tourism and Hospitality Research</i> , <b>2011</b> , 11, 248-257  | 2.2 | 31  |
| 51 | Do job resources moderate the effect of emotional dissonance on burnout?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2011</b> , 23, 44-65   | 7.5 | 74  |
| 50 | Do customer orientation and job resourcefulness moderate the impact of interrole conflicts on frontline employees' performance?. <i>Tourism and Hospitality Research</i> , <b>2011</b> , 11, 148-159                  | 2.2 | 19  |
| 49 | Procedural Justice, Work Engagement, and Job Outcomes: Evidence from Nigeria. <i>Journal of Hospitality Marketing and Management</i> , <b>2011</b> , 20, 855-878  | 6.4 | 83  |
| 48 | Job Resourcefulness as a Moderator of the Work-Family Conflict ↔ Job Satisfaction Relationship: A Study of Hotel Employees in Nigeria. <i>Journal of Hospitality and Tourism Management</i> , <b>2011</b> , 18, 10-17 | 6   | 16  |
| 47 | Work-related depression in the hotel industry: a study in the United Arab Emirates. <i>International Journal of Contemporary Hospitality Management</i> , <b>2011</b> , 23, 608-623                                   | 7.5 | 31  |

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| 46 | Customer Aggression, Emotional Exhaustion, and Hotel Employee Outcomes: A Study in the United Arab Emirates. <i>Journal of Travel and Tourism Marketing</i> , <b>2011</b> , 28, 279-295   | 6.6 | 36  |
| 45 | Efficacy of Job and Personal Resources across Psychological and Behavioral Outcomes in the Hotel Industry. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2011</b> , 10, 304-314   | 1.6 | 23  |
| 44 | SERVICE QUALITY, CUSTOMER SATISFACTION AND LOYALTY: THE MODERATING ROLE OF GENDER / APTARNAVIMO KOKYBŲVARTOTOJŲPASITENKINIMAS IR LOJALUMAS VARTOTOJŲ LYTIES ATŲILGIU. <i>Journal of Business Economics and Management</i> , <b>2011</b> , 12, 278-300 | 2   | 51  |
| 43 | Relative efficacy of organizational support and personality traits in predicting service recovery and job performances: a study of frontline employees in Turkey. <i>Tourism Review</i> , <b>2010</b> , 65, 70-83                                     | 5.2 | 35  |
| 42 | Do Core Self-Evaluations Mediate the Effect of Coworker Support on Work Engagement? A Study of Hotel Employees in Iran. <i>Journal of Hospitality and Tourism Management</i> , <b>2010</b> , 17, 62-71  | 6   | 48  |
| 41 | The effect of positive and negative work-family interaction on exhaustion. <i>International Journal of Contemporary Hospitality Management</i> , <b>2010</b> , 22, 836-856  | 7.5 | 78  |
| 40 | The impacts of core self-evaluations on customer-related social stressors and emotional exhaustion. <i>Service Industries Journal</i> , <b>2010</b> , 30, 1565-1579   | 5.7 | 28  |
| 39 | An Investigation of the Role of Job Resources in Mitigating Customer-Related Social Stressors and Emotional Exhaustion. <i>Services Marketing Quarterly</i> , <b>2009</b> , 31, 72-88   | 1   | 27  |
| 38 | The Effects of Involvement and Social Support on Frontline Employee Outcomes: Evidence From the Albanian Hotel Industry. <i>International Journal of Hospitality and Tourism Administration</i> , <b>2009</b> , 10, 326-343                           | 2   | 14  |
| 37 | Role Stress, Emotional Exhaustion, and Turnover Intentions: Does Organizational Tenure in Hotels Matter?. <i>Journal of Human Resources in Hospitality and Tourism</i> , <b>2009</b> , 9, 1-16  | 1.6 | 52  |
| 36 | Emotional dissonance and emotional exhaustion among hotel employees in Nigeria. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 349-358  | 8.3 | 137 |
| 35 | The effects of job and personal resources on hotel employees' work engagement. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 504-512   | 8.3 | 166 |
| 34 | Outcomes of customer verbal aggression among hotel employees. <i>International Journal of Contemporary Hospitality Management</i> , <b>2009</b> , 21, 713-733   | 7.5 | 119 |
| 33 | The effects of two directions of conflict and facilitation on frontline employees' job outcomes. <i>Service Industries Journal</i> , <b>2009</b> , 29, 977-993  | 5.7 | 40  |
| 32 | An Investigation of the Joint Effects of Organisational Tenure and Supervisor Support on Work-Family Conflict and Turnover Intentions. <i>Journal of Hospitality and Tourism Management</i> , <b>2009</b> , 16, 73-81                                 | 6   | 38  |
| 31 | Work-Family Conflict and Facilitation in the Hotel Industry: A Study in Nigeria. <i>Cornell Hospitality Quarterly</i> , <b>2008</b> , 49, 395-412   | 2.2 | 59  |
| 30 | Attitudinal and behavioral consequences of work-family conflict and family-work conflict. <i>Journal of Service Management</i> , <b>2008</b> , 19, 7-31   |     | 125 |
| 29 | Affectivity, conflicts in the workfamily interface, and hotel employee outcomes. <i>International Journal of Hospitality Management</i> , <b>2008</b> , 27, 30-41   | 8.3 | 76  |



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| 28 | Antecedents and outcomes of workfamily facilitation and familywork facilitation among frontline hotel employees. <i>International Journal of Hospitality Management</i> , <b>2008</b> , 27, 517-528  | 8.3  | 82  |
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