

# Nuno Melão

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/3046204/publications.pdf>

Version: 2024-02-01

40  
papers

1,079  
citations

759233

12  
h-index

434195

31  
g-index

40  
all docs

40  
docs citations

40  
times ranked

697  
citing authors

#	ARTICLE	IF	CITATIONS
1	Defence industries and open innovation: ways to increase military capabilities of the Portuguese ground forces. <i>Defence Studies</i> , 2022, 22, 354-377.	0.9	4
2	Motivations and benefits of quality management systems in social services: mediation of the implementation process. <i>Total Quality Management and Business Excellence</i> , 2021, 32, 693-718.	3.8	7
3	Influence of artificial intelligence on public employment and its impact on politics: A systematic literature review. <i>Brazilian Journal of Operations and Production Management</i> , 2021, 18, 1-22.	1.4	12
4	The path to digital transformation: overcoming prejudice in the digital era with service operations. <i>International Journal of Services and Operations Management</i> , 2021, 39, 81.	0.2	1
5	Counterintelligence Technologies: An Exploratory Case Study of Preliminary Credibility Assessment Screening System in the Afghan National Defense and Security Forces. <i>Information (Switzerland)</i> , 2021, 12, 122.	2.9	3
6	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.	2.5	26
7	High-Tech Defense Industries: Developing Autonomous Intelligent Systems. <i>Applied Sciences (Switzerland)</i> , 2021, 11, 4920.	2.5	11
8	Social networks in personnel selection: profile features analyzed and issues faced by hiring professionals. <i>Procedia Computer Science</i> , 2021, 181, 42-50.	2.0	1
9	Using Social Networks in Personnel Selection: A Survey of Human Resource Professionals. , 2020, , .		5
10	Artificial Intelligence Research and Its Contributions to the European Union's Political Governance: Comparative Study between Member States. <i>Social Sciences</i> , 2020, 9, 207.	1.4	3
11	Impact of Artificial Intelligence Research on Politics of the European Union Member States: The Case Study of Portugal. <i>Sustainability</i> , 2020, 12, 6708.	3.2	14
12	Service robots in the hospitality industry: The case of Henn-na hotel, Japan. <i>Technology in Society</i> , 2020, 63, 101423.	9.4	74
13	Digitalization: A Literature Review and Research Agenda. <i>Lecture Notes on Multidisciplinary Industrial Engineering</i> , 2020, , 443-456.	0.6	55
14	Selecting talent using social networks: A mixed-methods study. <i>Heliyon</i> , 2020, 6, e03723.	3.2	10
15	Artificial Intelligence Theory in Service Management. <i>Lecture Notes in Business Information Processing</i> , 2020, , 137-149.	1.0	1
16	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.	8.9	24
17	Impacts of Artificial Intelligence on Public Administration: A Systematic Literature Review. , 2019, , .		25
18	Artificial Intelligence in Government Services: A Systematic Literature Review. <i>Advances in Intelligent Systems and Computing</i> , 2019, , 241-252.	0.6	31

#	ARTICLE	IF	CITATIONS
19	Service failure and recovery in technology-based business networks. <i>International Journal of Quality and Service Sciences</i> , 2019, 11, 2-15.	2.4	7
20	Assessing a quality model for the social sector: an empirical study of the EQUASS model. <i>Total Quality Management and Business Excellence</i> , 2019, 30, 221-243.	3.8	6
21	Quality management systems in European social service organizations. <i>International Journal of Quality and Reliability Management</i> , 2018, 35, 354-372.	2.0	6
22	Digital Transformation: A Literature Review and Guidelines for Future Research. <i>Advances in Intelligent Systems and Computing</i> , 2018, , 411-421.	0.6	288
23	Omni-Channel Service Architectures in a Technology-Based Business Network: An Empirical Insight. <i>Lecture Notes in Business Information Processing</i> , 2018, , 31-44.	1.0	1
24	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.	3.8	16
25	New Ways to Deal with Omni-Channel Services: Opening the Door to Synergies, or Problems in the Horizon?. <i>Lecture Notes in Business Information Processing</i> , 2017, , 51-63.	1.0	4
26	ERP in the Education Sector: Evidence from Portuguese Non-higher Education Institutions. <i>Advances in Intelligent Systems and Computing</i> , 2017, , 592-602.	0.6	2
27	Omni-channel service operations: Building technology-based business networks. , 2017, , .		2
28	Website content and design in SME: insights from Portugal. <i>International Journal of Electronic Business</i> , 2016, 13, 70.	0.4	10
29	O perfil de saúde de crianças vigiadas em consultas de cuidados primários na cidade de Viseu, Portugal. <i>Revista Portuguesa De Saude Publica</i> , 2016, 34, 53-60.	0.3	5
30	Exploring the impacts of ISO 9001 on small- and medium-sized social service institutions: a multiple case study. <i>Total Quality Management and Business Excellence</i> , 2015, 26, 312-326.	3.8	27
31	Disclosing Paths for Multi-channel Service Research: A Contemporaneous Phenomenon and Guidelines for Future Investigations. <i>Lecture Notes in Business Information Processing</i> , 2015, , 289-300.	1.0	2
32	A avaliação de desempenho docente na perspetiva dos diretores escolares: um estudo empírico. <i>Gestão E Desenvolvimento</i> , 2014, , 165-190.	0.0	0
33	The implementation of the balanced scorecard in a school district. <i>International Journal of Productivity and Performance Management</i> , 2012, 61, 919-939.	3.7	7
34	The impacts and success factors of ISO 9001 in education. <i>International Journal of Quality and Reliability Management</i> , 2012, 29, 384-401.	2.0	31
35	Qualidade em educação: contributo para uma hermenéutica do conceito. <i>Gestão E Desenvolvimento</i> , 2011, , 175-197.	0.0	0
36	E-business processes and e-Business Process Modelling: a state-of-the-art overview. <i>International Journal of Services, Technology and Management</i> , 2009, 11, 293.	0.1	12

#	ARTICLE	IF	CITATIONS
37	Using component technology to develop a simulation library for business process modelling. European Journal of Operational Research, 2006, 172, 163-178.	5.7	9
38	Data envelopment analysis revisited: a neophyte's perspective. International Journal of Management and Decision Making, 2005, 6, 158.	0.1	7
39	Use of business process simulation: A survey of practitioners. Journal of the Operational Research Society, 2003, 54, 2-10.	3.4	62
40	A conceptual framework for understanding business processes and business process modelling. Information Systems Journal, 2000, 10, 105-129.	6.9	268