

Katrien Verleye

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5615242/publications.pdf>

Version: 2024-02-01

28
papers

1,102
citations

840776

11
h-index

677142

22
g-index

29
all docs

29
docs citations

29
times ranked

828
citing authors

#	ARTICLE	IF	CITATIONS
1	The co-creation experience from the customer perspective: its measurement and determinants. <i>Journal of Service Management</i> , 2015, 26, 321-342.	7.2	237
2	Managing Engagement Behaviors in a Network of Customers and Stakeholders. <i>Journal of Service Research</i> , 2014, 17, 68-84.	12.2	231
3	Moving the Customer Experience Field Forward: Introducing the Touchpoints, Context, Qualities (TCQ) Nomenclature. <i>Journal of Service Research</i> , 2020, 23, 433-455.	12.2	201
4	Three Decades of Customer Value Research: Paradigmatic Roots and Future Research Avenues. <i>Journal of Service Research</i> , 2020, 23, 409-432.	12.2	123
5	The smarter, the better?! Customer well-being, engagement, and perceptions in smart service systems. <i>International Journal of Research in Marketing</i> , 2021, 38, 425-447.	4.2	55
6	What causes imbalance in complex service networks? Evidence from a public health service. <i>Journal of Service Management</i> , 2017, 28, 34-56.	7.2	45
7	Engaged customers as job resources or demands for frontline employees?. <i>Journal of Service Theory and Practice</i> , 2016, 26, .	3.2	30
8	Customer Engagement Through Personalization and Customization. , 2018, , 75-94.		29
9	Designing, writing-up and reviewing case study research: an equifinality perspective. <i>Journal of Service Management</i> , 2019, 30, 549-576.	7.2	29
10	Product-Service Systems: A customer engagement perspective in the fashion industry. <i>Journal of Cleaner Production</i> , 2022, 336, 130394.	9.3	21
11	Innovation in the elderly care sector " at the edge of chaos. <i>Journal of Management and Marketing in Healthcare</i> , 2011, 4, 122-128.	0.3	19
12	The Long and Winding Road: Building Legitimacy for Complex Social Innovation in Networks. <i>Journal of Product Innovation Management</i> , 2019, 36, 695-720.	9.5	14
13	Stepping out of the shadows: Supporting actors's™ strategies for managing end-user experiences in service ecosystems. <i>Journal of Business Research</i> , 2020, 116, 401-411.	10.2	12
14	Value proposition dynamics in response to external event triggers. <i>Journal of Business Research</i> , 2021, 136, 274-283.	10.2	12
15	From third party to significant other for service encounters: a systematic review on third-party roles and their implications. <i>Journal of Service Management</i> , 2021, 32, 533-559.	7.2	9
16	The impact of professional and organizational identification on the relationship between hospital's™ physician exchange and customer-oriented behaviour of physicians. <i>Human Resources for Health</i> , 2015, 13, 8.	3.1	8
17	Realizing the economic and circular potential of sharing business models by engaging consumers. <i>Journal of Service Management</i> , 2023, 34, 493-519.	7.2	8
18	Implications of customer participation in outsourcing non-core services to third parties. <i>Journal of Service Management</i> , 2021, 32, 438-458.	7.2	5

#	ARTICLE	IF	CITATIONS
19	Governance dynamics in inter-organizational networks: A meta-ethnographic study. <i>European Management Journal</i> , 2022, 40, 273-282.	5.1	3
20	Role of Social and App-Related Factors in Behavioral Engagement With mHealth for Improved Well-being Among Chronically Ill Patients: Scenario-Based Survey Study. <i>JMIR MHealth and UHealth</i> , 2022, 10, e33772.	3.7	3
21	Boosting Perceived Customer Orientation as a Driver of Patient Satisfaction. <i>Journal for Healthcare Quality: Official Publication of the National Association for Healthcare Quality</i> , 2021, 43, 225-231.	0.7	2
22	Communication in service ecosystems through value propositions: dilemmas and future research avenues. <i>Journal of Service Management</i> , 2022, 33, 578-588.	7.2	2
23	Piloting personalization research through data-rich environments: a literature review and future research agenda. <i>Journal of Service Management</i> , 2022, ahead-of-print, .	7.2	2
24	Engagement and technology as key enablers for a circular economy. , 2019, , 97-113.		1
25	Modularizing Services Based Upon an Actor-Oriented Logic. <i>Proceedings - Academy of Management</i> , 2020, 2020, 18852.	0.1	1
26	A Choice-Based Conjoint Analysis on Customer Engagement During the Transition to Circular Economy. <i>Proceedings - Academy of Management</i> , 2021, 2021, 12246.	0.1	0
27	The role of written texts in collaborative boundary work: a dynamic sociomaterial perspective. <i>Proceedings - Academy of Management</i> , 2021, 2021, 14354.	0.1	0
28	Design Thinking For Co-Creating Circular Value. <i>Proceedings - Academy of Management</i> , 2020, 2020, 21295.	0.1	0