

Russel Pj Kingshott

List of Publications by Year in descending order

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Version: 2024-02-01

28
papers

1,133
citations

566801

15
h-index

476904

29
g-index

30
all docs

30
docs citations

30
times ranked

879
citing authors

#	ARTICLE	IF	CITATIONS
1	Managing uncertainty during a global pandemic: An international business perspective. <i>Journal of Business Research</i> , 2020, 116, 188-192.	5.8	260
2	The impact of psychological contracts upon trust and commitment within supplier–buyer relationships: A social exchange view. <i>Industrial Marketing Management</i> , 2006, 35, 724-739.	3.7	185
3	The impact of psychological contracts on trust and commitment in supplier–distributor relationships. <i>European Journal of Marketing</i> , 2007, 41, 1053-1072.	1.7	106
4	Internal service quality as a driver of employee satisfaction, commitment and performance. <i>Journal of Service Management</i> , 2016, 27, 773-797.	4.4	98
5	Customer engagement, consumption and firm performance in a multi-actor service eco-system: The moderating role of resource integration. <i>Journal of Business Research</i> , 2020, 121, 557-566.	5.8	47
6	The impact of relational versus technological resources on e-loyalty: A comparative study between local, national and foreign branded banks. <i>Industrial Marketing Management</i> , 2018, 72, 48-58.	3.7	37
7	Impact of frontline service employees’ acculturation behaviors on customer satisfaction and commitment in intercultural service encounters. <i>Journal of Service Theory and Practice</i> , 2017, 27, 1105-1121.	1.9	34
8	Customer participation and service outcomes: mediating role of task-related affective well-being. <i>Journal of Services Marketing</i> , 2019, 33, 16-30.	1.7	33
9	Self-service technology in supermarkets – Do frontline staff still matter?. <i>Journal of Retailing and Consumer Services</i> , 2021, 59, 102356.	5.3	33
10	The role of interaction quality and switching costs in premium banking services. <i>Marketing Intelligence and Planning</i> , 2013, 31, 229-249.	2.1	29
11	Re-examining students’ perception of e-learning: an Australian perspective. <i>International Journal of Educational Management</i> , 2016, 30, 129-139.	0.9	27
12	The impact of psychological contract breaches within east-west buyer-supplier relationships. <i>Industrial Marketing Management</i> , 2020, 89, 220-231.	3.7	26
13	Dynamism and B2B firm performance: The dark and bright contingent role of B2B relationships. <i>Journal of Business Research</i> , 2021, 129, 250-259.	5.8	25
14	Interactive effects of marketing strategy formulation and implementation upon firm performance. <i>Journal of Marketing Management</i> , 2013, 29, 1224-1250.	1.2	21
15	Power, resource dependencies and capabilities in intercultural B2B relationships. <i>Journal of Services Marketing</i> , 2018, 32, 629-642.	1.7	21
16	Firm self-service technology readiness. <i>Journal of Service Management</i> , 2015, 26, 751-776.	4.4	20
17	The Relationships Between Ethical Climates, Ethical Ideologies and Organisational Commitment Within Indonesian Higher Education Institutions. <i>Journal of Academic Ethics</i> , 2011, 9, 43-60.	1.5	15
18	Moderating effects of service separation on customer relationships with service firms. <i>Journal of Service Theory and Practice</i> , 2019, 29, 71-92.	1.9	15

#	ARTICLE	IF	CITATIONS
19	A purchase intention model for foreign banks within Indonesia. <i>International Journal of Bank Marketing</i> , 2012, 30, 452-464.	3.6	9
20	Managing customer relationships in emerging markets. <i>Journal of Service Theory and Practice</i> , 2019, 29, 592-609.	1.9	9
21	Social and technical chains-of-effects in business-to-business (B2B) service relationships. <i>European Journal of Marketing</i> , 2020, 54, 1225-1246.	1.7	9
22	Dark side of business-to-business (B2B) relationships. <i>Journal of Business Research</i> , 2022, 144, 1186-1195.	5.8	9
23	“Happy-performing managers”-thesis. <i>International Journal of Manpower</i> , 2019, 40, 356-372.	2.5	8
24	Made for each other? Psychological contracts and service brands evaluations. <i>Journal of Services Marketing</i> , 2021, 35, 271-286.	1.7	8
25	Leveraging cultural and relational capabilities for business model innovation: The case of a digital media EMMNE. <i>Journal of Business Research</i> , 2022, 149, 270-282.	5.8	8
26	Interactive impact of ethnic distance and cultural familiarity on the perceived effects of free trade agreements. <i>Asia Pacific Journal of Management</i> , 2019, 36, 135-160.	2.9	6
27	Religiosity and psychological contracts in Asian B2B service relationships. <i>Industrial Marketing Management</i> , 2021, 98, 138-148.	3.7	6
28	Determinants of mental health in the workplace. , 2017, , 55-69.		1