

# Marlene Amorim

## List of Publications by Year in descending order

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Version: 2024-02-01

101  
papers

1,181  
citations

516215

16  
h-index

414034

32  
g-index

104  
all docs

104  
docs citations

104  
times ranked

1317  
citing authors

#	ARTICLE	IF	CITATIONS
1	Digital Transformation: A Literature Review and Guidelines for Future Research. <i>Advances in Intelligent Systems and Computing</i> , 2018, , 411-421.	0.5	288
2	Assessment of air quality microsensors versus reference methods: The EuNetAir joint exercise. <i>Atmospheric Environment</i> , 2016, 147, 246-263.	1.9	182
3	A framework of actions for strong sustainability. <i>Journal of Cleaner Production</i> , 2018, 196, 1629-1643.	4.6	95
4	Digitalization: A Literature Review and Research Agenda. <i>Lecture Notes on Multidisciplinary Industrial Engineering</i> , 2020, , 443-456.	0.4	55
5	Economic, Environmental and Social Benefits of Adoption of Pyrolysis Process of Tires: A Feasible and Ecofriendly Mode to Reduce the Impacts of Scrap Tires in Brazil. <i>Sustainability</i> , 2019, 11, 2076.	1.6	49
6	Circular Economy and Internet of Things: Mapping Science of Case Studies in Manufacturing Industry. <i>Sustainability</i> , 2021, 13, 3299.	1.6	33
7	Reuse of water and materials as a cleaner production practice in the textile industry contributing to blue economy. <i>Journal of Cleaner Production</i> , 2021, 305, 127075.	4.6	31
8	Service Robots in the Hospitality Industry: An Exploratory Literature Review. <i>Lecture Notes in Business Information Processing</i> , 2020, , 174-186.	0.8	28
9	The Role of Industry 4.0 and BPMN in the Arise of Condition-Based and Predictive Maintenance: A Case Study in the Automotive Industry. <i>Applied Sciences (Switzerland)</i> , 2021, 11, 3438.	1.3	26
10	Multichannel service failure and recovery in a O2O era: A qualitative multi-method research in the banking services industry. <i>International Journal of Production Economics</i> , 2019, 215, 24-33.	5.1	24
11	Overcoming Barriers for Adopting Cleaner Production: A Case Study in Brazilian Small Metal-Mechanic Companies. <i>Sustainability</i> , 2019, 11, 4808.	1.6	23
12	An investigation of service quality assessments across retail formats. <i>International Journal of Quality and Service Sciences</i> , 2014, 6, 221-236.	1.4	21
13	Stakeholders's influences on the adoption of cleaner production practices: A survey of the textile industry. <i>Sustainable Production and Consumption</i> , 2021, 26, 126-145.	5.7	19
14	Customer experience research: intellectual structure and future research opportunities. <i>Journal of Service Theory and Practice</i> , 2021, 31, 893-931.	1.9	19
15	Customer Use of Virtual Channels in Multichannel Services: Does Type of Activity Matter?. <i>Decision Sciences</i> , 2015, 46, 623-657.	3.2	18
16	Mechanisms of phenanthrene toxicity in the soil invertebrate, <i>Enchytraeus crypticus</i> . <i>Environmental Toxicology and Chemistry</i> , 2016, 35, 2713-2720.	2.2	16
17	Quality Management and Excellence in the third sector: examining European Quality in Social Services (EQUASS) in non-profit social services. <i>Total Quality Management and Business Excellence</i> , 2017, 28, 840-857.	2.4	16
18	Managing reverse exchanges in service supply chains. <i>Supply Chain Management</i> , 2016, 21, 157-165.	3.7	15

#	ARTICLE	IF	CITATIONS
19	Architectures for multichannel front-office service delivery models. <i>International Journal of Operations and Production Management</i> , 2018, 38, 828-851.	3.5	14
20	Multi-channel deployment: a methodology for the design of multi-channel service processes. <i>Production Planning and Control</i> , 2016, 27, 312-327.	5.8	13
21	Three dimensions of service recovery: examining relationship and impact. <i>Supply Chain Management</i> , 2016, 21, 273-286.	3.7	12
22	A Field Study on the Impacts of Implementing Concepts and Elements of Industry 4.0 in the Biopharmaceutical Sector. <i>Journal of Open Innovation: Technology, Market, and Complexity</i> , 2020, 6, 175.	2.6	12
23	Managing Customer Participation and Customer Interactions in Service Delivery: the Case of Museums and Educational Services. <i>Organizacija</i> , 2014, 47, 166-175.	0.7	11
24	A typology of customer-to-customer interaction and its implications for excellence in service provision. <i>Total Quality Management and Business Excellence</i> , 2017, 28, 1183-1193.	2.4	10
25	Customer participation in services: a framework for process design. <i>International Journal of Qualitative Research in Services</i> , 2015, 2, 47.	0.2	9
26	Towards conceptualizing reverse service supply chains. <i>Supply Chain Management</i> , 2016, 21, 166-179.	3.7	8
27	Assessment of the Eco-Efficiency of the Circular Economy in the Recovery of Cellulose from the Shredding of Textile Waste. <i>Polymers</i> , 2022, 14, 1317.	2.0	8
28	Service failure and recovery in technology-based business networks. <i>International Journal of Quality and Service Sciences</i> , 2019, 11, 2-15.	1.4	7
29	An Adaptation of SERVQUAL for Events Evaluation: An Environmental Sustainability Addon. <i>Sustainability</i> , 2020, 12, 7408.	1.6	7
30	Digital proficiency: Sorting real gaps from myths among higher education students. <i>British Journal of Educational Technology</i> , 2022, 53, 1885-1914.	3.9	7
31	Assisted vs. self-checkout in retail: An empirical analysis of the impact of operational process dimensions on customer satisfaction, recommendation and reuse. <i>Journal of Service Science Research</i> , 2016, 8, 1-39.	0.8	6
32	Quality management systems in European social service organizations. <i>International Journal of Quality and Reliability Management</i> , 2018, 35, 354-372.	1.3	6
33	A Conceptual Model Proposal to Assess the Effectiveness of IoT in Sustainability Orientation in Manufacturing Industry: An Environmental and Social Focus. <i>Applied Sciences (Switzerland)</i> , 2022, 12, 5661.	1.3	6
34	Analyzing the competences of production engineering graduates: an industry perspective. <i>Production</i> , 2017, 27, .	1.3	5
35	Exploring Opportunities for Artificial Emotional Intelligence in Service Production Systems. <i>IFAC-PapersOnLine</i> , 2019, 52, 1145-1149.	0.5	5
36	Organisational Identity of Social Enterprises: A Taxonomic Approach. <i>Voluntas</i> , 2021, 32, 13-27.	1.1	5

#	ARTICLE	IF	CITATIONS
37	Overcoming Barriers to the Implementation of Cleaner Production in Small Enterprises in the Mechanics Industry: Exploring Economic Gains and Contributions for Sustainable Development Goals. Sustainability, 2022, 14, 2944.	1.6	5
38	New Ways to Deal with Omni-Channel Services: Opening the Door to Synergies, or Problems in the Horizon?. Lecture Notes in Business Information Processing, 2017, , 51-63.	0.8	4
39	Robotic Services in Smart Cities: An Exploratory Literature Review. , 2020, , .		4
40	Eco-Innovation and Digital Transformation Relationship: Circular Economy as a Focal Point. Springer Proceedings in Mathematics and Statistics, 2021, , 49-64.	0.1	4
41	25 and 50G Optical Access Network Deployment Forecasts using Bi-Logistic curves. , 2021, , .		4
42	Framework built on resource based view for outsourcing strategy on hiring logistics service provider. GestÃO & ProduÇÃO, 2018, 25, 458-484.	0.5	3
43	Modeling a successful innovation ecosystem toward a sustainable community: The I-Reef (a review) Tj ETQq1 1 0.784314 rgBT /Overlo	2.5	3
44	Artificial Intelligence in Service Delivery Systems: A Systematic Literature Review. Advances in Intelligent Systems and Computing, 2020, , 222-233.	0.5	3
45	Counterintelligence Technologies: An Exploratory Case Study of Preliminary Credibility Assessment Screening System in the Afghan National Defense and Security Forces. Information (Switzerland), 2021, 12, 122.	1.7	3
46	Think Twice to Achieve a Sustainable Project Management: From Ecological Sustainability towards the Sustainable Project Management Cube Model. Sustainability, 2022, 14, 3436.	1.6	3
47	Study protocol: using the Q-STEPS to assess and improve the quality of physical activity programmes for the elderly. BMC Research Notes, 2012, 5, 171.	0.6	2
48	Omni-channel service operations: Building technology-based business networks. , 2017, , .		2
49	Public Transport Systems and its Impact on Sustainable Smart Cities: A Systematic Review. Springer Proceedings in Mathematics and Statistics, 2021, , 33-47.	0.1	2
50	What is different about social enterprisesâ€™ operational practices and capabilities?. Operations Management Research, 2021, 14, 318-336.	5.0	2
51	Disclosing Paths for Multi-channel Service Research: A Contemporaneous Phenomenon and Guidelines for Future Investigations. Lecture Notes in Business Information Processing, 2015, , 289-300.	0.8	2
52	Operational Challenges in Hybrid Organizations. Advances in Public Policy and Administration, 2017, , 352-370.	0.1	2
53	Embedding Social Innovation in Latin America Academic Curriculum. , 0, , .		2
54	Customersâ€™ Online Interaction Experiences with Fashion Brands: E-Information and E-Buying. , 0, , .		1

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55	Omni-Channel Service Architectures in a Technology-Based Business Network: An Empirical Insight. Lecture Notes in Business Information Processing, 2018, , 31-44.	0.8	1
56	Adoption of a telemetry system by a logistics service provider for road transport of express cargo: a case study in Brazil. International Journal of Logistics Research and Applications, 2019, 22, 592-613.	5.6	1
57	Empirical Analysis of Call Center Load & Service Level for Shift Planning. Lecture Notes in Business Information Processing, 2020, , 79-91.	0.8	1
58	Data Management Plan in Research: Characteristics and Development. Lecture Notes of the Institute for Computer Sciences, Social-Informatics and Telecommunications Engineering, 2020, , 3-14.	0.2	1
59	TRANSVERSAL COMPETENCES FOR EMPLOYABILITY ACROSS FOUR EUROPEAN COUNTRIES. , 2018, , .		1
60	Exploring Opportunities to Improve Retail Store Quality Using RSQS. Lecture Notes in Business Information Processing, 2015, , 340-350.	0.8	1
61	EFFECT OF WEBSITE PERFORMANCE EXPECTANCY ON CUSTOMER SATISFACTION ONLINE FASHION PERFORMANCE. Global Fashion Management Conference, 2017, 2017, 536-539.	0.0	1
62	Workforce Management Practices in Volunteer-Based Operations for the Generation of Social and Economic Value. Advances in Logistics, Operations, and Management Science Book Series, 2018, , 60-81.	0.3	1
63	CRITICAL TRANSVERSAL COMPETENCES TOWARDS EMPLOYABILITY: MATCHING EMPLOYERS AND STUDENTS PERSPECTIVES. INTED Proceedings, 2018, , .	0.0	1
64	COMPETENCES FOR SOCIAL INNOVATION: AN INTERNATIONAL EXPLORATORY STUDY. , 2019, , .		1
65	GAME BASED LEARNING ON TRANSVERSAL SKILLS DEVELOPMENT: AN APPLIED STATE OF THE ART. EDULEARN Proceedings, 2020, , .	0.0	1
66	Educators as Facilitators of Game-Based Learning. Advances in Game-based Learning Book Series, 2022, , 533-553.	0.2	1
67	Challenges in the Application of Educational Escape Rooms in the Brazilian Context. Advances in Game-based Learning Book Series, 2022, , 423-441.	0.2	1
68	Addressing environmental, financial and social sustainability in the management of higher education quality. Journal for International Business and Entrepreneurship Development, 2014, 7, 181.	0.7	0
69	piBook: Introducing Computational Thinking to Diversified Audiences. Communications in Computer and Information Science, 2018, , 179-195.	0.4	0
70	Aligning e-service Attributes for Hedonic and Utilitarian Consumption: An Exploratory Study in the Context of Consumer Electronics. Springer Proceedings in Mathematics and Statistics, 2019, , 189-198.	0.1	0
71	Extracting Relevant Quality Dimensions from Online Customer Reviews in Accommodation Services. Springer Proceedings in Mathematics and Statistics, 2019, , 199-207.	0.1	0
72	Designing Interactive Tools for Learning in the Digital Age. Lecture Notes in Electrical Engineering, 2019, , 109-119.	0.3	0

#	ARTICLE	IF	CITATIONS
73	Decision on energy efficiency from the perspective of the managers: its barriers. , 2019, , .		0
74	Third Sector Institutions associated to education areas in Brazil and their impact in curricular references for modernizing industrial engineering courses: A case study. , 2020, , .		0
75	Cleaner Production with Economic and Environmental Assessment: A Case Study in an Aeronautical Workshop. Springer Proceedings in Mathematics and Statistics, 2021, , 397-407.	0.1	0
76	Learning from Online Voices: A Mixed Methods Approach to Explore Patient Online Reviews of Hospital Care in Portugal. , 0, , .		0
77	Putting Your Client to Work: A Good Way to Achieve Great Service at Low Cost?. SSRN Electronic Journal, 0, , .	0.4	0
78	Service Operations Decisions in Hybrid Organizations: Towards a Research Agenda. Lecture Notes in Business Information Processing, 2016, , 277-286.	0.8	0
79	Operational Challenges in Hybrid Organizations. , 2018, , 955-973.		0
80	Investigating the Alignment Between Web and Social Media Efforts and Effectiveness: The Case of Science Centres. Lecture Notes in Business Information Processing, 2018, , 289-302.	0.8	0
81	When to Stop? A New Stop Criterion for Combinatorial Optimization Search Techniques. Lecture Notes in Management and Industrial Engineering, 2019, , 211-218.	0.3	0
82	Assessing Gender Gaps on ICT Competences in Four European Countries. Advances in Business Strategy and Competitive Advantage Book Series, 2019, , 132-153.	0.2	0
83	Transversal Competences Towards Employability in Female Students. Advances in Logistics, Operations, and Management Science Book Series, 2019, , 63-90.	0.3	0
84	BUILDING ON ONLINE USER GENERATED CONTENT TO IMPLEMENT ACTIVE LEARNING EXPERIENCES FOR MANAGEMENT STUDENTS. , 2019, , .		0
85	INNOVATION IN TEACHING AND LEARNING FOR THE DEVELOPMENT OF SOCIAL INNOVATION COMPETENCES IN HIGHER EDUCATION: AN INTERNATIONAL COLLABORATIVE EXPERIENCE BETWEEN EUROPE AND LATIN AMERICA. INTED Proceedings, 2019, , .	0.0	0
86	EXPLORING THE REQUIREMENTS FOR TRANSVERSAL COMPETENCES IN UNIVERSITY GRADUATES: BUILDING A COMPETENCE MEASUREMENT SCALE TO INFORM THE DEVELOPMENT OF HIGHER EDUCATION. INTED Proceedings, 2019, , .	0.0	0
87	EXPLORING INFORMAL LEARNING APPROACHES FOR PROMOTING GENERAL ACQUAINTANCE WITH COMPUTATIONAL THINKING. , 2019, , .		0
88	VALIDATION OF THE SOCIAL INNOVATION COMPETENCE ASSESSMENT INSTRUMENT: A FACTORIAL ANALYSIS. EDULEARN Proceedings, 2019, , .	0.0	0
89	ADVANCING THE ACQUAINTANCE OF STUDENTS WITH THE EXTRACTION OF KNOWLEDGE FROM ONLINE CITIZEN REVIEWS TO INFORM THE MANAGEMENT OF PUBLIC SERVICES. , 2019, , .		0
90	ALIGNING THE PARTICIPATION OF VISITORS OF SCIENCE CENTRES WITH SCIENCE COMMUNICATION AND EDUCATION GOALS. , 2019, , .		0

#	ARTICLE	IF	CITATIONS
91	THE CHALLENGING QUEST FOR TALENT RETENTION IN MEDIUM DENSITY URBAN TERRITORIES: WHAT EXPLAINS THE ATTRACTIVENESS OF A REGION FOR YOUNG GRADUATES?. , 2019, , .		0
92	SUSTAINING THE DIGITAL TRANSFORMATION: AN EXPLORATORY APPROACH TO PRIORITIZE COMPETENCIES FOR THE FUTURE OF WORK. , 2019, , .		0
93	Educators as Digital Learners. Advances in Educational Technologies and Instructional Design Book Series, 2020, , 75-89.	0.2	0
94	INDUSTRY 4.0 AND THE IMPORTANCE OF COMPETENCIES: THE PORTUGUESE CASE. , 2021, , .		0
95	REGIONAL CHALLENGES FOR QUALIFICATION AND RETENTION OF TALENT FOR THE JOBS OF THE FUTURE. , 2020, , .		0
96	EXPLORING THE IMPORTANCE OF E-PROFESSIONALISM COMPETENCE IN THE EDUCATION AND TRAINING OF NEW PROFESSIONALS. , 2020, , .		0
97	DEVELOPING PILOT PROGRAMS TO QUALIFY FOR DIGITAL TRANSFORMATION: AN EXPERIENCE OF DIALOGUE BETWEEN ACADEMIA AND INDUSTRY. , 2020, , .		0
98	PERCEPTION AND TRANSVERSAL SKILLS DEVELOPMENT OF STUDENTS USING ESCAPE ROOMS: WHAT DO WE KNOW ABOUT IT?. , 2020, , .		0
99	COMPETENCIES FOR THE IMPLEMENTATION OF INDUSTRY 4.0: AN EMPIRICAL ANALYSIS OF THE FRAGILITIES OF PORTUGUESE WORKFORCE. INTED Proceedings, 2022, , .	0.0	0
100	EXPLORING THE IMPORTANCE OF ADDRESSING E-PROFESSIONALISM COMPETENCIES IN THE EDUCATION OF YOUNG PROFESSIONALS. , 2021, , .		0
101	Mechanisms adopted by social enterprises for effective volunteer-based operations. International Journal of Organizational Analysis, 2021, ahead-of-print, .	1.6	0