Eunice Fay Amissah

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RESEARCH

Interests	Organisational behaviour · service quality · career and professional development · customer service
Areas	Sociology and Political Science · Organizational Behavior and Human Resource Management · Social Psychology · Tourism, Leisure and Hospitality Management · Clinical Psychology · Education

RESEARCH SUMMARY

30	509	12	12	3.97	38%
Publications	Citations	h-index	i10-index	Field-weighted impact	World top 10%

Counted from the 30 publications listed below, 2009–2026. Field-weighted impact is the mean over the 21 works scored for it; 1.00 is the world average for works of the same field, type and year. 8 of the 21 papers scored for it are among the world's most cited tenth for their field, type and year.

PUBLICATIONS

Journal articles 26

1. **Eunice Fay Amissah**, Melody Enyonam Appietu, Benjamin Appiah Osei, Ricky Yao Nutsugbodo (2026). Career-Related Social Support, Career Self-Management Behavior and Employability of Tourism and Hospitality Undergraduates: The Mediating Roles of Self-Efficacy and Ambition. *Journal of Hospitality & Tourism Education*. https://doi.org/10.1080/10963758.2026.2650317
2. **Eunice Amissah** (2026). EXPLORING THE CONNECTION: ENGAGEMENT, EMBEDDEDNESS, AND PERFORMANCE OF HOTEL STAFF. *African Journal of Hospitality and Tourism Management*. https://journal.ucc.edu.gh/index.php/ajthm/article/view/1913
3. **Eunice Fay Amissah**, Ricky Yao Nutsugbodo, Nancy Grace Baah, Christopher Mensah, Bernadette Ekua Bedua Afful (2025). Academic Resilience, COVID-19 Risk Perception, and Psychological Well-Being on the Career Intentions of Tourism and Hospitality Students. *Journal of Hospitality & Tourism Education*. https://doi.org/10.1080/10963758.2025.2490522
4. Melody Enyonam Appietu, **Eunice Fay Amissah**, Abednego Kofi Bansah, Charles Atanga Adongo (2025). Workplace spirituality, mental health, and turnover intentions of hotel employees in Ghana: a broaden and build theory of positive emotions perspective. *Journal of Human Resources in Hospitality & Tourism*. https://doi.org/10.1080/15332845.2025.2484939
5. I Mensah, **EF Amissah** (2023). Factors influencing undergraduate hospitality students' intentions to choose careers in the hospitality industry. *Journal of Hospitality & Tourism Education*.
6. Charles Atanga Adongo, Frederick Dayour, Shaibu Bukari, Evelyn Addison Akotoye, **Eunice Fay Amissah** (2023). Workaholism among young people in the ride-hailing travel economy. *Annals of Tourism Research Empirical Insights*. https://doi.org/10.1016/j.annale.2023.100117
7. Christopher Mensah, Edem M. Azila-Gbettor, **Eunice F. Amissah**, Evelyn Addison (2022). COVID-19, Financial Anxiety and the Psychological Well-being of Hotel Workers. *International Journal of Hospitality & Tourism Administration*. https://doi.org/10.1080/15256480.2022.2055692
8. Ricky Yao Nutsugbodo, Christopher Mensah, **Eunice Fay Amissah**, Nancy Grace Baah (2022). COVID-19,

Parental Job Losses, Online Learning Anxiety, and Social Support of Hospitality and Tourism Students. *Journal of Hospitality & Tourism Education*. https://doi.org/10.1080/10963758.2022.2056468

9. Nana Esi Bedua-Taylor, **Eunice Fay Amissah**, Nana Adiyiwa Obeng Mensah (2022). Motivation, Satisfaction and Repurchase Intentions of Chinese Restaurant Customers: Evidence from the Accra Metropolis, Ghana. *Journal of Hospitality and Tourism*. https://doi.org/10.47672/jht.1183
10. Ricky Yao Nutsugbodo, Edem Kwesi Amenumey, **Eunice Fay Amissah**, David Anaafo, Bernadette Ekua Bedua Afful (2021). Determinants of car rental choice in Ghana. *Anatolia*. https://doi.org/10.1080/13032917.2021.1985544
11. **Eunice Fay Amissah**, Sarah Blankson-Stiles-Ocran, Ishmael Mensah (2021). Emotional labour, emotional exhaustion and job satisfaction in the hospitality industry. *Journal of Hospitality and Tourism Insights*. https://doi.org/10.1108/jhti-10-2020-0196
12. Grace Anthony, Ishmael Mensah, **Eunice Fay Amissah** (2021). Factors Influencing Undergraduate Hospitality Students' Intentions to Choose Careers in the Hospitality Industry. *Journal of Hospitality & Tourism Education*. https://doi.org/10.1080/10963758.2021.1963754
13. Grace Anthony, Ishmael Mensah, **Eunice Fay Amissah** (2021). Undergraduate hospitality students' perceptions of careers in the industry: The Ghanaian context. *Research in Hospitality Management*. https://doi.org/10.1080/22243534.2021.1917086
14. **Eunice Fay Amissah**, Valerie Efua Kwansima Bempong, Emmanuel Gamor (2020). Does gender exacerbate the effect of Work-family conflict on employee Satisfaction in the hotel industry? *African Journal of Hospitality and Tourism Management*. https://doi.org/10.47963/ajthm.v2i2.245
15. Sarah Blankson-Stiles-Ocran, **Eunice Fay Amissah**, Abigail Opoku Mensah (2019). Determinants of emotional labour among employees in the hospitality industry in Accra, Ghana. *African Journal of Hospitality and Tourism Management*. https://doi.org/10.47963/ajthm.v1i1.137
16. **Eunice Fay Amissah**, Abigail Opoku Mensah, Ishmael Mensah, Emmanuel Gamor (2019). Students' Perceptions of Careers in Ghana's Hospitality and Tourism Industry. *Journal of Hospitality & Tourism Education*. https://doi.org/10.1080/10963758.2019.1654884
17. **Eunice Fay Amissah** (2018). Full Terms & Conditions of access and use can be found at https://www.tandfonline. com/action/journalInformation? journalCode= whrh20. *JOURNAL OF HUMAN RESOURCES IN HOSPITALITY & TOURISM*. https://ir.ucc.edu.gh/server/api/core/bitstreams/e139e2e5-5868-43df-9791-594de8f6a971/content
18. Abigail Opoku Mensah, **Eunice Fay Amissah**, Adjoa Afedua Nsaful (2018). Gender as a moderator between work-family conflict, job and family satisfaction. *AFRREV IJAH An International Journal of Arts and Humanities*. https://doi.org/10.4314/ijah.v7i3.1
19. Emmanuel Gamor, **Eunice Fay Amissah**, Agnes Amissah, Ebenezer Nartey (2017). Factors of work-family conflict in the hospitality industry in Ghana. *Journal of Human Resources in Hospitality & Tourism*. https://doi.org/10.1080/15332845.2017.1328263
20. **Eunice Fay Amissah** (2017). Stakeholders' perceptions of service quality in hotels. *Oguaa Journal of Social Sciences*. https://doi.org/10.47963/joss.v8i1.306
21. **Eunice Fay Amissah**, Emmanuel Gamor, Mildred Nuong Deri, Agnes Amissah (2016). Factors influencing employee job satisfaction in Ghana's hotel industry. *Journal of Human Resources in Hospitality & Tourism*. https://doi.org/10.1080/15332845.2016.1084858
22. **Eunice Fay Amissah**, K. E. Amenumey (2015). Dimensions of Service Quality in Hotels in Accra, Ghana. *Journal of Arts and Social Sciences [JASS]*.
23. **Eunice Fay Amissah** (2014). SERVICE QUALITY IN HOTELS: A CASE OF ACCRA METROPOLIS. *Development*. https://ir.ucc.edu.gh/server/api/core/bitstreams/998077ce-4ed1-495c-87a4-b4c84d34e8a1/content
24. Emmanuel Gamor, **Eunice Fay Amissah**, Kwaku Adutwum Anyim Boakye (2014). Work–family conflict among hotel employees in Sekondi-Takoradi Metropolis, Ghana. *Tourism Management Perspectives*. https://doi.org/10.1016/j.tmp.2014.06.001

25. **Eunice Fay Amissah** (2013). Tourist satisfaction with hotel services in Cape Coast and Elmina, Ghana. *American Journal of Tourism Management*. https://scholar.google.com/scholar?cluster=12374022405822292410&hl=en&oi=scholarr

26. Ishmael Mensah, **Eunice Amissah** (2009). 17 The Prospects and. *Marketing Innovations for Sustainable Destinations*. https://books.google.com/books?hl=en&lr=&id=pMNLEAAAQBAJ&oi=fnd&pg=PA203&dq=info:D7d0g_GS4bcJ:scholar.google.com&ots=QSV5U2P5HW&sig=FGn0k85o5rq-uVfubAMZfYEoK5o

Book chapters 2

1. **Eunice Fay Amissah**, Evelyn Addison-Akotoye, Sarah Blankson-Stiles-Ocran (2021). Service Quality, Tourist Satisfaction, and Destination Loyalty in Emerging Economies. *Palgrave studies of marketing in emerging economies*. https://doi.org/10.1007/978-3-030-83711-2_6

2. Ishmael Mensah, **E Amissah** (2009). The prospects and challenges of positioning Ghana as a preferred African American Tourist Destination. *Marketing Innovations for Sustainable Destinations*. https://scholar.google.com/scholar?cluster=8077463125794850 8&hl=en&oi=scholarr

Reports 2

1. **Eunice Fay Amissah** (2014). Customers' perception of service quality in hotels. *University of Cape Coast*. https://ir.ucc.edu.gh/items/b54de0dc-2094-4495-a405-056eb79b7c6d

2. Ishmael Mensah, **Eunice Amissah** (2009). Ghana as a preferred African-American tourist destination. *University of Cape Coast*. https://ir.ucc.edu.gh/items/100a4957-472f-4993-b4f5-9dcd8a6825c6