

# 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	Realizing the economic and circular potential of sharing business models by engaging consumers. Journal of Service Management, 2023, 34, 493-519.	7.2	8
2	Governance dynamics in inter-organizational networks: A meta-ethnographic study. European Management Journal, 2022, 40, 273-282.	5.1	3
3	Product-Service Systems: A customer engagement perspective in the fashion industry. Journal of Cleaner Production, 2022, 336, 130394.	9.3	21
4	Communication in service ecosystems through value propositions: dilemmas and future research avenues. Journal of Service Management, 2022, 33, 578-588.	7.2	2
5	Role of Social and App-Related Factors in Behavioral Engagement With mHealth for Improved Well-being Among Chronically Ill Patients: Scenario-Based Survey Study. JMIR MHealth and UHealth, 2022, 10, e33772.	3.7	3
6	Piloting personalization research through data-rich environments: a literature review and future research agenda. Journal of Service Management, 2022, ahead-of-print, .	7.2	2
7	Implications of customer participation in outsourcing non-core services to third parties. Journal of Service Management, 2021, 32, 438-458.	7.2	5
8	The smarter, the better?! Customer well-being, engagement, and perceptions in smart service systems. International Journal of Research in Marketing, 2021, 38, 425-447.	4.2	55
9	A Choice-Based Conjoint Analysis on Customer Engagement During the Transition to Circular Economy. Proceedings - Academy of Management, 2021, 2021, 12246.	0.1	0
10	The role of written texts in collaborative boundary work: a dynamic sociomaterial perspective. Proceedings - Academy of Management, 2021, 2021, 14354.	0.1	0
11	Value proposition dynamics in response to external event triggers. Journal of Business Research, 2021, 136, 274-283.	10.2	12
12	From third party to significant other for service encounters: a systematic review on third-party roles and their implications. Journal of Service Management, 2021, 32, 533-559.	7.2	9
13	Boosting Perceived Customer Orientation as a Driver of Patient Satisfaction. Journal for Healthcare Quality: Official Publication of the National Association for Healthcare Quality, 2021, 43, 225-231.	0.7	2
14	Three Decades of Customer Value Research: Paradigmatic Roots and Future Research Avenues. Journal of Service Research, 2020, 23, 409-432.	12.2	123
15	Stepping out of the shadows: Supporting actors' strategies for managing end-user experiences in service ecosystems. Journal of Business Research, 2020, 116, 401-411.	10.2	12
16	Moving the Customer Experience Field Forward: Introducing the Touchpoints, Context, Qualities (TCQ) Nomenclature. Journal of Service Research, 2020, 23, 433-455.	12.2	201
17	Modularizing Services Based Upon an Actor-Oriented Logic. Proceedings - Academy of Management, 2020, 2020, 18852.	0.1	1
18	Design Thinking For Co-Creating Circular Value. Proceedings - Academy of Management, 2020, 2020, 21295.	0.1	0

#	ARTICLE	IF	CITATIONS
19	The Long and Winding Road: Building Legitimacy for Complex Social Innovation in Networks. Journal of Product Innovation Management, 2019, 36, 695-720.	9.5	14
20	Designing, writing-up and reviewing case study research: an equifinality perspective. Journal of Service Management, 2019, 30, 549-576.	7.2	29
21	Engagement and technology as key enablers for a circular economy. , 2019, , 97-113.		1
22	Customer Engagement Through Personalization and Customization. , 2018, , 75-94.		29
23	What causes imbalance in complex service networks? Evidence from a public health service. Journal of Service Management, 2017, 28, 34-56.	7.2	45
24	Engaged customers as job resources or demands for frontline employees?. Journal of Service Theory and Practice, 2016, 26, .	3.2	30
25	The impact of professional and organizational identification on the relationship between hospitalâ€™ physician exchange and customer-oriented behaviour of physicians. Human Resources for Health, 2015, 13, 8.	3.1	8
26	The co-creation experience from the customer perspective: its measurement and determinants. Journal of Service Management, 2015, 26, 321-342.	7.2	237
27	Managing Engagement Behaviors in a Network of Customers and Stakeholders. Journal of Service Research, 2014, 17, 68-84.	12.2	231
28	Innovation in the elderly care sector â€™ at the edge of chaos. Journal of Management and Marketing in Healthcare, 2011, 4, 122-128.	0.3	19