

# Moving Forward and Making a Difference: Research Pri

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Citation Report

#	ARTICLE	IF	CITATIONS
1	Benefits and uncertainties of performance-based contracting in manufacturing industries. Journal of Service Management, 2010, 21, 460-489.	7.2	102
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11	Service with an E-Smile: Employee Authenticity and Customer Usage of Web-Based Services. , 2011, , .		1
12	Improving the Efficiency of Legal E-Discovery Services Using Text Mining Techniques. , 2011, , .		2
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14	Within-role, extra-role and anti-role behaviours in retail banking. International Journal of Bank Marketing, 2011, 29, 470-488.	6.4	16
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