

# Muslim Amin

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/7572816/publications.pdf>

Version: 2024-02-01

49  
papers

2,667  
citations

279487

23  
h-index

233125

45  
g-index

51  
all docs

51  
docs citations

51  
times ranked

1706  
citing authors

#	ARTICLE	IF	CITATIONS
1	Internet banking service quality and its implication on e-customer satisfaction and e-customer loyalty. International Journal of Bank Marketing, 2016, 34, 280-306.	3.6	227
2	Islamic banks. International Journal of Bank Marketing, 2013, 31, 79-97.	3.6	197
3	User satisfaction with mobile websites: the impact of perceived usefulness (PU), perceived ease of use (PEOU) and trust. Nankai Business Review International, 2014, 5, 258-274.	0.6	193
4	An examination of the relationship between service quality perception and customer satisfaction. International Journal of Islamic and Middle Eastern Finance and Management, 2008, 1, 191-209.	1.3	180
5	An Integrated Model of Service Experience, Emotions, Satisfaction, and Price Acceptance: An Empirical Analysis in the Chinese Hospitality Industry. Journal of Hospitality Marketing and Management, 2016, 25, 449-475.	5.1	139
6	Hospital service quality and its effects on patient satisfaction and behavioural intention. Clinical Governance, 2013, 18, 238-254.	0.4	132
7	The influence of physical environment on emotions, customer satisfaction and behavioural intentions in Chinese resort hotel industry. Journal for Global Business Advancement, 2014, 7, 249.	0.3	113
8	Trust, commitment, customer intimacy and customer loyalty in Islamic banking relationships. International Journal of Bank Marketing, 2018, 36, 823-848.	3.6	108
9	Service Quality Dimension and Customer Satisfaction: An Empirical Study in the Malaysian Hotel Industry. Services Marketing Quarterly, 2013, 34, 115-125.	0.7	105
10	The impact of human resource management practices on performance. TQM Journal, 2014, 26, 125-142.	2.1	102
11	Online impulse buying of tourism products. Journal of Hospitality and Tourism Technology, 2016, 7, 60-83.	2.5	97
12	The structural relationship between TQM, employee satisfaction and hotel performance. International Journal of Contemporary Hospitality Management, 2017, 29, 1256-1278.	5.3	80
13	The effect of market orientation as a mediating variable in the relationship between entrepreneurial orientation and SMEs performance. Nankai Business Review International, 2016, 7, 39-59.	0.6	75
14	How smart tourism technologies affect tourist destination loyalty. Journal of Hospitality and Tourism Technology, 2020, 11, 603-625.	2.5	73
15	Online repatronage intention: an empirical study among Malaysian experienced online shoppers. International Journal of Retail and Distribution Management, 2014, 42, 390-421.	2.7	66
16	The Role of Physical Environment, Price Perceptions, and Consumption Emotions in Developing Customer Satisfaction in Chinese Resort Hotels. Journal of Quality Assurance in Hospitality and Tourism, 2016, 17, 45-70.	1.7	64
17	The role of customer satisfaction in enhancing customer loyalty in Malaysian Islamic banks. Service Industries Journal, 2011, 31, 1519-1532.	5.0	59
18	Determinants of App Stores Continuance Behavior: A PLS Path Modelling Approach. Journal of Internet Commerce, 2016, 15, 408-440.	3.5	55

#	ARTICLE	IF	CITATIONS
19	Does emotional intelligence and empowering leadership affect psychological empowerment and work engagement?. <i>Leadership and Organization Development Journal</i> , 2020, 41, 971-991.	1.6	55
20	Exploring online repurchase behavioural intention of university students in Malaysia. <i>Journal for Global Business Advancement</i> , 2013, 6, 92.	0.3	49
21	Brand anthropomorphism, love and defense: does attitude towards social distancing matter?. <i>Service Industries Journal</i> , 2021, 41, 58-83.	5.0	44
22	Gender differences and consumer's repurchase intention: the impact of trust propensity, usefulness and ease of use for implication of innovative online retail. <i>International Journal of Innovation and Learning</i> , 2015, 17, 217.	0.4	42
23	The effect of entrepreneurship orientation and learning orientation on SMEs' performance: an SEM-PLS approach. <i>Journal for International Business and Entrepreneurship Development</i> , 2015, 8, 215.	0.7	33
24	Determinants of online hotel booking intentions: website quality, social presence, affective commitment, and e-trust. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 845-870.	5.1	33
25	Panic buying: The effect of thinking style and situational ambiguity. <i>Journal of Retailing and Consumer Services</i> , 2021, 60, 102455.	5.3	30
26	Repurchase intention: the effect of similarity and client knowledge. <i>International Journal of Bank Marketing</i> , 2020, 38, 1351-1371.	3.6	29
27	Qualities of effective cruise marketing strategy. <i>International Journal of Quality and Reliability Management</i> , 2018, 35, 2304-2327.	1.3	27
28	3G post adoption users experience with telecommunications services. <i>Nankai Business Review International</i> , 2016, 7, 361-394.	0.6	23
29	International studentsâ€™ course satisfaction and continuance behavioral intention in higher education setting: an empirical assessment in Malaysia. <i>Asia Pacific Education Review</i> , 2016, 17, 41-62.	1.4	23
30	Are functional, emotional and social values interrelated? A study of traditional guesthouses in Iran. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 2857-2880.	5.3	22
31	A systematic review of human capital and employee well-being: putting human capital back on the track. <i>European Journal of Training and Development</i> , 2022, 46, 504-534.	1.2	21
32	Social Entrepreneurship and Sustainability: A Conceptual Framework. <i>Journal of Social Entrepreneurship</i> , 2024, 15, 26-49.	1.7	20
33	Examining the Effect of Shopping Mall Attributes in Predicting Tourist Shopping Satisfaction and Behavioral Intentions: Variation across Generation X and Y. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2021, 22, 367-394.	1.7	19
34	Total quality and socially responsible management (TQSR-M). <i>Benchmarking</i> , 2018, 25, 2566-2588.	2.9	18
35	How luxury restaurants will enhance the concept of guest delight. <i>Journal of Hospitality and Tourism Insights</i> , 2022, 5, 311-330.	2.2	15
36	Examining job seekers' perception and behavioural intention toward online recruitment: a PLS path modelling approach. <i>Journal for Global Business Advancement</i> , 2015, 8, 305.	0.3	14

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37	The role of empowering leadership and psychological empowerment on nurses's work engagement and affective commitment. <i>International Journal of Organizational Analysis</i> , 2023, 31, 2536-2560.	1.6	13
38	Social entrepreneurial sustainability during the COVID-19 pandemic. <i>Social Enterprise Journal</i> , 2022, 18, 344-363.	0.9	12
39	Revisiting the moderating role of culture between job characteristics and job satisfaction: a multilevel analysis of 33 countries. <i>Employee Relations</i> , 2022, 44, 70-93.	1.5	10
40	The effectiveness of green product positioning and marketing strategies towards purchase intention in Malaysia. <i>International Journal of Innovation and Learning</i> , 2015, 17, 516.	0.4	8
41	Airline service: low-cost-carriers (LCCs) failure and passenger emotional experience. <i>Tourism Review</i> , 2021, , .	3.8	7
42	Leader's member exchange, work's family enrichment and their effects on mental health: the moderating role of remote-work. <i>International Journal of Workplace Health Management</i> , 2022, 15, 657-676.	0.8	6
43	Antecedents and consequences of students's attitudes towards internationally accredited business schools: a signalling theory perspective. <i>Journal of Marketing for Higher Education</i> , 0, , 1-17.	2.3	5
44	Customer personal values of hygiene product consumption: a means-end analytic approach. <i>Young Consumers</i> , 2021, ahead-of-print, .	2.3	3
45	Unveiling the Role of Entrepreneurial Education in Preparing the Next Generation of Entrepreneurs in Malaysia. , 2022, , 17-30.		3
46	Exploring the role of commitment in potential absorptive capacity and its impact on new financial product knowledge: a social media banking perspective. <i>Journal of Financial Services Marketing</i> , 0, , .	2.2	2
47	Internal marketing strategies in United Arab Emirates higher education. <i>Journal of Enterprise Information Management</i> , 2021, 34, 1798-1820.	4.4	1
48	The best practice of marketing strategies for the Malaysian business event industry from experts' perspective. <i>Journal of Hospitality and Tourism Insights</i> , 2022, 5, 413-434.	2.2	1
49	A literature review of franchisee performance: Insights for further research. <i>Cogent Business and Management</i> , 2022, 9, .	1.3	0