

# Keith Townsend

## List of Publications by Year in descending order

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Version: 2024-02-01

83  
papers

1,718  
citations

331670

21  
h-index

345221

36  
g-index

91  
all docs

91  
docs citations

91  
times ranked

1279  
citing authors

| #  | ARTICLE   | IF  | CITATIONS |
|----|---|-----|-----------|
| 1  | Reporting and Justifying the Number of Interview Participants in Organization and Workplace Research. <i>British Journal of Management</i> , 2016, 27, 836-852.   | 5.0 | 304       |
| 2  | Improving Employees'™ Work-Life Balance in the Construction Industry: Project Alliance Case Study. <i>Journal of Construction Engineering and Management - ASCE</i> , 2007, 133, 807-815.               | 3.8 | 114       |
| 3  | Mixed signals in HRM: the HRM role of hospital line managers. <i>Human Resource Management Journal</i> , 2012, 22, 267-282.   | 5.7 | 69        |
| 4  | Filling the gaps: Patterns of formal and informal participation. <i>Economic and Industrial Democracy</i> , 2013, 34, 337-354.  | 1.6 | 51        |
| 5  | Electronic surveillance and cohesive teams: room for resistance in an Australian call centre?. <i>New Technology, Work and Employment</i> , 2005, 20, 47-59.  | 4.0 | 50        |
| 6  | Managing under pressure: HRM in hospitals. <i>Human Resource Management Journal</i> , 2010, 20, 332-338.  | 5.7 | 47        |
| 7  | Accidental, unprepared, and unsupported: clinical nurses becoming managers. <i>International Journal of Human Resource Management</i> , 2012, 23, 204-220.  | 5.3 | 47        |
| 8  | Perceptions of HRM system strength and affective commitment: the role of human relations and internal process climate. <i>International Journal of Human Resource Management</i> , 2019, 30, 3026-3048. | 5.3 | 46        |
| 9  | Managerial Autism: Threat'™Rigidity and Rigidity's Threat. <i>British Journal of Management</i> , 2012, 23, S74.  | 5.0 | 38        |
| 10 | Contemporary trends in employee involvement and participation. <i>Journal of Industrial Relations</i> , 2013, 55, 475-487.  | 1.8 | 37        |
| 11 | Recruitment, training and turnover: another call centre paradox. <i>Personnel Review</i> , 2007, 36, 476-490.   | 2.7 | 36        |
| 12 | Routes to partial success: collaborative employment relations and employee engagement. <i>International Journal of Human Resource Management</i> , 2014, 25, 915-930.                                   | 5.3 | 34        |
| 13 | Reassessing employee involvement and participation: Atrophy, reinvigoration and patchwork in Australian workplaces. <i>Journal of Industrial Relations</i> , 2013, 55, 583-600.                         | 1.8 | 33        |
| 14 | The role of hospitals' HRM in shaping clinical performance: a holistic approach. <i>International Journal of Human Resource Management</i> , 2013, 24, 3062-3085.                                       | 5.3 | 29        |
| 15 | Alternative work schedule interventions in the Australian construction industry: a comparative case study analysis. <i>Construction Management and Economics</i> , 2008, 26, 1101-1112.                 | 3.0 | 26        |
| 16 | Health service accreditation stimulating change in clinical care and human resource management processes: A study of 311 Australian hospitals. <i>Health Policy</i> , 2019, 123, 661-665.               | 3.0 | 26        |
| 17 | Ability, Motivation and Opportunity theory: a formula for employee performance?. , 2019, , .  |     | 26        |
| 18 | Learning to manage: development experiences of hospital frontline managers. <i>Human Resource Management Journal</i> , 2016, 26, 505-522.   | 5.7 | 25        |

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|----|--|-----|-----------|
| 19 | Managing flexible work arrangements in small not-for-profit firms: the influence of organisational size, financial constraints and workforce characteristics. <i>International Journal of Human Resource Management</i> , 2017, 28, 2085-2107. | 5.3 | 25        |
| 20 | “The mission or the margin?” A high-performance work system in a non-profit organisation. <i>International Journal of Human Resource Management</i> , 2017, 28, 1938-1959.   | 5.3 | 24        |
| 21 | Changing patterns of human resource management in construction. <i>Construction Management and Economics</i> , 2012, 30, 507-512.  | 3.0 | 23        |
| 22 | Partnership, collaboration and mutual gains: evaluating context, interests and legitimacy. <i>International Journal of Human Resource Management</i> , 2014, 25, 737-747.  | 5.3 | 23        |
| 23 | Transition to practitioner: Redesigning a third year course for undergraduate business students. <i>Journal of Management and Organization</i> , 2007, 13, 65-80.  | 3.0 | 22        |
| 24 | Guest editors' note: Lifting the standards of practice and research - Hospitals and HRM. <i>Asia Pacific Journal of Human Resources</i> , 2011, 49, 131-137.   | 3.9 | 22        |
| 25 | Labouring for leisure? Achieving work-life balance through compressed working weeks. <i>Annals of Leisure Research</i> , 2011, 14, 43-59.  | 1.7 | 22        |
| 26 | The legitimization and reproduction of discourse—practice gaps in work—life balance. <i>Personnel Review</i> , 2013, 42, 205-222.  | 2.7 | 22        |
| 27 | Working time alterations within the Australian construction industry. <i>Personnel Review</i> , 2011, 40, 70-86.   | 2.7 | 21        |
| 28 | The message and the messenger. <i>Personnel Review</i> , 2016, 45, 1240-1258.  | 2.7 | 19        |
| 29 | Talking the talk and walking the walk. <i>International Journal of Managing Projects in Business</i> , 2010, 3, 589-603.   | 2.5 | 18        |
| 30 | Health service accreditation reinforces a mindset of high-performance human resource management: lessons from an Australian study. <i>International Journal for Quality in Health Care</i> , 2014, 26, 372-377.                                | 1.8 | 18        |
| 31 | The effects of offering flexible work practices to employees with unpaid caregiving responsibilities for elderly or disabled family members. <i>Human Resource Management</i> , 2020, 59, 483-495.   | 5.8 | 18        |
| 32 | Different strokes for different folks. <i>Journal of Organizational Effectiveness</i> , 2020, 7, 1-19.   | 2.3 | 17        |
| 33 | Management culture and employee resistance: investigating the management of leisure service employees. <i>Managing Leisure</i> , 2004, 9, 47-58.   | 0.7 | 16        |
| 34 | Managing mobile phones: a work/non-work collision in small business. <i>New Technology, Work and Employment</i> , 2005, 20, 259-267.   | 4.0 | 16        |
| 35 | When the LOST Found Teams: A Consideration of Teams within the Individualised Call Centre Environment. <i>Labour &amp; Industry</i> , 2004, 14, 111-126.   | 1.5 | 15        |
| 36 | Is Enterprise Bargaining Still a Better Way of Working?. <i>Journal of Industrial Relations</i> , 2013, 55, 100-117.   | 1.8 | 15        |

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|----|---|-----|-----------|
| 37 | Investigating the nuances of change in front-line managers' work. <i>Labour &amp; Industry</i> , 2013, 23, 168-181.   | 1.5 | 14        |
| 38 | Fatal consequences: an analysis of the failed employee voice system at the <scp>B</scp>undaberg Hospital. <i>Asia Pacific Journal of Human Resources</i> , 2015, 53, 265-280.     | 3.9 | 14        |
| 39 | The front-line managerâ€™s role in informal voice pathways. <i>Employee Relations</i> , 2015, 37, 475-486.  | 2.4 | 14        |
| 40 | Complicated Working Time Arrangements: Construction Industry Case Study. <i>Journal of Construction Engineering and Management - ASCE</i> , 2012, 138, 443-448.                   | 3.8 | 13        |
| 41 | Opening the black box in nursing work and management practice: the role of ward managers. <i>Journal of Nursing Management</i> , 2015, 23, 211-220.                               | 3.4 | 13        |
| 42 | Implementing health promotion programs in the Australian construction industry. <i>Engineering, Construction and Architectural Management</i> , 2017, 24, 260-274.                | 3.1 | 13        |
| 43 | Transition to practitioner: Redesigning a third year course for undergraduate business students. <i>Journal of Management and Organization</i> , 2007, 13, 65-80.                 | 3.0 | 13        |
| 44 | â€™We are very focused on the muffinsâ€™: Regulation of and compliance with industrial relations in franchises. <i>Journal of Industrial Relations</i> , 2016, 58, 25-45.         | 1.8 | 12        |
| 45 | Tracking employee voice: developing the concept of voice pathways. <i>Asia Pacific Journal of Human Resources</i> , 2022, 60, 283-304.  | 3.9 | 12        |
| 46 | Decaf or double shot? The strength of franchisor control over <scp>HRM</scp> in coffee franchises. <i>Human Resource Management Journal</i> , 2014, 24, 323-338.                  | 5.7 | 11        |
| 47 | WorkChoices, ImageChoices and the marketing of new industrial relations legislation. <i>Work, Employment and Society</i> , 2009, 23, 285-304.                                     | 2.7 | 10        |
| 48 | Guest Editors' Note: Time to Reconnect the Silos? Similarities and Differences in Employment Relations and Human Resources. <i>Human Resource Management</i> , 2014, 53, 203-210. | 5.8 | 10        |
| 49 | Line managers in industrial relations: Where are we now and where to next?. <i>Journal of Industrial Relations</i> , 2017, 59, 139-152.   | 1.8 | 10        |
| 50 | The role of line managers in employee voice systems. , 2014, , .  |     | 10        |
| 51 | Who Has Control in Teams without Teamworking?. <i>Economic and Industrial Democracy</i> , 2007, 28, 622-649.  | 1.6 | 9         |
| 52 | Frontline managers' implementation of the formal and informal performance management systems. <i>Personnel Review</i> , 2021, 50, 379-398.  | 2.7 | 9         |
| 53 | Shifting frontiers of control during closedown processes. <i>Personnel Review</i> , 2012, 41, 160-179.  | 2.7 | 8         |
| 54 | To what extent do line managers play a role in modern industrial relations?. <i>Asia Pacific Journal of Human Resources</i> , 2013, 51, n/a-n/a.                                  | 3.9 | 8         |

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|----|--|-----|-----------|
| 55 | The role of peer-to-peer voice in severe work environments: organisational facilitators and barriers. <i>Industrial Relations Journal</i> , 2020, 51, 556-571.                   | 1.3 | 8         |
| 56 | Understanding HRM philosophy for HPWS and employees' perceptions. <i>Personnel Review</i> , 2021, 50, 812-828.   | 2.7 | 7         |
| 57 | Victim or master of HRM implementation: the frontline manager conundrum. <i>Asia Pacific Journal of Human Resources</i> , 2022, 60, 79-96.                                       | 3.9 | 7         |
| 58 | Has Australia's Road to Workplace Partnership Reached a Dead End?. <i>The International Journal of Comparative Labour Law and Industrial Relations</i> , 2013, 29, 239-256.      | 0.3 | 7         |
| 59 | Contingent management plans awaiting a contingency: the GFC and workplace change in the Australian hotels sector. <i>Asia Pacific Business Review</i> , 2013, 19, 266-278.       | 2.9 | 6         |
| 60 | HRM and the health of hospitals. <i>Health Services Management Research</i> , 2019, 32, 89-102.  | 1.7 | 6         |
| 61 | The role of line managers in creating and maintaining healthy work environments on project construction sites. <i>Construction Management and Economics</i> , 2016, 34, 611-621. | 3.0 | 5         |
| 62 | A future for IR academics? 2018 AIRAANZ presidential address. <i>Labour &amp; Industry</i> , 2019, 29, 1-5.  | 1.5 | 5         |
| 63 | Barriers to frontline manager support for high-trauma workers. <i>Personnel Review</i> , 2019, 48, 1394-1409.  | 2.7 | 5         |
| 64 | HRM system strength and employee well-being: the role of internal process and open systems. <i>Asia Pacific Journal of Human Resources</i> , 2022, 60, 171-193.                  | 3.9 | 5         |
| 65 | All we need is a miracle: Using a solution-based approach to human resource management in hospitals. <i>Asia Pacific Journal of Human Resources</i> , 2011, 49, 165-179.         | 3.9 | 4         |
| 66 | Company Births, Deaths and Marriages: Flaws in Age Fields in Business Microdata. <i>Australian Economic Review</i> , 2011, 44, 338-346.  | 0.7 | 3         |
| 67 | Employee voice in enterprise bargaining: what managers miss when they fail to listen. <i>Labour &amp; Industry</i> , 2016, 26, 266-280.  | 1.5 | 3         |
| 68 | Industrial relations now: Where are we? Where to next?. <i>Journal of Industrial Relations</i> , 2017, 59, 117-121.  | 1.8 | 2         |
| 69 | Skilled migrant employees' perceptions of support from line managers. <i>Equality, Diversity and Inclusion</i> , 2020, 39, 931-947.  | 1.4 | 2         |
| 70 | Wrong way, go back! Negotiating access in industry-based research. , 2009, , 119-134.  |     | 2         |
| 71 | Developing a Contemporary Approach to Conceptualizing Employee Actions. , 2011, , 101-121.   |     | 2         |
| 72 | High reliability Human Resource Management (HRM): A system for high risk workplaces. <i>Human Resource Management Journal</i> , 2023, 33, 170-186.                               | 5.7 | 2         |

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|----|---|-----|-----------|
| 73 | Leisure at Work, who can Resist? An Investigation into Workplace Resistance by Leisure Service Employees. Journal of Industrial Relations, 2003, 45, 442-456. | 1.8 | 1         |
| 74 | Full Metal Jarhead: Shifting the Horizon of Expectation. Journal of Popular Culture, 2011, 44, 915-933.   | 0.1 | 1         |
| 75 | Are new organisations at the cutting edge of employment relations innovation?. Personnel Review, 2017, 46, 1397-1413.   | 2.7 | 1         |
| 76 | Managing the front-line manager. , 2015, , .  |     | 1         |
| 77 | The dual pressures of youth and expansion: revisiting stage theories of growth in SMEs. Employee Relations, 2022, 44, 1393-1409.                              | 2.4 | 1         |
| 78 | Looking through the haze of discontent: smokers as a data source. , 2009, , 83-93.  |     | 0         |
| 79 | Serendipity and flexibility in social science research: meeting the unexpected. , 2009, , 1-14.   |     | 0         |
| 80 | Lessons learnt from this madness. , 2009, , 193-200.  |     | 0         |
| 81 | Beyond HRM Implementation: New Avenues for Line Managers Through HRM Differentiation. Proceedings - Academy of Management, 2020, 2020, 16519.                 | 0.1 | 0         |
| 82 | Violence at work in the ambulance service: the role of HRM and other systems. Personnel Review, 2021, 50, 1647-1664.  | 2.7 | 0         |
| 83 | Frontline managersâ€™ task-related emotion regulation, emotional intelligence, and daily stress. Australian Journal of Management, 0, , 031289622211054.      | 2.2 | 0         |