

# Jukka Ojasalo

## 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.

26

papers

502

citations

12

h-index

22

g-index

27

ext. papers

593

ext. citations

2.7

avg, IF

4.4

L-index

#	Paper	IF	Citations
26	Service Logic Business Model Canvas for Lean Development of SMEs and Start-Ups <b>2020</b> , 436-463		0
25	Short-term and long-term quality of service. <i>International Journal of Quality and Service Sciences</i> , <b>2019</b> , 11, 620-638	1.9	4
24	Customer preferences in mobile game pricing: a service design based case study. <i>Electronic Markets</i> , <b>2018</b> , 28, 191-203	4.8	7
23	Service Logic Business Model Canvas. <i>Journal of Research in Marketing and Entrepreneurship</i> , <b>2018</b> , 20, 70-98	1	23
22	Lean Service Innovation. <i>Service Science</i> , <b>2018</b> , 10, 25-39	2.2	5
21	Integrating Open Innovation Platforms in Public Sector Decision Making: Empirical Results from Smart City Research. <i>Technology Innovation Management Review</i> , <b>2016</b> , 6, 38-48	2.8	15
20	Collaborative Innovation with External Actors: An Empirical Study on Open Innovation Platforms in Smart Cities. <i>Technology Innovation Management Review</i> , <b>2016</b> , 6, 49-60	2.8	23
19	Service Logic Business Model Canvas for Lean Development of SMEs and Start-Ups. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , <b>2016</b> , 217-243	0.3	2
18	Student Feedback Process in Enhancement of Quality of Higher Education. <i>Advances in Higher Education and Professional Development Book Series</i> , <b>2014</b> , 189-207	0.2	
17	Challenges of Innovation Networks: Empirical Findings. <i>International Journal of Management Cases</i> , <b>2012</b> , 14, 6-17		4
16	Development Process of a Master's Degree Program in Security Management. <i>Journal of Applied Security Research</i> , <b>2011</b> , 6, 394-415	0.9	3
15	Better technologies and services for smart homes of disabled people: Empirical findings from an explorative study among intellectually disabled <b>2010</b> ,		11
14	Responsibility and decision making transfer in public safety and security emergencies - A case study of school shootings <b>2009</b> ,		2
13	What prevents effective utilisation of customer knowledge in professional B-to-B services? An empirical study. <i>Service Industries Journal</i> , <b>2008</b> , 28, 1199-1213	5.7	18
12	Management of innovation networks: a case study of different approaches. <i>European Journal of Innovation Management</i> , <b>2008</b> , 11, 51-86	4.2	75
11	Loose coupling as an inhibitor of internal customer knowledge transfer: findings from an empirical study in B-to-B professional services. <i>Journal of Business and Industrial Marketing</i> , <b>2008</b> , 23, 213-223	3	34
10	Quality for the individual and for the company in the business-to-business market. <i>International Journal of Quality and Reliability Management</i> , <b>2006</b> , 23, 162-178	2	6

9	Managing Trust in Electronic Commerce Transactions. <i>Journal of Internet Commerce</i> , <b>2004</b> , 2, 1-12	3.8	4
8	Key network management. <i>Industrial Marketing Management</i> , <b>2004</b> , 33, 195-205	6.9	58
7	Key Account Management in information-intensive services. <i>Journal of Retailing and Consumer Services</i> , <b>2002</b> , 9, 269-276	8.5	20
6	Key account management at company and individual levels in business-to-business relationships. <i>Journal of Business and Industrial Marketing</i> , <b>2001</b> , 16, 199-220	3	69
5	Managing customer expectations in professional services. <i>Managing Service Quality</i> , <b>2001</b> , 11, 200-212		93
4	Customer Expertise. <i>Services Marketing Quarterly</i> , <b>2001</b> , 22, 1-16	1	13
3	Customer Commitment in Key Account Management. <i>The Marketing Review</i> , <b>2001</b> , 2, 301-318	1.3	12
2	Integrating Open Innovation Platforms in Public Sector Decision Making: Empirical Results from Smart City Research. <i>Technology Innovation Management Review</i> , 6, 38-48	2.8	1
1	Collaborative Innovation with External Actors: An Empirical Study on Open Innovation Platforms in Smart Cities. <i>Technology Innovation Management Review</i> , 6, 49-60	2.8	