Francesco Polese

List of Publications by Year in descending order

53 papers	1,784 citations	304701 22 h-index	276858 41 g-index
53 all docs	53 docs citations	53 times ranked	928 citing authors

#	Article	IF	Citations
1	Smart Service Systems and Viable Service Systems: Applying Systems Theory to Service Science. Service Science, 2010, 2, 21-40.	1.3	224
2	A Brief Review of Systems Theories and Their Managerial Applications. Service Science, 2010, 2, 126-135.	1.3	220
3	Toward a Service (Eco)Systems Perspective on Value Creation. International Journal of Service Science, Management, Engineering, and Technology, 2012, 3, 12-25.	1.1	171
4	B2B is not an island!. Journal of Business and Industrial Marketing, 2009, 24, 337-350.	3.0	119
5	Viable service systems and decision making in service management. Journal of Service Management, 2012, 23, 498-526.	7.2	93
6	Linking the viable system and many‐to‐many network approaches to service‐dominant logic and service science. International Journal of Quality and Service Sciences, 2010, 2, 23-42.	2.4	85
7	Information Asymmetry and Co-Creation in Health Care Services. Australasian Marketing Journal, 2014, 22, 205-217.	5.4	70
8	Social Innovation in Smart Tourism Ecosystems: How Technology and Institutions Shape Sustainable Value Co-Creation. Sustainability, 2018, 10, 140.	3.2	64
9	Key Dimensions of Service Systems in Value-Creating Networks. Service Science: Research and Innovations in the Service Economy, 2011, , 37-59.	1.1	58
10	Value co-creation as a complex adaptive process. Journal of Service Theory and Practice, 2017, 27, 926-929.	3.2	52
11	A4A relationships. Journal of Service Theory and Practice, 2017, 27, 1040-1056.	3.2	49
12	Reflections on service systems boundaries: A viable systems perspective. European Management Journal, 2012, 30, 451-465.	5.1	47
13	Determinants for Value Cocreation and Collaborative Paths in Complex Service Systems: A Focus on (Smart) Cities. Service Science, 2018, 10, 397-407.	1.3	44
14	S-D logic research directions and opportunities. Marketing Theory, 2012, 12, 213-217.	3.1	42
15	Emergence in marketing: an institutional and ecosystem framework. Journal of the Academy of Marketing Science, 2023, 51, 2-22.	11.2	39
16	Perspective Shifts in Marketing: Toward a Paradigm Change?. Service Science, 2012, 4, 121-134.	1.3	36
17	The contribution of VSA and SDL perspectives to strategic thinking in emerging economies. Managing Service Quality, 2014, 24, 565-591.	2.4	34
18	How an international ambidexterity strategy can address the paradox perspective on corporate sustainability: Evidence from Chinese emerging market multinationals. Business Strategy and the Environment, 2020, 29, 2110-2129.	14.3	34

#	Article	IF	Citations
19	A digital servitization framework for viable manufacturing companies. Journal of Business and Industrial Marketing, 2021, 36, 142-160.	3.0	34
20	The viable system perspective of actors in eco-systems. TQM Journal, 2017, 29, 783-799.	3.3	31
21	Editorial Column—System Thinking for Service Research Advances. Service Science, 2010, 2, i-iii.	1.3	26
22	Managing Healthcare Service Ecosystems: Abstracting a Sustainability-Based View from Hospitalization at Home (HaH) Practices. Sustainability, 2018, 10, 3951.	3.2	24
23	Viability mechanisms in market systems: prerequisites for market shaping. Journal of Business and Industrial Marketing, 2020, 35, 1403-1412.	3.0	20
24	Service Dominant Logic and Service Science: A Contribute Deriving from Network Theories. SSRN Electronic Journal, 0, , .	0.4	15
25	Decision-Making in Smart Service Systems: A Viable Systems Approach Contribution to Service Science Advances. Lecture Notes in Business Information Processing, 2016, , 3-14.	1.0	15
26	Enabling actors' viable behaviour: reflections upon the link between viability and complexity within smart service system. International Journal of Markets and Business Systems, 2018, 3, 111.	0.3	13
27	Complexity and viability in service ecosystems. Marketing Theory, 2019, 19, 3-7.	3.1	13
28	Once upon a time… technology: a fairy tale or a marketing story?. Journal of Marketing Management, 2019, 35, 965-973.	2.3	12
29	How Service Innovation Contributes to Co-Create Value in Service Networks. Lecture Notes in Business Information Processing, 2016, , 170-183.	1.0	10
30	Reconceptualizing TQM in service ecosystems: an integrated framework. International Journal of Quality and Service Sciences, 2019, 11, 104-126.	2.4	10
31	Introduction to the Special Issue on Exploring Service Science for Data-Driven Service Design and Innovation. Service Science, 2017, 9, v-x.	1.3	8
32	Value co-creation and data-driven orientation: reflections on restaurant management practices during COVID-19 in Italy. Transforming Government: People, Process and Policy, 2022, 16, 172-184.	2.1	8
33	Value creation and related measurement in universities. An empirical application. Total Quality Management and Business Excellence, 2006, 17, 243-263.	3.8	7
34	Successful Value Co-creation Exchanges: A VSA Contribution. New Economic Windows, 2018, , 19-37.	1.0	7
35	The Demolition of Service Scientists' Cultural-Boundaries. Service Science: Research and Innovations in the Service Economy, 2019, , 773-784.	1.1	7
36	Co-creation in Action: An Acid Test of Smart Service Systems Viability. Lecture Notes in Business Information Processing, 2018, , 151-164.	1.0	6

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37	From B2B to A4A: An Integrated Framework for Viable Value Co-Creation. Mercati & Competitività, 2018, , 135-161.	0.1	6
38	The determinants of translational medicine success - a managerial contribution. Translational Medicine @ UniSa, 2013, 6, 29-34.	0.5	6
39	Service Innovation in Translational Medicine. , 2017, , 417-438.		5
40	Value co-creation 'gradients': enabling human-machine interactions through AI-based DSS. ITM Web of Conferences, 2022, 41, 01002.	0.5	4
41	Why Service Science matters in approaching a "resilient" Society. ITM Web of Conferences, 2021, 38, 02001.	0.5	3
42	The 2009 Naples Forum on Service – service-dominant logic, service science and network theory: integrating three perspectives for a new service agenda. International Journal of Quality and Service Sciences, 2010, 2, .	2.4	3
43	Mixed Graph of Terms: Beyond the Bags of Words Representation of a Text. , 2012, , .		2
44	The Naples Forum on Service. Marketing Theory, 2016, 16, 266-268.	3.1	2
45	The Contribute of Viable System Approach in Directing and Managing Inter-Firm Relationships. SSRN Electronic Journal, 0, , .	0.4	2
46	Editorial Columnâ€"Service Research Integration and Future Directionsâ€"The Naples Forum on Service. Service Science, 2012, 4, 118-120.	1.3	1
47	Predictive Maintenance as a Driver for Corporate Sustainability: Evidence from a Public-Private Co-Financed R&D Project. Sustainability, 2021, 13, 5884.	3.2	1
48	Complexity and Governance. , 2018, , 1-4.		1
49	Artificial Intelligence and Decision-Making: Humanâ€"Machine Interactions for Successful Value Co-creation. , 2022, , 927-944.		1
50	Introduction to the Special Section on the 2013 Naples Forum on Service: From Traditional Pillars to Future Research Avenues. Service Science, 2014, 6, 92-93.	1.3	0
51	Introduction to the Naples Forum on Service Special Section. Service Science, 2017, 9, 62-62.	1.3	0
52	The Naples Forum on Service: whatâ€™s ahead in service?. Journal of Service Management, 2012, 23, .	7.2	0
53	Co-creation in action as the acid test of smart service systems viability. , 2018, , 272-277.		0