

# Lia Patricio

## 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.

44  
papers

2,922  
citations

19  
h-index

48  
g-index

48  
ext. papers

3,501  
ext. citations

4.7  
avg, IF

5.6  
L-index

#	Paper	IF	Citations
44	Service Research Priorities in a Rapidly Changing Context. <i>Journal of Service Research</i> , <b>2015</b> , 18, 127-159	6	817
43	Multilevel Service Design: From Customer Value Constellation to Service Experience Blueprinting. <i>Journal of Service Research</i> , <b>2011</b> , 14, 180-200	6	369
42	Designing Multi-Interface Service Experiences: The Service Experience Blueprint. <i>Journal of Service Research</i> , <b>2008</b> , 10, 318-334	6	238
41	Digitizing smart service: implications for service researchers and managers. <i>Journal of Services Marketing</i> , <b>2015</b> , 29, 442-447	4	186
40	Customer experience modeling: from customer experience to service design. <i>Journal of Service Management</i> , <b>2012</b> , 23, 362-376	7.4	179
39	Value cocreation in service ecosystems. <i>Journal of Service Management</i> , <b>2017</b> , 28, 227-249	7.4	124
38	Understanding value co-creation in complex services with many actors. <i>Journal of Service Management</i> , <b>2014</b> , 25, 470-493	7.4	122
37	The MINDS Method: Integrating Management and Interaction Design Perspectives for Service Design. <i>Journal of Service Research</i> , <b>2017</b> , 20, 240-258	6	90
36	A bricolage perspective on service innovation. <i>Journal of Business Research</i> , <b>2017</b> , 79, 290-298	8.7	74
35	Improving satisfaction with bank service offerings: measuring the contribution of each delivery channel. <i>Managing Service Quality</i> , <b>2003</b> , 13, 471-482		73
34	Understanding the travel experience and its impact on attitudes, emotions and loyalty towards the transportation provider: A quantitative study with mid-distance bus trips. <i>Transport Policy</i> , <b>2014</b> , 31, 35-46	5.7	67
33	Billions of impoverished people deserve to be better served. <i>Journal of Service Management</i> , <b>2016</b> , 27, 43-55	7.4	64
32	Towards a holistic approach to the travel experience: A qualitative study of bus transportation. <i>Transport Policy</i> , <b>2013</b> , 25, 233-243	5.7	49
31	Service Design for Value Networks: Enabling Value Cocreation Interactions in Healthcare. <i>Service Science</i> , <b>2018</b> , 10, 76-97	2.2	46
30	Development of an extended Kansei engineering method to incorporate experience requirements in product-service system design. <i>Journal of Engineering Design</i> , <b>2013</b> , 24, 738-764	1.8	46
29	Bringing Service Design to manufacturing companies: Integrating PSS and Service Design approaches. <i>Design Studies</i> , <b>2018</b> , 55, 112-145	3.6	36
28	Understanding participation in company social networks. <i>Journal of Service Management</i> , <b>2013</b> , 24, 567-587		30

27	Leveraging service design as a multidisciplinary approach to service innovation. <i>Journal of Service Management</i> , <b>2019</b> , 30, 681-715	7.4	30
26	A service design approach to healthcare innovation: from decision-making to sense-making and institutional change. <i>AMS Review</i> , <b>2019</b> , 9, 115-120	3	19
25	Leveraging service design for healthcare transformation: toward people-centered, integrated, and technology-enabled healthcare systems. <i>Journal of Service Management</i> , <b>2020</b> , 31, 889-909	7.4	19
24	Advancing service design research with design science research. <i>Journal of Service Management</i> , <b>2019</b> , 30, 577-592	7.4	19
23	Understanding the customer experience with smart services. <i>Journal of Service Management</i> , <b>2020</b> , 31, 723-744	7.4	16
22	Elevating the human experience (HX) through service research collaborations: introducing ServCollab. <i>Journal of Service Management</i> , <b>2020</b> , 31, 615-635	7.4	15
21	Requirements engineering for multi-channel services: the SEB method and its application to a multi-channel bank. <i>Requirements Engineering</i> , <b>2009</b> , 14, 209-227	2.7	11
20	Service system transformation through service design: Linking analytical dimensions and service design approaches. <i>Journal of Business Research</i> , <b>2021</b> , 136, 343-355	8.7	8
19	Bringing service design to the development of health information systems: The case of the Portuguese national electronic health record. <i>International Journal of Medical Informatics</i> , <b>2019</b> , 132, 103942	5.3	7
18	Company social networks: customer communities or supplementary services?. <i>Journal of Services Marketing</i> , <b>2018</b> , 32, 443-461	4	6
17	Channel Habits and the Development of Successful Customer-Firm Relationships in Services. <i>Journal of Service Research</i> , <b>2020</b> , 23, 456-475	6	6
16	A Human-Centred, Multidisciplinary, and Transformative Approach to Service Science: A Service Design Perspective. <i>Service Science: Research and Innovations in the Service Economy</i> , <b>2019</b> , 147-181	0.8	5
15	Bringing Design Science Research to Service Design. <i>Lecture Notes in Business Information Processing</i> , <b>2018</b> , 373-384	0.6	5
14	Service design as an innovation approach in technology startups: a longitudinal multiple case study. <i>Creativity and Innovation Management</i> , <b>2020</b> , 29, 303-323	2.7	4
13	Customer Experience Modeling: Designing Interactions for Service Systems. <i>Lecture Notes in Computer Science</i> , <b>2011</b> , 136-143	0.9	4
12	PSS Offering in a B2B Context: Towards the Drivers to Enable Integrated Solutions. <i>Procedia CIRP</i> , <b>2016</b> , 47, 400-405	1.8	4
11	Designing sustainable services with the ECO-Service design method: Bridging user experience with environmental performance. <i>Journal of Cleaner Production</i> , <b>2021</b> , 305, 127228	10.3	4
10	A Master Program in Services Engineering and Management at the University of Porto. <i>Service Science: Research and Innovations in the Service Economy</i> , <b>2008</b> , 181-190	0.8	4

9	Theories, constructs, and methodologies to study COVID-19 in the service industries. <i>Service Industries Journal</i> ,1-32	5.7	4
8	A brief history of SERVSIG. <i>Journal of Service Management</i> , <b>2011</b> , 22,	7.4	3
7	Addressing Marketing Requirements in User-Interface Design for Multiple Platforms. <i>Lecture Notes in Computer Science</i> , <b>2003</b> , 331-345	0.9	3
6	Dynamic Multi-interface Services: An Application to the Design of a Multimedia Service <b>2013</b> ,		2
5	Introduction: Why Another Handbook?. <i>Service Science: Research and Innovations in the Service Economy</i> , <b>2019</b> , 1-9	0.8	2
4	Designing Product Service Systems in the Context of Social Internet of Things. <i>Lecture Notes in Business Information Processing</i> , <b>2016</b> , 419-431	0.6	2
3	Mobile service experiences <b>2010</b> ,		1
2	Service Design for Business Process Reengineering. <i>Lecture Notes in Business Information Processing</i> , <b>2020</b> , 231-244	0.6	0
1	The Multiple Identities of Service Design in Organizations and Innovation Projects <b>2022</b> , 497-529		