Marlene Amorim

List of Publications by Year
in descending order

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	Educators as Facilitators of Game-Based Learning. Advances in Game-based Learning Book Series, 2022, , 533-553.	0.2	1
2	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
3	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
4	Assessment of the Eco-Efficiency of the Circular Economy in the Recovery of Cellulose from the Shredding of Textile Waste. Polymers, 2022, 14, 1317.	2.0	8
5	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
6	COMPETENCIES FOR THE IMPLEMENTATION OF INDUSTRY 4.0: AN EMPIRICAL ANALYSIS OF THE FRAGILITIES OF PORTUGUESE WORKFORCE. INTED Proceedings, 2022, , .	0.0	0
7	Digital proficiency: Sorting real gaps from myths among higher education students. British Journal of Educational Technology, 2022, 53, 1885-1914.	3.9	7
8	A Conceptual Model Proposal to Assess the Effectiveness of IoT in Sustainability Orientation in Manufacturing Industry: An Environmental and Social Focus. Applied Sciences (Switzerland), 2022, 12, 5661.	1.3	6
9	Stakeholders' influences on the adoption of cleaner production practices: A survey of the textile industry. Sustainable Production and Consumption, 2021, 26, 126-145.	5.7	19
10	Organisational Identity of Social Enterprises: A Taxonomic Approach. Voluntas, 2021, 32, 13-27.	1.1	5
11	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
12	Eco-Innovation and Digital Transformation Relationship: Circular Economy as a Focal Point. Springer Proceedings in Mathematics and Statistics, 2021, , 49-64.	0.1	4
13	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
14	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
15	Circular Economy and Internet of Things: Mapping Science of Case Studies in Manufacturing Industry. Sustainability, 2021, 13, 3299.	1.6	33
16	The Role of Industry 4.0 and BPMN in the Arise of Condition-Based and Predictive Maintenance: A Case Study in the Automotive Industry. Applied Sciences (Switzerland), 2021, 11, 3438.	1.3	26
17	Customer experience research: intellectual structure and future research opportunities. Journal of Service Theory and Practice, 2021, 31, 893-931.	1.9	19
18	Reuse of water and materials as a cleaner production practice in the textile industry contributing to blue economy. Journal of Cleaner Production, 2021, 305, 127075.	4.6	31

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19	What is different about social enterprises' operational practices and capabilities?. Operations Management Research, 2021, 14, 318-336.	5.0	2
20	25 and 50G Optical Access Network Deployment Forecasts using Bi-Logistic curves. , 2021, , .		4
21	INDUSTRY 4.0 AND THE IMPORTANCE OF COMPETENCIES: THE PORTUGUESE CASE. , 2021, , .		0
22	EXPLORING THE IMPORTANCE OF ADDRESSING E-PROFESSIONALISM COMPETENCIES IN THE EDUCATION OF YOUNG PROFESSIONALS. , 2021, , .		0
23	Mechanisms adopted by social enterprises for effective volunteer-based operations. International Journal of Organizational Analysis, 2021, ahead-of-print, .	1.6	0
24	Modeling a successful innovation ecosystem toward a sustainable community: The I-Reef (a review) Tj ETQq0 0 0 rgBT /Overlock 10 Tf 50	2.5	3
25	An Adaptation of SERVQUAL for Events Evaluation: An Environmental Sustainability Addon. Sustainability, 2020, 12, 7408.	1.6	7
26	Robotic Services in Smart Cities: An Exploratory Literature Review. , 2020, , .		4
27	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
28	A Field Study on the Impacts of Implementing Concepts and Elements of Industry 4.0 in the Biopharmaceutical Sector. Journal of Open Innovation: Technology, Market, and Complexity, 2020, 6, 175.	2.6	12
29	Artificial Intelligence in Service Delivery Systems: A Systematic Literature Review. Advances in Intelligent Systems and Computing, 2020, , 222-233.	0.5	3
30	Digitalization: A Literature Review and Research Agenda. Lecture Notes on Multidisciplinary Industrial Engineering, 2020, , 443-456.	0.4	55
31	Service Robots in the Hospitality Industry: An Exploratory Literature Review. Lecture Notes in Business Information Processing, 2020, , 174-186.	0.8	28
32	Empirical Analysis of Call Center Load & Service Level for Shift Planning. Lecture Notes in Business Information Processing, 2020, , 79-91.	0.8	1
33	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
34	Educators as Digital Learners. Advances in Educational Technologies and Instructional Design Book Series, 2020, , 75-89.	0.2	0
35	GAME BASED LEARNING ON TRANSVERSAL SKILLS DEVELOPMENT: AN APPLIED STATE OF THE ART. EDULEARN Proceedings, 2020, , .	0.0	1
36	REGIONAL CHALLENGES FOR QUALIFICATION AND RETENTION OF TALENT FOR THE JOBS OF THE FUTURE. , 2020, , .		0

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37	EXPLORING THE IMPORTANCE OF E-PROFESSIONALISM COMPETENCE IN THE EDUCATION AND TRAINING OF NEW PROFESSIONALS. , 2020, , .		0
38	DEVELOPING PILOT PROGRAMS TO QUALIFY FOR DIGITAL TRANSFORMATION: AN EXPERIENCE OF DIALOGUE BETWEEN ACADEMIA AND INDUSTRY. , 2020, , .		0
39	PERCEPTION AND TRANSVERSAL SKILLS DEVELOPMENT OF STUDENTS USING ESCAPE ROOMS: WHAT DO WE KNOW ABOUT IT?. , 2020, , .		0
40	Multichannel service failure and recovery in a O2O era: A qualitative multi-method research in the banking services industry. International Journal of Production Economics, 2019, 215, 24-33.	5.1	24
41	Overcoming Barriers for Adopting Cleaner Production: A Case Study in Brazilian Small Metal-Mechanic Companies. Sustainability, 2019, 11, 4808.	1.6	23
42	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
43	Extracting Relevant Quality Dimensions from Online Customer Reviews in Accommodation Services. Springer Proceedings in Mathematics and Statistics, 2019, , 199-207.	0.1	0
44	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. Sustainability, 2019, 11, 2076.	1.6	49
45	Designing Interactive Tools for Learning in the Digital Age. Lecture Notes in Electrical Engineering, 2019, , 109-119.	0.3	0
46	Decision on energy efficiency from the perspective of the managers: its barriers. , 2019, , .		0
47	Exploring Opportunities for Artificial Emotional Intelligence in Service Production Systems. IFAC-PapersOnLine, 2019, 52, 1145-1149.	0.5	5
48	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
49	Service failure and recovery in technology-based business networks. International Journal of Quality and Service Sciences, 2019, 11, 2-15.	1.4	7
50	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
51	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
52	Transversal Competences Towards Employability in Female Students. Advances in Logistics, Operations, and Management Science Book Series, 2019, , 63-90.	0.3	0
53	BUILDING ON ONLINE USER GENERATED CONTENT TO IMPLEMENT ACTIVE LEARNING EXPERIENCES FOR MANAGEMENT STUDENTS. , 2019, , .		0
54	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

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55	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
56	EXPLORING INFORMAL LEARNING APPROACHES FOR PROMOTING GENERAL ACQUAINTANCE WITH COMPUTATIONAL THINKING. , 2019, , .		0
57	COMPETENCES FOR SOCIAL INNOVATION: AN INTERNATIONAL EXPLORATORY STUDY. , 2019, , .		1
58	VALIDATION OF THE SOCIAL INNOVATION COMPETENCE ASSESSMENT INSTRUMENT: A FACTORIAL ANALYSIS. EDULEARN Proceedings, 2019, , .	0.0	0
59	ADVANCING THE ACQUAINTANCE OF STUDENTS WITH THE EXTRACTION OF KNOWLEDGE FROM ONLINE CITIZEN REVIEWS TO INFORM THE MANAGEMENT OF PUBLIC SERVICES. , 2019, , .		0
60	ALIGNING THE PARTICIPATION OF VISITORS OF SCIENCE CENTRES WITH SCIENCE COMMUNICATION AND EDUCATION GOALS. , 2019, , .		0
61	THE CHALLENGING QUEST FOR TALENT RETENTION IN MEDIUM DENSITY URBAN TERRITORIES: WHAT EXPLAINS THE ATTRACTIVENESS OF A REGION FOR YOUNG GRADUATES?. , 2019, , .		0
62	SUSTAINING THE DIGITAL TRANSFORMATION: AN EXPLORATORY APPROACH TO PRIORITIZE COMPETENCIES FOR THE FUTURE OF WORK. , 2019, , .		0
63	Architectures for multichannel front-office service delivery models. International Journal of Operations and Production Management, 2018, 38, 828-851.	3.5	14
64	Quality management systems in European social service organizations. International Journal of Quality and Reliability Management, 2018, 35, 354-372.	1.3	6
65	Digital Transformation: A Literature Review and Guidelines for Future Research. Advances in Intelligent Systems and Computing, 2018, , 411-421.	0.5	288
66	Framework built on resource based view for outsourcing strategy on hiring logistics service provider. Gestão & Produção, 2018, 25, 458-484.	0.5	3
67	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
68	piBook: Introducing Computational Thinking to Diversified Audiences. Communications in Computer and Information Science, 2018, , 179-195.	0.4	0
69	A framework of actions for strong sustainability. Journal of Cleaner Production, 2018, 196, 1629-1643.	4.6	95
70	TRANSVERSAL COMPETENCES FOR EMPLOYABILITY ACROSS FOUR EUROPEAN COUNTRIES. , 2018, , .		1
71	Operational Challenges in Hybrid Organizations. , 2018, , 955-973.		0
72	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

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73	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
74	CRITICAL TRANSVERSAL COMPETENCES TOWARDS EMPLOYABILITY: MATCHING EMPLOYERS AND STUDENTS PERSPECTIVES. INTED Proceedings, 2018, , .	0.0	1
75	Quality Management and Excellence in the third sector: examining European Quality in Social Services (EQUASS) in non-profit social services. Total Quality Management and Business Excellence, 2017, 28, 840-857.	2.4	16
76	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
77	A typology of customer-to-customer interaction and its implications for excellence in service provision. Total Quality Management and Business Excellence, 2017, 28, 1183-1193.	2.4	10
78	Omni-channel service operations: Building technology-based business networks. , 2017, , .		2
79	Analyzing the competences of production engineering graduates: an industry perspective. Production, 2017, 27, .	1.3	5
80	Operational Challenges in Hybrid Organizations. Advances in Public Policy and Administration, 2017, , 352-370.	0.1	2
81	EFFECT OF WEBSITE PERFORMANCE EXPECTANCY ON CUSTOMER SATISFACTION ONLINE FASHION PERFORMANCE. Global Fashion Management Conference, 2017, 2017, 536-539.	0.0	1
82	Mechanisms of phenanthrene toxicity in the soil invertebrate, <i>Enchytraeus crypticus</i>. Environmental Toxicology and Chemistry, 2016, 35, 2713-2720.	2.2	16
83	Assessment of air quality microsensors versus reference methods: The EuNetAir joint exercise. Atmospheric Environment, 2016, 147, 246-263.	1.9	182
84	Assisted vs. self-checkout in retail: An empirical analysis of the impact of operational process dimensions on customer satisfaction, recommendation and reuse. Journal of Service Science Research, 2016, 8, 1-39.	0.8	6
85	Multi-channel deployment: a methodology for the design of multi-channel service processes. Production Planning and Control, 2016, 27, 312-327.	5.8	13
86	Managing reverse exchanges in service supply chains. Supply Chain Management, 2016, 21, 157-165.	3.7	15
87	Towards conceptualizing reverse service supply chains. Supply Chain Management, 2016, 21, 166-179.	3.7	8
88	Three dimensions of service recovery: examining relationship and impact. Supply Chain Management, 2016, 21, 273-286.	3.7	12
89	Service Operations Decisions in Hybrid Organizations: Towards a Research Agenda. Lecture Notes in Business Information Processing, 2016, , 277-286.	0.8	0
90	Customer Use of Virtual Channels in Multichannel Services: Does Type of Activity Matter?. Decision Sciences, 2015, 46, 623-657.	3.2	18

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91	Customer participation in services: a framework for process design. International Journal of Qualitative Research in Services, 2015, 2, 47.	0.2	9
92	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
93	Exploring Opportunities to Improve Retail Store Quality Using RSQS. Lecture Notes in Business Information Processing, 2015, , 340-350.	0.8	1
94	Managing Customer Participation and Customer Interactions in Service Delivery: the Case of Museums and Educational Services. Organizacija, 2014, 47, 166-175.	0.7	11
95	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
96	An investigation of service quality assessments across retail formats. International Journal of Quality and Service Sciences, 2014, 6, 221-236.	1.4	21
97	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
98	Customers' Online Interaction Experiences with Fashion Brands: E-Information and E-Buying. , 0, , .		1
99	Learning from Online Voices: A Mixed Methods Approach to Explore Patient Online Reviews of Hospital Care in Portugal. , 0, , .		0
100	Putting Your Client to Work: A Good Way to Achieve Great Service at Low Cost?. SSRN Electronic Journal, 0, , .	0.4	0
101	Embedding Social Innovation in Latin America Academic Curriculum. , 0, , .		2