

# Francesco Polese

## List of Publications by Year in Descending Order

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

50  
papers

1,299  
citations

18  
h-index

35  
g-index

53  
ext. papers

1,531  
ext. citations

2.6  
avg, IF

4.95  
L-index

#	Paper	IF	Citations
50	Value co-creation gradients—enabling human-machine interactions through AI-based DSS. <i>ITM Web of Conferences</i> , <b>2022</b> , 41, 01002	0.1	2
49	Value co-creation and data-driven orientation: reflections on restaurant management practices during COVID-19 in Italy. <i>Transforming Government: People, Process and Policy</i> , <b>2022</b> , 16, 172-184	2.3	3
48	Artificial Intelligence and Decision-Making: Human-Machine Interactions for Successful Value Co-creation <b>2022</b> , 927-944		
47	Predictive Maintenance as a Driver for Corporate Sustainability: Evidence from a Public-Private Co-Financed R&D Project. <i>Sustainability</i> , <b>2021</b> , 13, 5884	3.6	1
46	A digital servitization framework for viable manufacturing companies. <i>Journal of Business and Industrial Marketing</i> , <b>2021</b> , 36, 142-160	3	11
45	Why Service Science matters in approaching a "resilient" Society. <i>ITM Web of Conferences</i> , <b>2021</b> , 38, 02001	1	0
44	How an international ambidexterity strategy can address the paradox perspective on corporate sustainability: Evidence from Chinese emerging market multinationals. <i>Business Strategy and the Environment</i> , <b>2020</b> , 29, 2110-2129	8.6	14
43	Viability mechanisms in market systems: prerequisites for market shaping. <i>Journal of Business and Industrial Marketing</i> , <b>2020</b> , 35, 1403-1412	3	11
42	Once upon a time—technology: a fairy tale or a marketing story?. <i>Journal of Marketing Management</i> , <b>2019</b> , 35, 965-973	3.2	6
41	The Demolition of Service Scientists—Cultural-Boundaries. <i>Service Science: Research and Innovations in the Service Economy</i> , <b>2019</b> , 773-784	0.8	6
40	Reconceptualizing TQM in service ecosystems: an integrated framework. <i>International Journal of Quality and Service Sciences</i> , <b>2019</b> , 11, 104-126	1.9	4
39	Successful Value Co-creation Exchanges: A VSA Contribution. <i>New Economic Windows</i> , <b>2018</b> , 19-37	0.5	4
38	Social Innovation in Smart Tourism Ecosystems: How Technology and Institutions Shape Sustainable Value Co-Creation. <i>Sustainability</i> , <b>2018</b> , 10, 140	3.6	44
37	From B2B to A4A: An Integrated Framework for Viable Value Co-Creation. <i>Mercati &amp; Competitivita'</i> , <b>2018</b> , 135-161	1	5
36	Co-creation in action as the acid test of smart service systems viability <b>2018</b> , 272-277		
35	Enabling actors' viable behaviour: reflections upon the link between viability and complexity within smart service system <b>2018</b> , 3, 111		11
34	Managing Healthcare Service Ecosystems: Abstracting a Sustainability-Based View from Hospitalization at Home (HaH) Practices. <i>Sustainability</i> , <b>2018</b> , 10, 3951	3.6	15

33	Determinants for Value Cocreation and Collaborative Paths in Complex Service Systems: A Focus on (Smart) Cities. <i>Service Science</i> , <b>2018</b> , 10, 397-407	2.2	20
32	Co-creation in Action: An Acid Test of Smart Service Systems Viability. <i>Lecture Notes in Business Information Processing</i> , <b>2018</b> , 151-164	0.6	6
31	Introduction to the Naples Forum on Service Special Section. <i>Service Science</i> , <b>2017</b> , 9, 62-62	2.2	
30	The viable system perspective of actors in eco-systems. <i>TQM Journal</i> , <b>2017</b> , 29, 783-799	3.4	24
29	Value co-creation as a complex adaptive process. <i>Journal of Service Theory and Practice</i> , <b>2017</b> , 27, 926-929	3.1	38
28	A4A relationships. <i>Journal of Service Theory and Practice</i> , <b>2017</b> , 27, 1040-1056	3.1	35
27	Introduction to the Special Issue on Exploring Service Science for Data-Driven Service Design and Innovation. <i>Service Science</i> , <b>2017</b> , 9, v-x	2.2	7
26	Service Innovation in Translational Medicine <b>2017</b> , 417-438		4
25	Decision-Making in Smart Service Systems: A Viable Systems Approach Contribution to Service Science Advances. <i>Lecture Notes in Business Information Processing</i> , <b>2016</b> , 3-14	0.6	12
24	The Naples Forum on Service: Developing theory through the practices of a community. <i>Marketing Theory</i> , <b>2016</b> , 16, 266-268	2.5	1
23	How Service Innovation Contributes to Co-Create Value in Service Networks. <i>Lecture Notes in Business Information Processing</i> , <b>2016</b> , 170-183	0.6	9
22	Information Asymmetry and Co-Creation in Health Care Services. <i>Australasian Marketing Journal</i> , <b>2014</b> , 22, 205-217	5	49
21	Introduction to the Special Section on the 2013 Naples Forum on Service: From Traditional Pillars to Future Research Avenues. <i>Service Science</i> , <b>2014</b> , 6, 92-93	2.2	
20	The contribution of VSA and SDL perspectives to strategic thinking in emerging economies. <i>Managing Service Quality</i> , <b>2014</b> , 24, 565-591		28
19	The determinants of translational medicine success - a managerial contribution. <i>Translational Medicine @ UniSa</i> , <b>2013</b> , 6, 29-34	0.5	6
18	Editorial Column Service Research Integration and Future Directions The Naples Forum on Service. <i>Service Science</i> , <b>2012</b> , 4, 118-120	2.2	1
17	Mixed Graph of Terms: Beyond the Bags of Words Representation of a Text <b>2012</b> ,		1
16	Reflections on service systems boundaries: A viable systems perspective: The case of the London Borough of Sutton. <i>European Management Journal</i> , <b>2012</b> , 30, 451-465	4.8	42

15	Toward a Service (Eco)Systems Perspective on Value Creation. <i>International Journal of Service Science, Management, Engineering, and Technology</i> , <b>2012</b> , 3, 12-25	0.9	140
14	S-D logic research directions and opportunities: The perspective of systems, complexity and engineering. <i>Marketing Theory</i> , <b>2012</b> , 12, 213-217	2.5	34
13	Perspective Shifts in Marketing: Toward a Paradigm Change?. <i>Service Science</i> , <b>2012</b> , 4, 121-134	2.2	29
12	Viable service systems and decision making in service management. <i>Journal of Service Management</i> , <b>2012</b> , 23, 498-526	7.4	75
11	Key Dimensions of Service Systems in Value-Creating Networks. <i>Service Science: Research and Innovations in the Service Economy</i> , <b>2011</b> , 37-59	0.8	47
10	Editorial Column System Thinking for Service Research Advances. <i>Service Science</i> , <b>2010</b> , 2, i-iii	2.2	20
9	Smart Service Systems and Viable Service Systems: Applying Systems Theory to Service Science. <i>Service Science</i> , <b>2010</b> , 2, 21-40	2.2	176
8	A Brief Review of Systems Theories and Their Managerial Applications. <i>Service Science</i> , <b>2010</b> , 2, 126-135	2.2	161
7	Linking the viable system and many-to-many network approaches to service-dominant logic and service science. <i>International Journal of Quality and Service Sciences</i> , <b>2010</b> , 2, 23-42	1.9	71
6	The 2009 Naples Forum on Service Service-dominant logic, service science and network theory: integrating three perspectives for a new service agenda. <i>International Journal of Quality and Service Sciences</i> , <b>2010</b> , 2,	1.9	2
5	Service Dominant Logic and Service Science: A Contribute Deriving from Network Theories. <i>SSRN Electronic Journal</i> , <b>2009</b> ,	1	10
4	B2B is not an island!. <i>Journal of Business and Industrial Marketing</i> , <b>2009</b> , 24, 337-350	3	94
3	Value creation and related measurement in universities. An empirical application. <i>Total Quality Management and Business Excellence</i> , <b>2006</b> , 17, 243-263	2.7	5
2	The Contribute of Viable System Approach in Directing and Managing Inter-Firm Relationships. <i>SSRN Electronic Journal</i> ,	1	1
1	Emergence in marketing: an institutional and ecosystem framework. <i>Journal of the Academy of Marketing Science</i> , <sup>1</sup>	12.4	4