

# Laura Di Pietro

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/6412869/publications.pdf>

Version: 2024-02-01

25  
papers

634  
citations

759190

12  
h-index

610883

24  
g-index

27  
all docs

27  
docs citations

27  
times ranked

580  
citing authors

#	ARTICLE	IF	CITATIONS
1	Transformative service research: a conceptual framework based on consumer's perspective. <i>International Journal of Retail and Distribution Management</i> , 2022, 50, 140-157.	4.7	6
2	Gamification and service quality in bike sharing: an empirical study in Italy. <i>TQM Journal</i> , 2021, 33, 1222-1244.	3.3	5
3	The Relation between Collaborative Consumption and Subjective Well-Being: An Analysis of P2P Accommodation. <i>Sustainability</i> , 2021, 13, 5818.	3.2	2
4	Gamification in tourism and hospitality research in the era of digital platforms: a systematic literature review. <i>Journal of Service Theory and Practice</i> , 2021, 31, 691-737.	3.2	43
5	The "service excellence chain" an empirical investigation in the healthcare field. <i>TQM Journal</i> , 2020, 32, 1623-1663.	3.3	5
6	Understanding the antecedents of car sharing usage: an empirical study in Italy. <i>International Journal of Quality and Service Sciences</i> , 2019, 11, 523-541.	2.4	11
7	A scaling up framework for innovative service ecosystems: lessons from Eataly and KidZania. <i>Journal of Service Management</i> , 2018, 29, 146-175.	7.2	32
8	Heritage and identity: technology, values and visitor experiences. <i>Journal of Heritage Tourism</i> , 2018, 13, 97-103.	2.7	44
9	Does the service quality of urban public transport enhance sustainable mobility?. <i>Journal of Cleaner Production</i> , 2018, 174, 1566-1587.	9.3	133
10	Monitoring an airport check-in process by using Bayesian networks. <i>Transportation Research, Part A: Policy and Practice</i> , 2017, 106, 235-247.	4.2	9
11	Reconciling internal and external satisfaction through probabilistic graphical models. <i>International Journal of Quality and Service Sciences</i> , 2017, 9, 347-370.	2.4	4
12	Cultural visitors' engagement and augmented reality: an empirical investigation. <i>International Journal of Environmental Policy and Decision Making</i> , 2017, 2, 125.	0.1	3
13	Data-Centered Platforms in Tourism: Advantages and Challenges for Digital Enterprise Architecture. <i>Lecture Notes in Business Information Processing</i> , 2017, , 299-310.	1.0	6
14	Innovation in service ecosystems. <i>Journal of Service Management</i> , 2016, 27, 619-651.	7.2	48
15	Technology and Cultural Heritage Management: Can Technology Have an Impact on Word-of-Mouth and Territorial Attractiveness?. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2016, , 927-931.	0.2	0
16	Excellence models in the public sector. Relationships between enablers and results. <i>International Journal of Quality and Service Sciences</i> , 2015, 7, 120-135.	2.4	23
17	Cultural heritage and consumer behaviour: a survey on Italian cultural visitors. <i>Journal of Cultural Heritage Management and Sustainable Development</i> , 2015, 5, 61-81.	0.9	22
18	The Integrated Model on Mobile Payment Acceptance (IMMPA): An empirical application to public transport. <i>Transportation Research Part C: Emerging Technologies</i> , 2015, 56, 463-479.	7.6	116

#	ARTICLE	IF	CITATIONS
19	Reconciling internal and external performance in a holistic approach: A Bayesian network model in higher education. <i>Expert Systems With Applications</i> , 2015, 42, 2691-2702.	7.6	22
20	Social Life Cycle Assessment Application: Stakeholder Implication in the Cultural Heritage Sector. <i>Environmental Footprints and Eco-design of Products and Processes</i> , 2015, , 115-146.	1.1	4
21	An Audience-Centric Approach for Museums Sustainability. <i>Sustainability</i> , 2014, 6, 5745-5762.	3.2	36
22	Cultural technology district: a model for local and regional development. <i>Current Issues in Tourism</i> , 2014, 17, 640-656.	7.2	16
23	An integrated approach between Lean and customer feedback tools: An empirical study in the public sector. <i>Total Quality Management and Business Excellence</i> , 2013, 24, 899-917.	3.8	35
24	TQM for a master's programme: a case study integrating Kano's model and quality function deployment. <i>International Journal of Modelling in Operations Management</i> , 2012, 2, 378.	0.0	4
25	Do satisfied employees lead to satisfied patients? An empirical study in an Italian hospital. <i>Total Quality Management and Business Excellence</i> , 0, , 1-22.	3.8	3