

Charmine E J HÃrtel

List of Publications by Year in descending order

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Version: 2024-02-01

143
papers

4,349
citations

172457

29
h-index

128289

60
g-index

164
all docs

164
docs citations

164
times ranked

2980
citing authors

#	ARTICLE	IF	CITATIONS
1	Diversity and Emotion: The New Frontiers in Organizational Behavior Research. <i>Journal of Management</i> , 2002, 28, 307-338.	9.3	397
2	Workgroup emotional intelligence. <i>Human Resource Management Review</i> , 2002, 12, 195-214.	4.8	365
3	How leaders influence the impact of affective events on team climate and performance in R&D teams. <i>Leadership Quarterly</i> , 2002, 13, 561-581.	5.8	337
4	Emotional Intelligence as a Moderator of Emotional and Behavioral Reactions to Job Insecurity. <i>Academy of Management Review</i> , 2002, 27, 361-372.	11.7	250
5	Experience as a moderator of involvement and satisfaction on brand loyalty in a business-to-business setting 02-314R. <i>Industrial Marketing Management</i> , 2005, 34, 97-107.	6.7	249
6	WORKPLACE CONFLICT, BULLYING, AND COUNTERPRODUCTIVE BEHAVIORS. <i>International Journal of Organizational Analysis</i> , 2003, 11, 283-301.	0.5	186
7	Emotional Intelligence as a Moderator of Emotional and Behavioral Reactions to Job Insecurity. <i>Academy of Management Review</i> , 2002, 27, 361.	11.7	131
8	Influence of high performance work systems on employee subjective well-being and job burnout: empirical evidence from the Chinese healthcare sector. <i>International Journal of Human Resource Management</i> , 2014, 25, 931-950.	5.3	122
9	The Influence of Team Emotional Intelligence Climate on Conflict and Team Members' Reactions to Conflict. <i>Small Group Research</i> , 2008, 39, 121-149.	2.7	121
10	RESOLVING THE PUZZLE OF PRODUCTIVE AND DESTRUCTIVE CONFLICT IN CULTURALLY HETEROGENEOUS WORKGROUPS: A COMMUNICATION ACCOMMODATION THEORY APPROACH. <i>International Journal of Conflict Management</i> , 2002, 13, 165-195.	1.9	104
11	Are Authentic Leaders Always Moral? The Role of Machiavellianism in the Relationship Between Authentic Leadership and Morality. <i>Journal of Business Ethics</i> , 2016, 133, 125-139.	6.0	82
12	Intercultural competencies for culturally diverse work teams. <i>Journal of Managerial Psychology</i> , 2010, 25, 845-875.	2.2	72
13	MNE translation of corporate talent management strategies to subsidiaries in emerging economies. <i>Journal of World Business</i> , 2016, 51, 499-510.	7.7	72
14	The five capabilities of socially responsible companies. <i>Journal of Public Affairs</i> , 2004, 4, 125-144.	3.1	71
15	Gender differences in anticipated pay negotiation strategies and outcomes. <i>Journal of Business and Psychology</i> , 1994, 9, 183-197.	4.0	57
16	A tri-dimensional approach for auditing brand loyalty. <i>Journal of Brand Management</i> , 2010, 17, 243-253.	3.5	57
17	Using humor and boosting emotions: An affect-based study of managerial humor, employees'™ emotions and psychological capital. <i>Human Relations</i> , 2017, 70, 1316-1341.	5.4	49
18	The Case for Emotional Intelligence in Organizational Research. <i>Academy of Management Review</i> , 2003, 28, 195.	11.7	46

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19	The Role of Space as Both a Conflict Trigger and a Conflict Control Mechanism in Culturally Heterogeneous Workgroups. <i>Applied Psychology</i> , 2003, 52, 383-412.	7.1	42
20	Towards a Multicultural World: Identifying Work Systems, Practices and Employee Attitudes that Embrace Diversity. <i>Australian Journal of Management</i> , 2004, 29, 189-200.	2.2	42
21	Towards a diversity justice management model: integrating organizational justice and diversity management. <i>Social Responsibility Journal</i> , 2013, 9, 148-166.	2.9	41
22	Contextualizing research: Putting context back into organizational behavior research. <i>Journal of Management and Organization</i> , 2014, 20, 417-422.	3.0	41
23	The role of emotional value for reading and giving eWOM in altruistic services. <i>Journal of Business Research</i> , 2019, 99, 157-166.	10.2	41
24	Lessons Learned from Community Organizations: Inclusion of People with Disabilities and Others. <i>British Journal of Management</i> , 2014, 25, 518-537.	5.0	40
25	Emotional contagion and burnout among nurses and doctors: Do joy and anger from different sources of stakeholders matter?. <i>Stress and Health</i> , 2017, 33, 358-369.	2.6	39
26	The effect of emotions in cross-cultural expatriate experiences. <i>Cross Cultural Management</i> , 2005, 12, 4-15.	1.1	38
27	Contextual Factors Affecting Quality of Work Life and Career Attitudes of Gay Men. <i>Employee Responsibilities and Rights Journal</i> , 2007, 19, 207-219.	1.4	36
28	Work-group emotional climate, emotion management skills, and service attitudes and performance. <i>Asia Pacific Journal of Human Resources</i> , 2008, 46, 21-37.	3.9	36
29	Healthy Human Cultures as Positive Work Environments. , 2010, , 85-100.		34
30	A Paradox Approach to Organizational Tensions During the Pandemic Crisis. <i>Journal of Management Inquiry</i> , 2021, 30, 138-153.	3.9	33
31	Diversity is not the Problem – Openness to Perceived Dissimilarity is. <i>Journal of Management and Organization</i> , 2000, 6, 14-27.	3.0	30
32	A longitudinal study of work group innovation: The importance of transformational leadership and morale. <i>Advances in Health Care Management</i> , 0, , 315-340.	0.4	30
33	Service providers' use of emotional competencies and perceived workgroup emotional climate to predict customer and provider satisfaction with service encounters. <i>International Journal of Work Organisation and Emotion</i> , 2006, 1, 232.	0.3	30
34	Discrete emotional crossover in the workplace: the role of affect intensity. <i>Journal of Managerial Psychology</i> , 2009, 24, 237-253.	2.2	29
35	The relationship between acculturation strategy and job satisfaction for professional Chinese immigrants in the Australian workplace. <i>International Journal of Intercultural Relations</i> , 2012, 36, 669-681.	2.0	29
36	Reaching and Hearing the Invisible: Organizational Research on Invisible Stigmatized Groups via Web Surveys. <i>British Journal of Management</i> , 2013, 24, 532-541.	5.0	29

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37	Mismatches in skills and attributes of immigrants and problems with workplace integration: a study of <sc>IT</sc> and engineering professionals in <sc>A</sc>ustralia. Human Resource Management Journal, 2014, 24, 339-354.	5.7	29
38	One career, two identities: an assessment of gay men's career trajectory. Career Development International, 2004, 9, 627-637.	2.7	28
39	Governing the International Student Experience: Lessons From the Australian International Education Model. Academy of Management Learning and Education, 2013, 12, 656-673.	2.5	28
40	Equally qualified but unequally perceived: Openness to perceived dissimilarity as a predictor of race and sex discrimination in performance judgments. Human Resource Development Quarterly, 1999, 10, 79-89.	3.3	27
41	Organizational diversity learning framework: going beyond diversity training programs. Personnel Review, 2017, 46, 1120-1141.	2.7	27
42	Cross-cultural effectiveness of Western expatriate-Thai client interactions: lessons learned for IHRM research and theory. Cross Cultural Management, 2003, 10, 4-28.	1.1	26
43	A field test of the diversity-openness moderator model in newly formed groups: openness to diversity affects group decision effectiveness and interaction patterns. Cross Cultural Management, 2004, 11, 4-16.	1.1	25
44	Cultural diversity and leadership. Cross Cultural Management, 2006, 13, 345-360.	1.1	25
45	Heart versus Mind: The Functions of Emotional and Cognitive Loyalty. Australasian Marketing Journal, 2010, 18, 1-7.	5.4	25
46	Creating Better Employees through Positive Leadership Behavior in the Public Sector. International Journal of Public Administration, 2014, 37, 288-298.	2.3	25
47	The global village: online cross-cultural communication and HRM. Cross Cultural Management, 2007, 14, 7-22.	1.1	24
48	Gender perceptions of work-life balance: management implications for full-time employees in Australia. Australian Journal of Management, 2013, 38, 147-170.	2.2	24
49	The Workgroup Emotional Climate Scale. Group and Organization Management, 2014, 39, 626-663.	4.4	24
50	From the Guest Editors: Cross-Cultural Management Learning and Education-Exploring Multiple Aims, Approaches, and Impacts. Academy of Management Learning and Education, 2013, 12, 323-329.	2.5	23
51	Designing a medicalized wellness service: balancing hospitality and hospital features. Service Industries Journal, 2017, 37, 657-680.	8.3	22
52	The DXC technology work experience program: disability-inclusive recruitment and selection in action. Journal of Management and Organization, 2019, 25, 535-542.	3.0	22
53	Rating format research revisited: Format effectiveness and acceptability depend on rater characteristics.. Journal of Applied Psychology, 1993, 78, 212-217.	5.3	21
54	Leading others to go beyond the call of duty. Personnel Review, 2019, 49, 620-635.	2.7	21

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55	Emotions in Family Firms. , 2014, , 529-548.		21
56	Measuring attitudes to HRIS implementation: A field study to inform implementation methodology. Asia Pacific Journal of Human Resources, 2009, 47, 374-384.	3.9	20
57	Understanding and responding to the climate change issue: Towards a whole-of-science research agenda. Journal of Management and Organization, 2010, 16, 16-47.	3.0	20
58	Employee/customer interface in a service crisis: Impact of senior management attributes and practices on customer evaluation. Journal of Management and Organization, 2008, 14, 207-218.	3.0	18
59	The mirroring of intercultural and hybridity experiences: A study of African immigrant social entrepreneurs. Journal of Business Venturing, 2021, 36, 106093.	6.3	17
60	Understanding and responding to the climate change issue: Towards a whole-of-science research agenda. Journal of Management and Organization, 2010, 16, 16-47.	3.0	16
61	Hassles and uplifts associated with caring for people with cognitive impairment in community settings. International Journal of Mental Health Nursing, 2003, 12, 271-278.	3.8	15
62	Chapter 10 A laugh a day is sure to keep the blues away: managers' use of humor and the construction and destruction of employees' resilience. Research on Emotion in Organizations, 2010, , 259-278.	0.1	15
63	Acculturation attitudes and affective workgroup commitment: evidence from professional Chinese immigrants in the Australian workplace. Asian Ethnicity, 2013, 14, 206-228.	0.9	15
64	SHAPE-assisted intuitive decision making and problem solving: Information-processing-based training for conditions of cognitive busyness.. Group Dynamics, 1997, 1, 187-199.	1.2	14
65	Predictors of acculturation attitudes among professional Chinese immigrants in the Australian workplace. Journal of Management and Organization, 2016, 22, 49-67.	3.0	13
66	Why did the emu cross the road? Exploring employees' perception and expectations of humor in the Australian workplace. Australian Journal of Management, 2016, 41, 563-584.	2.2	13
67	The Effects of Australian Tall Poppy Attitudes on American Value Based Leadership Theory. International Journal of Value-Based Management, 2003, 16, 53-65.	0.2	12
68	Exploring a Functional Approach to Attitudinal Brand Loyalty. Australasian Marketing Journal, 2013, 21, 43-51.	5.4	12
69	Diversity is not the Problem " Openness to Perceived Dissimilarity is. Journal of Management and Organization, 2000, 6, 14-27.	0.1	12
70	Culturally specific prejudices: interpersonal prejudices of individualists and intergroup prejudices of collectivists. Cross Cultural Management, 2004, 11, 54-69.	1.1	11
71	Diversity and Emotion: The New Frontiers in Organizational Behavior Research. Journal of Management, 2002, 28, 307-338.	9.3	11
72	Employee/customer interface in a service crisis: Impact of senior management attributes and practices on customer evaluation. Journal of Management and Organization, 2008, 14, 207-218.	3.0	11

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73	Family business leadership transition: How an adaptation of executive coaching may help. <i>Journal of Management and Organization</i> , 2010, 15, 378-391.	3.0	10
74	Cultural Differences at Work. <i>Queensland Review</i> , 2000, 7, 77-87.	0.1	9
75	How emotional climate in teams affects workplace effectiveness in individualistic and collectivistic contexts. <i>Journal of Management and Organization</i> , 2012, 18, 573-585.	3.0	9
76	How emotional climate in teams affects workplace effectiveness in individualistic and collectivistic contexts. <i>Journal of Management and Organization</i> , 2012, 18, 573-585.	3.0	9
77	IDADA: The individual difference approach to assessing and developing diversity awareness. <i>Journal of Management and Organization</i> , 2013, 19, 60-74.	3.0	8
78	Development and Test of the Two-stage Model of Performance Appraisal. <i>Asia Pacific Journal of Human Resources</i> , 1999, 37, 76-91.	3.9	7
79	Chapter 7 Role of affect and interactional justice in moral leadership. <i>Research on Emotion in Organizations</i> , 2008, , 155-180.	0.1	7
80	Questioning Management Paradigms that Deal with Aboriginal Development Programs in Australia. <i>Asia Pacific Journal of Human Resources</i> , 2003, 41, 36-50.	3.9	6
81	Overview: The Effect of Affect in Organizational Settings. <i>Research on Emotion in Organizations</i> , 0, , xii-xix.	0.1	6
82	Profitâ€making vs human value: philosophy's contribution. <i>Equality, Diversity and Inclusion</i> , 2010, 29, 593-608.	1.4	6
83	Promises and Pitfalls of Using Social Media in Public E-procurement: an Appraisal. <i>Australasian Journal of Information Systems</i> , 2014, 18, .	0.3	6
84	Leadership and Innovation: Surfacing Synergies among Constructs and Theories. , 2004, , 268-285.		6
85	From the Editors: International Students, Representation of Global Management Issues, and Educating From a Paradigm of Human Well-Being.. <i>Academy of Management Learning and Education</i> , 2010, 9, 585-590.	2.5	6
86	A selfâ€representation analysis of the effects of individualistâ€collectivist interactions within organizations in individualistic cultures. <i>Cross Cultural Management</i> , 2006, 13, 204-218.	1.1	5
87	Mud and tears: The human face of disaster â€ A case study of the Queensland floods, January 2011. <i>Journal of Management and Organization</i> , 2011, 17, 864-872.	3.0	5
88	Advancing organizational behavior through context considerations. <i>Journal of Management and Organization</i> , 2014, 20, 415-416.	3.0	5
89	Chapter 10 Building a Climate of Trust during Organizational Change: The Mediating Role of Justice Perceptions and Emotion. <i>Research on Emotion in Organizations</i> , 2007, , 237-264.	0.1	4
90	Shaming and Employer Social Insurance Compliance Behaviour in Shanghai. <i>Journal of Contemporary Asia</i> , 2012, 42, 629-650.	1.7	4

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91	Overview: Experiencing and Managing Emotions in the Workplace. <i>Research on Emotion in Organizations</i> , 2012, , 1-10.	0.1	4
92	Psychological Capital And Occupational Stress In Emergency Services Teams: Empowering Effects of Servant Leadership and Workgroup Emotional Climate. <i>Research on Emotion in Organizations</i> , 2018, , 189-215.	0.1	4
93	Frames and Actors: Translating Talent Management Strategy to Latin America. <i>Management and Organization Review</i> , 2020, 16, 405-442.	2.1	4
94	Public relations orientation: Development, empirical testing and implications for managers. <i>Journal of Communication Management</i> , 2003, 7, 117-128.	2.3	3
95	Creativity, celebration and play at the Bauhaus, Berlin, 1920: lessons from history for contemporary marketers and arts organizations. <i>International Journal of Nonprofit and Voluntary Sector Marketing</i> , 2005, 10, 249-261.	0.8	3
96	Family business leadership transition: How an adaptation of executive coaching may help. <i>Journal of Management and Organization</i> , 2010, 15, 378-391.	3.0	3
97	Chapter 7 Affective Events Theory as a Framework for Understanding Third-Party Consumer Complaints. <i>Research on Emotion in Organizations</i> , 2011, , 167-193.	0.1	3
98	Workgroup emotional exchanges and team performance in China. <i>Asia Pacific Journal of Human Resources</i> , 2013, 51, n/a-n/a.	3.9	3
99	A Dynamic Model of Entrepreneurial Identification and Dis-Identification: An Emotions Perspective. <i>Research on Emotion in Organizations</i> , 2015, , 215-239.	0.1	3
100	Inclusion at Societal Fault Lines: Aboriginal Peoples of Australia. , 0, , 520-545.		3
101	On the pathogenicity of culture: questioning the rationality of "development" programs for perpetually dysfunctional aboriginal groups. <i>Cross Cultural Management</i> , 2005, 12, 4-30.	1.1	2
102	Overview: Individual and Organizational Perspectives on Emotion Management and Display. <i>Research on Emotion in Organizations</i> , 0, , xv-xxiii.	0.1	2
103	Overview: What Have We Learned? Ten Years On. <i>Research on Emotion in Organizations</i> , 2011, , 1-12.	0.1	2
104	Emotions and the Organizational Fabric. <i>Research on Emotion in Organizations</i> , 2014, , 1-10.	0.1	2
105	The Importance of Stability in the Midst of Change: The Benefits of Consistent Values to Strategic Implementation. <i>Australasian Journal of Organisational Psychology</i> , 2017, 10, .	0.1	2
106	The Cognitive, Emotional, and Behavioral Qualities Required for Leadership Assessment and Development in the New World of Work. <i>Research on Emotion in Organizations</i> , 2018, , 59-69.	0.1	2
107	Legitimation of a heterogeneous market category through covert prototype differentiation. <i>Journal of Business Venturing</i> , 2021, 36, 106084.	6.3	2
108	When East Meets West: Managing Chinese Enterprise Relationships through Guanxi-based Diversity Management. , 2010, , .		2

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109	Mud and tears: The human face of disaster – A case study of the Queensland floods, January 2011. <i>Journal of Management and Organization</i> , 2011, 17, 864-872.	3.0	2
110	Introduction: History Matters.. <i>Academy of Management Learning and Education</i> , 2011, 10, 351-352.	2.5	2
111	Chapter 12 How –Bad Apples–™ Spoil the Bunch: Faultlines, Emotional Levers, and Exclusion in the Workplace. <i>Research on Emotion in Organizations</i> , 0, , 287-310.	0.1	1
112	Hospital Numerical Flexibility and Nurse Economic Security in China and India. <i>British Journal of Industrial Relations</i> , 2015, 53, 136-158.	1.2	1
113	Indigenous Management Styles. , 2015, , 784-787.		1
114	Using Humor to Promote Employees’ Positive Emotions. , 2019, , 141-153.		1
115	Human Resources as Manager of the Human Imprint. , 2009, , 457-463.		1
116	Introduction: Innovations in Unlikely Places.. <i>Academy of Management Learning and Education</i> , 2010, 9, 353-353.	2.5	1
117	Intercultural Competencies Across Cultures: Same or Different?. , 2010, , .		1
118	JOB INSECURITY AND EMPLOYEE INNOVATION: A BOUNDED EMOTIONALITY ANALYSIS.. <i>Proceedings - Academy of Management</i> , 2000, 2000, B1-B6.	0.1	0
119	Overview: Functionality, Intentionality and Morality. <i>Research on Emotion in Organizations</i> , 2007, , xiii-xxi.	0.1	0
120	Feminist Visions of Development: Gender Analysis and Policy – Edited by Cecile Jackson and Ruth Pearson. <i>Gender, Work and Organization</i> , 2008, 15, 303-304.	4.7	0
121	Overview: emotions, ethics, and decision-making. <i>Research on Emotion in Organizations</i> , 2008, , xv-xxiv.	0.1	0
122	Introduction: Giving Voice to Values, Caring Economies, and Ethical Leadership. <i>Academy of Management Learning and Education</i> , 2011, 10, 732-733.	2.5	0
123	Chapter 6 Coding Emotions in Complaint Behavior: Comparing the Shaver et al. and Richin's Consumption Emotions Sets. <i>Research on Emotion in Organizations</i> , 2011, , 151-166.	0.1	0
124	Individual Sources, Dynamics, and Expressions of Emotion. <i>Research on Emotion in Organizations</i> , 2013, , 1-6.	0.1	0
125	The Critical Role of Emotions in the Recruitment, Retention, and Wellbeing of Volunteers – A Review and Call for Research. <i>Research on Emotion in Organizations</i> , 2015, , 443-456.	0.1	0
126	Managing with Humor. , 2019, , .		0

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127	Why Managerial Humor Matters. , 2019, , 1-12.		0
128	Affective Climate and Organization-Level Emotion Management. , 2020, , 375-386.		0
129	Skilled immigrants. Monash Business Review, 2008, 4, 38-39.	0.0	0
130	Introduction: Opening the Black Box in More Ways Than One. Academy of Management Learning and Education, 2009, 8, 131-132.	2.5	0
131	Introduction: A Call to Educate. Academy of Management Learning and Education, 2009, 8, 297-298.	2.5	0
132	Introduction: Being True to Our Section Title.. Academy of Management Learning and Education, 2009, 8, 610-611.	2.5	0
133	Introduction: Capturing the Complexity of Our Subject.. Academy of Management Learning and Education, 2010, 9, 144-144.	2.5	0
134	Introduction: Capturing the Complexity of Our Subject. Academy of Management Learning and Education, 2010, 9, 144-144.	2.5	0
135	Introduction: Decisions, Decisions.. Academy of Management Learning and Education, 2010, 9, 726-726.	2.5	0
136	Introduction: Deepening Our Social Engagement--Management Educators as Social Entrepreneurs.. Academy of Management Learning and Education, 2011, 10, 162-163.	2.5	0
137	IDADA: THE INDIVIDUAL DIFFERENCE APPROACH TO ASSESSING AND DEVELOPING DIVERSITY-AWARENESS. Journal of Management and Organization, 0, , 3204-3233.	3.0	0
138	How emotional climate in teams affects workplace effectiveness in individualistic and collectivistic contexts. Journal of Management and Organization, 0, , 3202-3244.	3.0	0
139	In Search of a Unified Definition of Organisational Political Behaviour: Evidence for a Multi-Level Approach. Journal of Management and Organization, 1999, 5, 26-34.	0.1	0
140	Managerial Humor as a Tool for Impacting Employeesâ€™ Emotions. , 2019, , 35-64.		0
141	Cocktail Geopolitics and the Changing Nature of Governance. International Journal of Public Administration, 0, , 1-16.	2.3	0
142	Japanese Equal Employment Opportunity Law: Implications for Diversity Management in Japan. , 2010, , .		0
143	Diversity Management in Thailand. , 2010, , .		0