

Harri Laihonen

List of Publications by Citations

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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.

42
papers

583
citations

16
h-index

22
g-index

47
ext. papers

659
ext. citations

2.4
avg, IF

4.46
L-index

#	Paper	IF	Citations
42	Measuring performance of a service system [From organizations to customer-perceived performance. <i>Measuring Business Excellence</i> , 2014 , 18, 73-86	2.2	43
41	Measuring the productivity impacts of new ways of working. <i>Journal of Facilities Management</i> , 2012 , 10, 102-113	1.7	42
40	A contingency approach to performance measurement in service operations. <i>Measuring Business Excellence</i> , 2012 , 16, 43-52	2.2	41
39	SmartWoW [Constructing a tool for knowledge work performance analysis. <i>International Journal of Productivity and Performance Management</i> , 2015 , 64, 479-498	2.3	39
38	Knowledge flows in self-organizing processes. <i>Journal of Knowledge Management</i> , 2006 , 10, 127-135	7.3	34
37	Overcoming the specific performance measurement challenges of knowledge-intensive organizations. <i>International Journal of Productivity and Performance Management</i> , 2013 , 62, 350-363	2.3	30
36	The role of intellectual capital in non-profit elderly care organizations. <i>Journal of Intellectual Capital</i> , 2010 , 11, 107-122	5.6	29
35	Welfare service system productivity: the concept and its application. <i>International Journal of Productivity and Performance Management</i> , 2012 , 61, 128-141	2.3	28
34	Knowledge management practices in healthcare services. <i>Measuring Business Excellence</i> , 2012 , 16, 54-65	2.2	24
33	Managing regional development: a knowledge perspective. <i>International Journal of Knowledge-Based Development</i> , 2013 , 4, 50	0.8	23
32	Impacts of using a performance measurement system in supply chain management: a case study. <i>International Journal of Production Research</i> , 2016 , 54, 5607-5617	7.8	21
31	Distinctive features of service performance measurement. <i>International Journal of Operations and Production Management</i> , 2014 , 34, 1466-1486	6.8	19
30	Knowledge-intensity as an organisational characteristic. <i>Knowledge Management Research and Practice</i> , 2011 , 9, 315-326	2.1	19
29	Knowledge-based value creation: grasping the intangibility of service operations in Finland. <i>International Journal of Knowledge-Based Development</i> , 2010 , 1, 331	0.8	19
28	Principles of performance dialogue in public administration. <i>International Journal of Public Sector Management</i> , 2017 , 30, 414-428	1.9	18
27	Exploring challenges of boundary-crossing performance dialogues in hybrids. <i>Journal of Management and Governance</i> , 2020 , 24, 799-820	2.1	16
26	A strategy framework for performance measurement in the public sector. <i>Public Money and Management</i> , 2014 , 34, 355-362	1.5	15

25	Why is dialogue on performance challenging in the public sector?. <i>Measuring Business Excellence</i> , 2018 , 22, 117-129	2.2	13
24	Strategic knowledge management and evolving local government. <i>Journal of Knowledge Management</i> , 2018 , 22, 219-234	7.3	12
23	A managerial view of the knowledge flows of a health-care system. <i>Knowledge Management Research and Practice</i> , 2015 , 13, 475-485	2.1	11
22	Shifting from Output to Outcome Measurement in Public Administration-Arguments Revisited. <i>System Dynamics for Performance Management</i> , 2018 , 3-23	0.1	10
21	Top management's perception of knowledge management in a vocational education and training organization in Finland. <i>International Journal of Educational Management</i> , 2014 , 28, 53-65	0.9	9
20	Knowledge structures of a health ecosystem. <i>Journal of Health Organization and Management</i> , 2012 , 26, 542-58	1.9	9
19	Managerial choices in orchestrating dialogic performance management. <i>Baltic Journal of Management</i> , 2019 , 14, 141-157	2	8
18	Management of knowledge-intensive organisations: what do we know after 20 years of research?. <i>International Journal of Knowledge-Based Development</i> , 2017 , 8, 154	0.8	7
17	Two knowledge perspectives to growth management. <i>VINE: the Journal of Information and Knowledge Management Systems</i> , 2015 , 45, 473-494		7
16	Knowledge Flow Audit22-42		5
15	Organisational hybridity and fluidity: deriving new strategies for dynamic knowledge management. <i>Knowledge Management Research and Practice</i> , 2020 , 1-13	2.1	4
14	Knowledge management and hybridity of institutional logics in public sector. <i>Knowledge Management Research and Practice</i> , 2020 , 1-15	2.1	4
13	Re-Framing Education Export From the Perspective of Intellectual Capital Transfer. <i>Journal of Studies in International Education</i> , 2018 , 22, 353-368	1.8	4
12	An assessment of COVID-19's impact on Finnish University Leadership. <i>Knowledge Management Research and Practice</i> , 1-7	2.1	3
11	Applying performance measurement in service operations: analysis of contextual differences. <i>International Journal of Business Performance Management</i> , 2014 , 15, 243	0.7	2
10	What is the Role of Knowledge Management in Establishing the Effectiveness of Public Welfare Services?. <i>Knowledge and Process Management</i> , 2014 , 21, 112-121	1.8	2
9	How Knowledge Assets are Transformed into Value173-187		2
8	Performance improvement in twenty-first century organizations: models, tools, techniques. <i>Measuring Business Excellence</i> , 2015 , 19,	2.2	2

7	Organisational knowledge flows and structural change - the case of dispersed education organisations. <i>International Journal of Knowledge Management Studies</i> , 2015 , 6, 247	0.3	1
6	Fragmentation and performance dialogues in public management. <i>International Journal of Public Sector Management</i> , 2022 , ahead-of-print, 211	1.9	1
5	Effects of knowledge management on the management of health and social care: a systematic literature review. <i>Journal of Knowledge Management</i> , 2021 , 25, 203-221	7.3	1
4	Managing Intellectual Capital in Non-Profit Elderly Care Organizations. <i>International Journal of Information Systems in the Service Sector</i> , 2012 , 4, 74-87	0.7	1
3	Combining Learning with Management Controls in Performance Dialogues to Shape the Behavior of Public Servants 2021 , 1509-1528		1
2	Assessing the fragmentation of hybrids' performance management systems. <i>International Journal of Public Sector Management</i> , 2021 , 34, 312-335	1.9	1
1	Combining Learning with Management Controls in Performance Dialogues to Shape the Behavior of Public Servants 2019 , 1-21		