Emergence of innovations in services

Service Industries Journal 29, 887-902

DOI: 10.1080/02642060902749492

Citation Report

#	Article	IF	CITATIONS
1	Patterns of innovation in service industries. IBM Systems Journal, 2008, 47, 115-128.	3.0	262
2	Innovation in services through learning in a joint venture. Service Industries Journal, 2011, 31, 2019-2032.	8.3	30
3	Incremental innovation in services through continuous improvement. Service Industries Journal, 2011, 31, 1921-1930.	8.3	14
6	Editorial-Creativity and innovation. Service Industries Journal, 2011, 31, 1903-1905.	8.3	O
7	An overview of the service industries' future (priorities: linking past and future). Service Industries Journal, 2011, 31, 1-6.	8.3	46
10	Relationship between organizations, institutions, entrepreneurship and economic growth process. International Entrepreneurship and Management Journal, 2011, 7, 311-324.	5.0	46
11	The influence of perceptions on potential entrepreneurs. International Entrepreneurship and Management Journal, 2011, 7, 373-390.	5.0	154
12	Perceptions and attitudes towards entrepreneurship. An analysis of gender among university students. International Entrepreneurship and Management Journal, 2011, 7, 443-463.	5.0	51
13	Corporate entrepreneurship and acquisitions: creating firm wealth. International Entrepreneurship and Management Journal, 2011, 7, 325-339.	5.0	13
14	Motivations and differences upon reconciling professional and personal life: an empirical study of businesswomen and businessmen in the Valencian Community. International Entrepreneurship and Management Journal, 2011, 7, 391-412.	5.0	11
15	Corporate entrepreneurship through joint venture. International Entrepreneurship and Management Journal, 2011, 7, 413-430.	5.0	29
16	Measurement of an individual entrepreneur's social capital: a multidimensional model. International Entrepreneurship and Management Journal, 2011, 7, 495-507.	5.0	19
17	Entrepreneurship research in service industries: a literature classification and trend analysis. International Entrepreneurship and Management Journal, 2011, 7, 479-493.	5.0	15
18	Introduction: The Challenges of Defining and Studying Contemporary Entrepreneurship. Canadian Journal of Administrative Sciences, 2011, 28, 297-301.	1.5	12
19	STUDYING INNOVATION AND CHANGE ACTIVITIES IN KIBS THROUGH THE LENS OF INNOVATIVE BEHAVIOUR. International Journal of Innovation Management, 2011, 15, 393-422.	1.2	41
21	FMEA-based portfolio approach to service productivity improvement. Service Industries Journal, 2011, 31, 1825-1847.	8.3	21
22	Recognizing opportunities: initiating service innovation in PSFs. Journal of Knowledge Management, 2011, 15, 915-927.	5.1	28
23	The balance between bricolage and innovation: management dilemmas in sustainable public innovation. Service Industries Journal, 2011, 31, 581-595.	8.3	78

#	Article	IF	Citations
25	INNOVATION & PRODUCTIVITY: INVESTIGATING EFFECTS OF OPENNESS IN SERVICES. International Journal of Innovation Management, 2012, 16, 1240004.	1.2	27
26	Development of total innovation management approach for service innovation. , 2012, , .		0
27	Measurement of innovation activities in the knowledge-intensive services industry: a trademark approach. Service Industries Journal, 2012, 32, 2167-2184.	8.3	89
28	Service Encounter-Based. Bridging Tourism Theory and Practice, 2012, , 129-150.	0.3	3
29	Factors affecting service innovations in FM service sector. Facilities, 2012, 30, 517-530.	1.6	12
30	Patterns of innovation in digital content services: The case of App Store applications. Innovation: Management, Policy and Practice, 2012, 14, 540-556.	3.9	17
32	Change management for Colombian entrepreneurs in displacement situation. Journal of Organizational Change Management, 2012, 25, 709-720.	2.7	9
33	The Emerging Properties of Business Models: A Systemic Approach. International Studies in Entrepreneurship, 2012, , 277-302.	0.8	1
34	Guest Editorial: The Resilience of the Global Service Economy. Service Industries Journal, 2012, 32, 499-502.	8.3	1
35	Analytics of the Impact of User Involvement in the Innovation Process and its Outcomes. Case Study: Media-Enhanced Learning (MEL) Service. Procedia, Social and Behavioral Sciences, 2012, 46, 1740-1746.	0.5	1
36	Drivers, processes and consequences of financial innovation: a research agenda. International Journal of Entrepreneurship and Innovation Management, 2012, 16, 5.	0.1	28
37	Impact of Small Entrepreneurship on Sustainable Livelihood Assets of Rural Poor Women in Bangladesh. International Journal of Economics and Finance, 2012, 4, .	0.3	21
38	Co-Innovation in Creative-Intensive Business Services: The Role of Clients in Advertising Agencies' Innovation Processes. SSRN Electronic Journal, 0, , .	0.4	2
39	Knowledge Management in Tourism: Policy and Governance Applications. Bridging Tourism Theory and Practice, 2012, , .	0.3	8
40	Service Innovation from a Standardization Perspective. SSRN Electronic Journal, 0, , .	0.4	0
41	Corruption and multinational companies' entry modes. Do linguistic and historical ties matter?. South African Journal of Economic and Management Sciences, 2012, 15, 269-280.	0.9	7
42	Innovation management techniques and development degree of innovation process in service organizations. R and D Management, 2012, 42, 60-70.	5.3	34
43	Organisational conditions for service encounter-based innovation. Research Policy, 2013, 42, 1446-1456.	6.4	61

#	Article	IF	CITATIONS
44	Advances in Production Management Systems. Competitive Manufacturing for Innovative Products and Services. IFIP Advances in Information and Communication Technology, 2013, , .	0.7	3
45	Service innovation: A comparative study of U.S. and Indian service firms. Journal of Business Research, 2013, 66, 1108-1123.	10.2	116
46	How to identify the trends of services: GTM-TT service map. Expert Systems With Applications, 2013, 40, 2956-2965.	7.6	4
47	Beyond fragmentation and disconnect: Networks for knowledge exchange in the English land management advisory system. Land Use Policy, 2013, 30, 13-24.	5.6	133
48	Innovation in the Application of Digital Tools for Managing Uncertainty: The Case of <scp>UK</scp> Independent Film. Creativity and Innovation Management, 2013, 22, 320-333.	3.3	25
49	University services for fostering creativity in high-technology firms. Service Industries Journal, 2013, 33, 1103-1116.	8.3	7
50	Knowledge intensive business services and client innovation. Service Industries Journal, 2013, 33, 1435-1455.	8.3	27
51	Measuring the Impact of Inbound Open Innovation Practices on Performance in Services. Series on Technology Management, 2013, , 237-265.	0.1	O
53	Relação entre inovação e qualidade da orientação do serviço de saúde para atenção primária. Revis De Administracao Publica, 2013, 47, 1243-1264.	ta 0.7	3
56	YOUTHS' SUSTAINABLE LIVELIHOOD WITH INFORMATION AND COMMUNICATION TECHNOLOGIES: TOV AN ICT FOR DEVELOPMENT QUALITY MODEL. American Journal of Applied Sciences, 2014, 11, 947-958.	VARD 0.2	O
57	Measuring innovation in services: the role of surveys. Service Industries Journal, 2014, 34, 145-161.	8.3	17
58	Research traditions of innovation. Managing Service Quality, 2014, 24, 612-642.	2.4	45
59	Innovation and Teaching Technologies. , 2014, , .		3
60	Service innovation in product-centric firms: a multidimensional business model perspective. Journal of Business and Industrial Marketing, 2014, 29, 96-111.	3.0	304
61	The evolution of service innovation research: a critical review and synthesis. Service Industries Journal, 2014, 34, 373-398.	8.3	268
62	Managing innovation and creativity in organizations: an empirical study of service industries in Taiwan. Service Business, 2014, 8, 313-335.	4.2	21
63	The Significance of Distance in Innovation Biographiesâ€"The Case of Law Firms. Growth and Change, 2014, 45, 430-449.	2.6	7
64	Learning About Service Orientation in KIBS: Understanding the Customer as an Active Actor. Service Science, 2014, 6, 78-91.	1.3	3

#	Article	IF	Citations
65	Understanding new service development and service innovation through innovation modes. Journal of Business and Industrial Marketing, 2014, 29, 123-131.	3.0	47
66	Potentials for user-based innovation in tourism: the example of GPS tracking of attraction visitors. , 2014, , .		5
67	Room for Action? How Service Managers in Three Scandinavian Cities Experience their Possibilities to Develop their Services. NAD Nordic Studies on Alcohol and Drugs, 2014, 31, 289-307.	1.3	0
68	Knowledge-Intensive Business Services as Knowledge Intermediaries in Industrial Regions: A Comparison of the Hsinchu and Tainan Metropolitan Areas. European Planning Studies, 2015, 23, 2253-2274.	2.9	11
69	Service innovation barriers and facilitators and their effects on customer satisfaction and relationship improvement. International Journal of Services and Operations Management, 2015, 21, 87.	0.2	11
70	The Interactions between Information and Communication Technologies and Innovation in Services. International Journal of Information Systems in the Service Sector, 2015, 7, 15-39.	0.4	11
71	The Theoretical Study and Empirical Research Process of Service Innovation: A Literature Review. International Business Research, $2015,8,1.$	0.3	1
72	The behaviour of tourism firms in the area of innovativeness. Economic Research-Ekonomska Istrazivanja, 2015, 28, 312-330.	4.7	20
73	Management innovations in a Chinese hotel company: the case of 7 Days Inn. International Journal of Contemporary Hospitality Management, 2015, 27, 1856-1880.	8.0	11
74	DETERMINANTS OF THE CUSTOMER'S PERCEPTION OF INNOVATIVENESS: AN INVESTIGATION IN EDUCATIONAL SERVICES. International Journal of Innovation Management, 2015, 19, 1550032.	1.2	0
75	Can service innovations be procured? An analysis of impacts and challenges in the procurement of innovation in social services. Innovation: the European Journal of Social Science Research, 2015, 28, 384-402.	1.6	15
76	Service innovation and its impact: What do we know about?. Investigaciones Europeas De Direcci \tilde{A}^3 n Y Econom \tilde{A} a De La Empresa, 2015, 21, 65-72.	0.6	40
77	Integration of planning and execution in service innovation. Service Industries Journal, 2015, 35, 197-216.	8.3	5
78	Exploring the role of front-line employees as innovators. Service Industries Journal, 2015, 35, 303-324.	8.3	49
79	Making bottom-up and top-down processes meet in public innovation. Service Industries Journal, 2015, 35, 325-344.	8.3	33
80	Service experience co-creation: conceptualization, implications, and future research directions. Journal of Service Management, 2015, 26, 182-205.	7.2	277
81	Experience Innovation for Small Food and Tourism Firms. Scandinavian Journal of Hospitality and Tourism, 2015, 15, 83-97.	3.0	13
82	Exploring front-line employee contributions to service innovation. European Journal of Marketing, 2015, 49, 1346-1365.	2.9	58

#	Article	IF	CITATIONS
83	Innovative capabilities in international professional service firms: enabling trade-offs between past, present, and future service provision. Journal of Professions and Organization, 2015, 2, 148-167.	1.5	17
84	Success factors of new health-care services. Journal of Product and Brand Management, 2015, 24, 693-705.	4.3	7
85	Tourism Experience Innovation Through Design. Scandinavian Journal of Hospitality and Tourism, 2015, 15, 98-119.	3.0	57
86	Network dynamics in constellations of cultural differences: Relational distance in innovation processes in legal services and biotechnology. Research Policy, 2015, 44, 181-194.	6.4	71
87	Exploring value propositions and service innovation: a service-dominant logic study. Journal of the Academy of Marketing Science, 2015, 43, 137-158.	11.2	324
88	Value creation and knowledge development in tourism experience encounters. Tourism Management, 2015, 46, 336-346.	9.8	152
89	Innovative Milieu Diagnosis: The Case of the Healthcare System in Saint Petersburg. Mediterranean Journal of Social Sciences, 2016, , .	0.2	0
90	Service Providers' Willingness to Change as Innovation Inductor in Services: Validating a Scale. BAR - Brazilian Administration Review, 2016, 13, .	0.8	0
91	Innovation performance in service companies and KIBS vis-Ã-vis manufacturing: the relevance of absorptive capacity and openness. Revista Brasileira De Gestao De Negocios, 2016, , 43-66.	0.5	7
92	Exploration of uncertainty in technological context through the holographic approach to service innovation; a synthesis review. International Journal of Technology Marketing, 2016, 11, 218.	0.2	2
94	Innovative marketing in professional baseball teams. Service Industries Journal, 2016, 36, 576-594.	8.3	6
95	The influence of intellectual capital on innovativeness and growth in tourism SMEs: empirical evidence from Slovenia and Croatia. Economic Research-Ekonomska Istrazivanja, 2016, 29, 1075-1090.	4.7	39
96	Introduction to the Special Issue on Multiactor Value Creation in Service Innovation: Collaborative Value Creation in Service. Service Science, 2016, 8, iii-viii.	1.3	8
97	Building tribal communities in the collaborative economy: an innovation framework. Prometheus, 2016, 34, .	0.4	31
98	Productization of knowledge-intensive services. Journal of Service Management, 2016, 27, 360-390.	7.2	19
99	Introduction: Services and the Green Economy. , 2016, , 1-22.		1
100	Stakeholder Integration for Service Innovation in German Medium-Sized Enterprises. Service Science, 2016, 8, 320-332.	1.3	22
101	Complexity approach to joint value discovery in service innovation management. International Journal of Complexity in Leadership and Management, 2016, 3, 115.	0.5	13

#	Article	IF	CITATIONS
102	The development of outbound logistics services in the automotive industry. International Journal of Logistics Management, 2016, 27, 707-737.	6.6	18
103	A service innovation framework for start-up firms by integrating service experience engineering approach and capability maturity model. Service Business, 2016, 10, 867-916.	4.2	9
104	Innovating in Practices. Translational Systems Sciences, 2016, , 129-148.	0.2	6
105	Service Innovation. Translational Systems Sciences, 2016, , .	0.2	7
106	The holographic service innovation in technological context. Journal of Modelling in Management, 2016, 11, 463-487.	1.9	1
107	Social Innovation and its Relationships with Service and System Innovations. Translational Systems Sciences, 2016, , 69-93.	0.2	4
108	Perspective: New Service Development: How the Field Developed, Its Current Status and Recommendations for Moving the Field Forward. Journal of Product Innovation Management, 2016, 33, 382-397.	9.5	90
109	Identifying categories of service innovation: A review and synthesis of the literature. Journal of Business Research, 2016, 69, 2401-2408.	10.2	258
110	Defining service innovation: A review and synthesis. Journal of Business Research, 2016, 69, 2863-2872.	10.2	274
111	A service perspective. Organizational Dynamics, 2016, 45, 28-38.	2.6	84
112	Patterns of new service development processes in banking. International Journal of Bank Marketing, 2016, 34, 62-77.	6.4	15
113	Innovation in service ecosystems—Breaking, making, and maintaining institutionalized rules of resource integration. Journal of Business Research, 2016, 69, 2964-2971.	10.2	240
114	Value proposition test-driving for service innovation: how frontline employees innovate value propositions. Journal of Service Theory and Practice, 2016, 26, .	3.2	38
115	A systematic review of research on innovation in hospitality and tourism. International Journal of Contemporary Hospitality Management, 2016, 28, 516-558.	8.0	294
116	The role of a firm's innovation competence on customer adoption of service innovation. Management Research Review, 2017, 40, 378-409.	2.7	16
117	Dwelling into Service Innovation Management Practices: A Comparison Between Telecommunication Industry in Malaysia and Bangladesh. Global Business Review, 2017, 18, 87-98.	3.1	2
118	Uncovering the structures and maturity of the new service development research field through a bibliometric study (1984-2014). Journal of Service Management, 2017, 28, 182-223.	7.2	20
119	Service innovation as a political process. Service Industries Journal, 2017, 37, 341-362.	8.3	4

#	Article	IF	Citations
120	Developments in interactive relationships and knowledge between KIBS firms and their clients in Taiwan. Knowledge Management Research and Practice, 2017, 15, 257-271.	4.1	10
121	The intellectual capital and the creation of value in research units linked to the Brazilian Ministry of Science Technology and Innovation. RAI: Revista De Administraçã0 E Inovaçã0, 2017, 14, 199-215.	0.8	12
122	Searching for innovation knowledge: insight into KIBS companies. Knowledge Management Research and Practice, 2017, 15, 282-293.	4.1	25
124	Peculiarities of public sector clients in service innovations. Service Industries Journal, 2017, 37, 105-124.	8.3	9
125	Employee service innovative behavior. International Journal of Manpower, 2017, 38, 242-258.	4.4	99
126	Innovation capabilities in services: a multi-cases approach. Academia Revista Latinoamericana De Administracion, 2017, 30, 490-507.	1.1	6
127	Service innovations breaking institutionalized rules of health care. Journal of Service Management, 2017, 28, 972-997.	7.2	34
128	Co-creation in hotel service innovation using smart phone apps: an empirical study. International Journal of Contemporary Hospitality Management, 2017, 29, 2647-2667.	8.0	77
129	Forms of innovation throughout time: insights from the British business elite. Innovation: Management, Policy and Practice, 2017, 19, 428-451.	3.9	4
130	The informatics technology and innovation in the service production. Structural Change and Economic Dynamics, 2017, 43, 27-38.	4 . 5	8
131	Schools of Innovation Thought. , 2017, , 13-41.		5
132	Innovation and corporate entrepreneurship in service businesses. Service Business, 2017, 11, 581-600.	4.2	9
133	Value co-creation with Internet of things technology in the retail industry. Journal of Marketing Management, 2017, 33, 7-31.	2.3	197
134	Innovation development in service firms: a three-model perspective. International Journal of Services and Operations Management, 2017, 28, 64.	0.2	8
135	B2B Platform Development in Electronics Manufacturing Supply Chain of China. , 2017, , .		1
137	International collaboration and innovation in professional and technological knowledge-intensive services. Industry and Innovation, 2018, 25, 408-431.	3.1	30
138	Recombinant Service Systems Engineering. Business and Information Systems Engineering, 2018, 60, 377-391.	6.1	51
139	Casting for service innovation: The roles of frontline employees. Creativity and Innovation Management, 2018, 27, 255-269.	3.3	20

#	Article	IF	Citations
140	Value logics for service innovation: practice-driven implications for service-dominant logic. Service Business, 2018, 12, 457-481.	4.2	29
141	Service innovation in the hotel industry: culture, behavior, performance. Service Industries Journal, 2018, 38, 897-924.	8.3	52
142	Upframing Service Design and Innovation for Research Impact. Journal of Service Research, 2018, 21, 3-16.	12.2	158
143	Archetypes of Service Innovation. Journal of Service Research, 2018, 21, 284-301.	12.2	137
144	Tourism Place Experience Co-creation. Journal for Labour Market Research, 2018, , 1-18.	1.0	3
145	The KIBS paradox and structural holes. Knowledge Management Research and Practice, 2018, 16, 161-172.	4.1	21
146	Design, learning networks and service innovation. Design Studies, 2018, 55, 27-53.	3.1	40
147	Innovation activity among nurses: The translation and preliminary validation of the Bricolage Measure – a mixed-method study. Nordic Journal of Nursing Research, 2018, 38, 151-159.	1.5	2
148	The effect of sustainability in the adoption of technological, service, and business model innovations. Journal of Cleaner Production, 2018, 172, 46-55.	9.3	75
149	Relationship between innovation capability, innovation type, and firm performance. Journal of Innovation & Knowledge, 2018, 3, 44-55.	14.0	404
150	Diffusion of innovation among Malaysian manufacturing SMEs. European Journal of Innovation Management, 2018, 21, 113-141.	4.6	21
151	Knowledge-advanced innovative behaviour: a hospitality service perspective. International Journal of Contemporary Hospitality Management, 2018, 30, 197-216.	8.0	30
152	APPLYING CONFIGURATIONAL THINKING TO IDENTIFY RECIPES FOR PRODUCING SERVICE INNOVATIONS IN THE SERVICE SECTOR. International Journal of Innovation Management, 2018, 22, 1850049.	1.2	2
153	The Effectiveness of Service Innovation Practices to Reduce Energy Consumption Based on Adaptive Theory. Sustainability, 2018, 10, 3317.	3.2	3
154	Hotel innovations and performance – The mediating role of staff related innovations. Tourism Management Perspectives, 2018, 28, 166-178.	5.2	10
155	Knowledge Asymmetries and Service Management: Three Case Studies. Journal of Information and Knowledge Management, 2018, 17, 1850024.	1.1	3
156	Co-creating services—conceptual clarification, forms and outcomes. Journal of Service Management, 2018, 29, 641-679.	7.2	108
157	Dynamics of innovation network journeys: phases and crossroads in seven regional innovation networks. Scandinavian Journal of Hospitality and Tourism, 2018, 18, 234-260.	3.0	6

#	Article	IF	CITATIONS
159	The central role of knowledge integration capability in service innovation-based competitive strategy. Industrial Marketing Management, 2019, 76, 144-156.	6.7	133
160	The knowledge intensity and the economic performance in Taiwan's knowledge intensity business services. Economic Research-Ekonomska Istrazivanja, 2019, 32, 797-811.	4.7	16
161	Drivers and emerging innovations in knowledge-based destinations: Towards a research agenda. Journal of Destination Marketing & Management, 2019, 14, 100370.	5.3	31
162	Learning through urban labour pools: Collected worker experiences and innovation in services. Environment and Planning A, 2019, 51, 1720-1740.	3.6	9
163	Pubscape: innovation by design in the British pub. International Journal of Contemporary Hospitality Management, 2019, 31, 3018-3036.	8.0	10
164	Digital Turn in Schools—Research, Policy, Practice. Lecture Notes in Educational Technology, 2019, , .	0.8	1
165	Which types of knowledge-intensive business services firms collaborate with universities for innovation?. Research Policy, 2019, 48, 1633-1646.	6.4	56
166	Does innovation capabilities affect the new service innovation success among Pakistani cellular companies?. Asia Pacific Journal of Innovation and Entrepreneurship, 2019, 13, 2-16.	3.2	13
167	Cross-country differences in new service development. Journal of Service Management, 2019, 30, 186-208.	7.2	8
168	Two routes of service modularization: advancing standardization and customization. Journal of Services Marketing, 2019, 33, 73-87.	3.0	18
169	Fred Harvey and the Harvey girls. Journal of Management History, 2019, 25, 26-46.	0.8	1
170	How to identify and prioritise factors affecting the designing of innovative strategies in insurance industry based on the blue ocean approach by FDAHP and SEM. International Journal of Business Innovation and Research, 2019, 20, 431.	0.2	3
171	Firm characteristics, innovation, financial resilience and survival of financial institutions. Journal of Accounting in Emerging Economies, 2019, 10, 48-73.	2.4	11
172	Leveraging service design as a multidisciplinary approach to service innovation. Journal of Service Management, 2019, 30, 681-715.	7.2	59
173	Innovation in R&D service firms: evidence from the UK. Technology Analysis and Strategic Management, 2019, 31, 732-748.	3.5	15
174	Using Employees' Collective Intelligence for Service Innovation: Theory and Instruments. Service Science: Research and Innovations in the Service Economy, 2019, , 249-284.	1.1	3
175	Service innovation as a social construction: The role of boundary objects. Marketing Theory, 2019, 19, 259-279.	3.1	8
176	Exploring service innovation and value creation: The critical role of network relationships. Journal of Management and Organization, 2019, 25, 4-25.	3.0	9

#	Article	IF	CITATIONS
177	Driving service innovativeness via collaboration with customers and suppliers: Evidence from business-to-business services. Industrial Marketing Management, 2019, 78, 6-16.	6.7	42
178	Social Capital in University Business Incubators: dimensions, antecedents and outcomes. International Entrepreneurship and Management Journal, 2019, 15, 599-624.	5.0	44
179	The innovation journey of new-to-tourism entrepreneurs. Current Issues in Tourism, 2019, 22, 877-904.	7.2	35
180	Exploring patients' perceptions of accessing electronic health records: Innovation in healthcare. Health Informatics Journal, 2019, 25, 203-215.	2.1	20
181	Enabling innovation in the face of uncertainty through IT ambidexterity: A fuzzy set qualitative comparative analysis of industrial service SMEs. International Journal of Information Management, 2020, 50, 244-260.	17.5	60
182	Service innovation and adoption in industrial markets: An SME perspective. Industrial Marketing Management, 2020, 89, 157-170.	6.7	29
183	Variety in the innovation process of UK research and development service firms. R and D Management, 2020, 50, 173-187.	5.3	6
184	Do knowledge-intensive business services innovate differently?. Economics of Innovation and New Technology, 2020, 29, 48-65.	3.4	19
185	A closer look at the relationship between innovation and employment growth at the firm level. Journal of Evolutionary Economics, 2020, 30, 375-399.	1.7	9
186	Collected worker experiences and the novelty content of innovation. Research Policy, 2020, 49, 103856.	6.4	19
187	Influence of learning and service innovation on performance. Innovation & Management Review, 2020, 17, 157-175.	2.5	12
188	Institutional change and routine dynamics in service ecosystems. Journal of Services Marketing, 2020, 34, 575-586.	3.0	13
189	An Agile Approach to Service Innovation: Creating Valuable Service Innovation with Agile Resource Integration. Journal of Creating Value, 2020, 6, 190-207.	0.9	8
190	Mediating effect of business process performance on innovation strategy-cost performance relationship: case study of manufacturing industry in East Java Province, Indonesia. International Journal of Business Performance Management, 2020, 21, 346.	0.3	2
191	Direct and nonâ€inear innovation effects of demographic shifts. Australian Journal of Public Administration, 2020, 79, 351-369.	1.7	10
192	Alternative use of farmlands as tourism and leisure resources: diversification, innovations and competitiveness. International Journal of Management Practice, 2020, 13, 565.	0.3	1
193	Hope for the best, prepare for the worst: barriers to service innovation. Qualitative Market Research, 2020, 23, 843-863.	1.5	6
194	The chain effects of service innovation components on the building blocks of tourism destination loyalty: the moderating role of religiosity. Journal of Islamic Marketing, 2020, 12, 1887-1929.	3.5	13

#	Article	IF	CITATIONS
195	Innovation and Sustainability., 2020, , 1-23.		0
196	Perceived service innovation in non-profit sports clubs: the antecedents and consequence. European Sport Management Quarterly, 2022, 22, 440-462.	3.8	6
197	The interplay between product and retail service meaning. International Journal of Retail and Distribution Management, 2020, 49, 105-120.	4.7	2
198	Value-Constellation Innovation by Firms Participating in Government-funded Technology Development. Journal of Global Information Technology Management, 2020, 23, 248-272.	1.2	6
199	Sustainable Development of Entrepreneurial Orientation through Social Drivers. Sustainability, 2020, 12, 8816.	3.2	6
200	From invention to innovation: the role of knowledge-intensive business services in technology commercialisation. Technology Analysis and Strategic Management, 2020, 32, 1436-1448.	3.5	8
201	The genealogy of service innovation: the research field tells its own story. Service Industries Journal, 2020, 40, 1064-1086.	8.3	18
202	Service innovation and internationalization in SMEs: antecedents and profitability outcomes. Journal of International Entrepreneurship, 2020, 18, 92-123.	3.0	23
203	The moderating effect of gamification on the relationship between customer engagement and new service development process involvement. International Journal of Innovation and Learning, 2020, 27, 93.	0.4	4
204	Developing logistics value propositions: Drawing Insights from a distributed manufacturing solution. Industrial Marketing Management, 2020, 89, 517-527.	6.7	12
205	Consumer wellâ€being through engagement and innovation in higher education: A conceptual model and research propositions. Journal of Public Affairs, 2021, 21, .	3.1	20
206	The impact of service innovation on firm performance: a meta-analysis. Journal of Service Management, 2021, 32, 289-314.	7.2	42
207	Hyper-personalization, co-creation, digital clienteling and transformation. Journal of Business Research, 2021, 124, 12-23.	10.2	48
209	Dimensionality and consequences of service innovation: An empirical study of hospitality industry. Cogent Business and Management, 2021, 8, .	2.9	8
210	Innovation and Sustainability. , 2021, , 1245-1267.		2
211	Innovation and productivity in tourism small and medium enterprises: A longitudinal study. Tourism Management Perspectives, 2021, 38, 100804.	5.2	19
212	Promoting e-banking actual usage: mix of technology acceptance model and technology-organisation-environment framework. Enterprise Information Systems, 2022, 16, .	4.7	19
213	Tracking hidden innovations in tourism. Creativity and Innovation Management, 2021, 30, 303-319.	3.3	0

#	Article	IF	Citations
214	Evolution of Open Innovation by Value-based Network Perspective: The Case of Korean Smart Home Industry. Science, Technology and Society, 2021, 26, 223-241.	1.9	6
216	FDI spillovers and firm productivity during crisis: Empirical evidence from transition economies. Economic Systems, 2021, 45, 100865.	2.2	23
217	ACHIEVING SERVICE RECOVERY THROUGH SERVICE INNOVATION: THE CRITICAL ROLE OF EMPLOYEE EMPOWERMENT. Enlightening Tourism: A Pathmaking Journal, 2021, 11, 40.	1.1	2
218	Service innovation and sustainable construction: Analyses of wood vis-Ã-vis other construction projects. Cleaner Engineering and Technology, 2021, 2, 100061.	4.0	7
219	Socio-Technical Viability Framework for Micro Hydropower in Group Water-Energy Schemes. Energies, 2021, 14, 4222.	3.1	8
220	Conceptualising employee involvement in service innovation: an integrative review. Journal of Service Management, 2021, 32, 702-751.	7.2	13
221	User participation, knowledge management capability and service innovation: e-commerce enterprises in the digital age. Asia Pacific Journal of Marketing and Logistics, 2022, 34, 629-646.	3.2	7
222	From vision to innovation: new service development through front-line employee engagement. Innovation: Management, Policy and Practice, 2022, 24, 433-458.	3.9	7
223	Knowledge-Intensive Business Services. Knowledge Management and Organizational Learning, 2021, , 49-90.	0.5	2
224	Innovation portfolio management: a systematic review and research agenda in regards to digital service innovations. Management Review Quarterly, 2022, 72, 187-230.	9.2	15
226	Exploring a Multidimensional Approach to Service Innovation. , 2015, , 91-108.		4
228	Service Innovation in Forestry: The Perspective of Family Forest Owners. Sitra, 2019, , 121-142.	0.1	2
229	Incremental and Radical Service Innovation in Healthcare. Service Science: Research and Innovations in the Service Economy, 2019, , 619-638.	1.1	5
231	Service Economy, Geography of., 2015, , 648-653.		2
232	Operationalisation of service innovation: a systems thinking approach. Service Industries Journal, 2018, 38, 561-583.	8.3	42
233	Effects of Internationalization on Innovation in the Service Industry: Evidence from Korea. East Asian Economic Review, 2014, 18, 339-366.	0.6	2
234	Visualizing Service by Service Design Tools and PCN. International Journal of U- and E- Service, Science and Technology, 2015, 8, 83-90.	0.1	2
235	INNOVATION MANAGEMENT: A SYSTEMATIC LITERATURE ANALYSIS OF THE INNOVATION MANAGEMENT EVOLUTION. Brazilian Journal of Operations and Production Management, 2016, 13, 16.	1.4	21

#	Article	IF	Citations
236	Service Innovation Management Practices and Pricing Practices for Performance in Malaysian Telecom. Asian Academy of Management Journal, 2017, 22, 129-155.	0.8	1
237	ĐŸĐĐ•Đ"Đ£Đ—Đ•Đ¢ĐаЧКЕОĐааЕĐĐ¢ĐЦаЕĐ _i Đ¢Đ£Đ"Đ•ĐĐĐ¢Đ•Đ£ ОДĐĐžĐ¡Đ£ ĐĐ•ĐŠĐ°Đ¥Đ)žĐơĐo ĐŸŧ	Đ¡ĐĩĐ¥ĐžĐX
238	Radical Versus Incremental Innovation: The Importance of Key Competences in Service Firms. Technology Innovation Management Review, 2014, 4, 15-25.	1.4	25
239	Using Trademarks to Measure Innovation in Knowledge-Intensive Business Services. Technology Innovation Management Review, 2014, 4, 18-30.	1.4	16
240	Experience Innovation of Tourism Encounters. Tourism Analysis, 2019, 24, 55-67.	0.9	6
242	The Potential of Workshops vs Blogs for User Involvement in Service Innovation. International Journal of E-Services and Mobile Applications, 2016, 8, 1-19.	0.6	1
243	The Influence of Value Co-Creation on Consumer Satisfaction. International Journal of Online Marketing, 2015, 5, 60-83.	1.1	8
244	Determinantes internos e externos da capacidade inovadora das empresas de serviços portuguesas: Modelo Logit. REGE Revista De Gestão, 2012, 19, 39-54.	1.6	3
245	Characteristics of Intrapreneurs in Scale-Intensive Service Firms. Journal of Entrepreneurship, Management and Innovation, 2014, 10, 89-118.	1.3	6
246	Sustainability-Oriented Macro Trends and Innovation Typesâ€"Exploring Different Organization Types Tackling the Global Sustainability Megatrend. Sustainability, 2021, 13, 11583.	3.2	2
247	Understanding entity shared product usage: an innovation-adoption coupling model. Asia Pacific Journal of Marketing and Logistics, 2022, 34, 1659-1680.	3.2	4
248	Impact of Internationalization on Innovation in the Service Industry. SSRN Electronic Journal, 0, , .	0.4	0
249	Procesos de innovaci \tilde{A}^3 n en las organizaciones de salud y educaci \tilde{A}^3 n en Venezuela. Revista Venezolana De Gerencia, 2012, 16, .	0.5	1
250	Managing Innovation in KIBS and Their Growing Importance in Relation to Innovation Systems. The Ergonomics Design & Mgmtory & Applications, 2012, , 67-90.	0.2	0
251	Service Innovation - The Impact of Different Processes and Methods on Entrepreneurial Success. SSRN Electronic Journal, 0, , .	0.4	0
252	CO-creation in creative services: the role of client in advertising agencies' innovation. Mercati & CompetitivitÀ, 2013, , 131-155.	0.1	1
253	Co-creation Innovation Model for Masters Programs in the Universities. , 2014, , 117-125.		0
255	The Promoting Force of Technology for Service Innovation in High-Tech Industries. Technology Innovation Management Review, 2014, 4, 40-49.	1.4	1

#	Article	IF	CITATIONS
257	The Effects of Customers' Perceived Relational Benefits on The Customer Perception of Service Innovation at Service Centers for IT Products: The Mediating Role of Customer Participation. Journal of Administrative Sciences and Technology, 0, , 1-14.	0.0	0
258	Knowledge Intensive Business Services and Regional Policy. Advances in Business Strategy and Competitive Advantage Book Series, 2015, , 91-112.	0.3	0
260	A system dynamic and multi-criteria evaluation of innovations in environmental services. Economics and Policy of Energy and the Environment, 2015, , 29-52.	0.2	0
261	Typology of Service Innovation in the Food and Beverage Industry in Taiwan. Universal Journal of Management, 2015, 3, 291-297.	0.2	0
262	Treiber, Innovationsobjekte und Voraussetzungen einer erfolgreichen InnovationstÄ ä gkeit im Handel. , 2016, , 397-423.		0
263	The Economic Performance of Innovations in a Collaborative Setting: The Case of KIBS Firms. SSRN Electronic Journal, 0, , .	0.4	0
265	INNOVATION FACTORS IN SERVICE INDUSTRY AND KNOWLEDGE BASED ECONOMY. Pressacademia, 2016, 3, 145-145.	0.2	0
266	Practice-Based Approaches to Learning and Innovating. , 2017, , 83-109.		0
267	Co-development and Retooling as New Roles for Applied Research. , 2017, , 463-486.		1
268	Innovation Management with an Emphasis on Co-creation. , 2017, , 45-68.		0
269	User Involvement in Service Innovation Processes. Advances in E-Business Research Series, 2018, , 42-61.	0.4	0
270	Public Sector's Innovativeness: Theoretical and Methodological Perplexities. Journal of Sustainable Business and Management Solutions in Emerging Economies, 2018, 23, 53.	0.6	0
271	Cursos superiores de tecnologia: fundamentos, controvérsias & desafios. PolÃtica E Gestão Educacional, 2018, 22, 992-1046.	0.1	0
272	Emergence of Product-Service Systems. , 2019, , 209-232.		1
273	A cross-national survey on norm and nature of idea generation in new - product development. International Business and Global Economy, 2019, 38, 56-77.	0.1	0
274	Innovation, Bricolage, and Legitimacy. , 2019, , 1-13.		0
275	Cross-Innovationâ€"Innovations in the Intersection of the Audiovisual and Education Sector. Lecture Notes in Educational Technology, 2019, , 235-249.	0.8	0
276	The Impact of Co-Creation with Customers on Service Innovation in the Moroccan Context. International Journal of Engineering and Management Research, 2019, 9, 39-49.	0.2	0

#	Article	IF	CITATIONS
277	Value creation and the development of knowledge-intensive service activities in Romania's travel agencies. Proceedings of the International Conference on Business Excellence, 2019, 13, 854-869.	0.3	0
278	Factors Affecting the Adoption of Technological Service Innovations. Lecture Notes on Multidisciplinary Industrial Engineering, 2020, , 94-100.	0.6	0
279	Managerial Practices of Co-creation and Psychosocial Work Outcomes. , 2020, , 213-234.		2
280	Innovation, Bricolage, and Legitimacy., 2020, , 1567-1579.		0
281	DRIVERS OF SERVICE INNOVATION: PROPOSAL OF A THEORETICAL MODEL. Revista De Administracao Mackenzie, 2020, 21, .	0.5	1
282	The Interactions Between Information and Communication Technologies and Innovation in Services. , 2020, , 1920-1947.		0
283	The Impact of Hotel Service Innovation on Guest's Perceived Value and Return Intention. International Academic Journal Faculty of Tourism and Hotel Management, 2019, 5, 166-191.	0.2	O
284	Definition of «Innovative service» in the context of digital technologies implementation. Galic Kij EkonomiÄnij Visnik, 2020, 64, 163-173.	0.2	0
285	Exploring Role and Characteristics of Clients in Promoting (or Hindering) Advertising Agencies' Multidimensional Innovation. International Journal of Business and Applied Social Science, 2020, 11, .	0.2	0
286	The Role of Social Media Technologies in Service Innovation: Perceptions of Exceptional-customer-engaged Value Co-creation. , 2020, , .		O
287	Process and Product Innovation in Service Businesses. , 2020, , 129-146.		0
288	Innovating processes and processing innovation: strategic approach to innovation in accounting firms. Journal of Economic and Administrative Sciences, 2021, ahead-of-print, .	1.4	2
289	Marketing research on Mobile apps: past, present and future. Journal of the Academy of Marketing Science, 2022, 50, 195-225.	11.2	48
290	GÜÇLENDİRİCİ LİDERLİĞİN, HİZMET SEKT×RÜNDEKİ YENİLİK FAALİYETLERİNE VE ÇAL EXAMINATIONS OF IMPACTS OF EMPOWERING LEADERSHIP ON INNOVATION ACTIVITIES IN SERVICE SECTOR AND EMPLOYEES. Mehmet Akif Ersoy Üniversitesi İktisadi Ve İdari Bilimler Fakþltesi Dergisi, 0, , 331-358.	IÅžANLAR 0.9	A ETKİLER 1
292	Technology- or human-related service innovation? Enhancing customer satisfaction, delight, and loyalty in the hospitality industry. Service Business, 2021, 15, 667-694.	4.2	20
293	Scaling Agile Company-Wide: The Organizational Challenge of Combining Agile-Scaling Frameworks and Enterprise Architecture in Service Companies. IEEE Transactions on Engineering Management, 2022, 69, 3489-3502.	3. 5	8
294	Integrating Social Media and Traditional Modes of Customer Interaction for New B2B Service Development. Journal of Business-to-Business Marketing, 2021, 28, 321-345.	1.5	4
295	From the liability to the advantage of refugeeness. Journal of International Business Policy, 2022, 5, 530-561.	5.1	2

#	Article	IF	CITATIONS
296	Hospitality and tourism service innovation: A bibliometric review and future research agenda. International Journal of Hospitality Management, 2022, 102, 103176.	8.8	33
297	Service innovativeness in retailing: Increasing the relative attractiveness during the COVID-19 pandemic. Journal of Retailing and Consumer Services, 2022, 67, 102962.	9.4	15
298	Conceptualizing Services and Service Innovation: A Practice Theory Study of the Swedish Music Market. Journal of Service Research, 2023, 26, 83-102.	12.2	11
299	Towards identifying knowledge bases in KIBS through their service development process. Foresight, 2022, 24, 55-74.	2.1	3
301	Creating value in servitization through digital service innovations. Industrial Marketing Management, 2022, 104, 1-13.	6.7	43
302	Inter-organizational relationships and innovation: A case study on the financial services industry. Revista De Administracao Mackenzie, 2022, 23, .	0.5	1
303	Relações interorganizacionais e inovação: Estudo de caso na indústria de serviços financeiros. Revista De Administracao Mackenzie, 2022, 23, .	0.5	0
304	Social entrepreneurs in service: motivations and types. Journal of Services Marketing, 2022, 36, 27-40.	3.0	4
305	The Role of Managerial and Technological Innovations in the Tourism Industry: A Review of the Empirical Literature. Sustainability, 2022, 14, 5182.	3.2	15
306	Tracing the Systems Turn in Service Design and Innovation: Convergence Toward Service System Transformation., 2022,, 531-553.		1
308	Service innovation in the restaurant sector during COVID-19: digital technologies to reduce customers' risk perception. TQM Journal, 2022, 34, 134-164.	3.3	10
309	Mapping Service Innovation Research in Hospitality and Tourism: An Integrative Bibliometric Analysis and Research Agenda. Cornell Hospitality Quarterly, 2023, 64, 143-160.	3.8	13
310	How platform-based internet hospital innovation affects doctors' active stress coping efforts: The conservation of resource theory perspective. Technovation, 2023, 121, 102556.	7.8	3
311	Toward Holistic Experience-Oriented Service Innovation: Co-Creating Sustainable Value With Customers and Society. Cornell Hospitality Quarterly, 2023, 64, 161-183.	3.8	7
312	The perils of pleasing: Innovation-stifling effects of customized service provision. Journal of Evolutionary Economics, 0, , .	1.7	1
313	Service Innovation: A Literature Review of Conceptual Perspectives. Lecture Notes in Networks and Systems, 2022, , 154-163.	0.7	1
314	Understanding the FLE-based organizational knowledge creation process in hospitality firms. Tourism Management, 2023, 94, 104660.	9.8	4
315	The Publicness of Public Innovation. , 2022, , 61-103.		0

#	Article	IF	CITATIONS
316	Healthcare in the 4.0 Era of Digitization. , 2022, , 5-18.		0
317	Loyalty in Cooperatives Through the Service Dominant Logic View. Cooperativismo & Desarrollo, 2022, 30, 1-22.	0.2	0
318	The influence of service innovationÂon police performance: anÂempirical investigation. International Journal of Quality and Reliability Management, 2023, ahead-of-print, .	2.0	0
319	The innovation antecedents behind the servitization–performance relationship. R and D Management, 2023, 53, 459-480.	5.3	5
320	A Two-Path Moderated Mediation Model of Customer-Driven Service Innovation. Cornell Hospitality Quarterly, 0, , 193896552311611.	3.8	1
321	The Current Understanding of Service Innovation. Journal of Medical Education, 2023, In Press, .	0.3	0
322	Entrepreneurial leadership fostering service innovation in the hospitality firms: the roles of knowledge acquisition, market-sensing capability and competitive intensity. International Journal of Contemporary Hospitality Management, 2024, 36, 1143-1169.	8.0	1
323	When Innovative Ideas Encounter Institutions: An Analytical Model. Public Performance & Description of the Management Review, 0, , 1-20.	2.2	0
324	Service innovation research: a bibliometric analysis using VOSviewer. Competitiveness Review, 2023, ahead-of-print, .	2.6	1
325	Effects of internal strategic resources and capabilities on service innovation. Journal of Hospitality Marketing and Management, 0 , 1 -33.	8.2	0
326	Characterizing digital service innovation: phases, actors, functions and interactions in the context of a digital service platform. Journal of Service Management, 2024, 35, 253-279.	7.2	2
327	Can Customer Participation Promote Supplier Green Innovation in the Social Media Environment? The Mediating Role of Green Dynamic Capability and the Moderating Role of Social Media Use. Journal of Business-to-Business Marketing, 2024, 31, 1-25.	1.5	0
328	The Resilience in Cultural Heritage Management: Which Role for Accounting?., 2023, , 137-174.		0
329	Innovation Processes and Information Technologies: A Study of Boutique Hotels in Valletta, Malta. Communications in Computer and Information Science, 2023, , 334-356.	0.5	0
330	Effect of open innovation on firm performance through type of innovation: Evidence from SMES in Malang City, East Java, Indonesia. Cogent Business and Management, 2023, 10, .	2.9	1
331	The nature and fundamental elements of digital service innovation. Journal of Service Management, 2024, 35, 227-252.	7.2	1
334	Open innovation in hospitality and tourism services: a bibliometric analysis. International Journal of Innovation Science, 0, , .	2.7	0
335	Digital service innovation in B2B markets. Journal of Service Management, 2024, 35, 280-305.	7.2	3

#	ARTICLE	IF	CITATIONS
336	The moderating role of technological collaboration in the relationship between absorptive capacity and servitization: an open innovation approach in high-tech industries. Journal of Manufacturing Technology Management, 2024, 35, 314-335.	6.4	0
337	What's next in the healthcare system? The contribution of digital innovation in achieving patient-centricity. Futures, 2024, 156, 103304.	2.5	0
338	Driving forces behind service innovation in knowledge-intensive services with different knowledge bases. For esight, $0, \dots$	2.1	0
339	Cooking Up Prosperity: Pop-Up Restaurants, Innovation, and Lifestyle Entrepreneurship. Journal of Gastronomy and Tourism, 2024, 8, 35-47.	0.8	0