Expanding understanding of service exchange and valu approach

Journal of the Academy of Marketing Science 39, 327-339 DOI: 10.1007/s11747-010-0200-y

Citation Report

#	Article	IF	CITATIONS
1	Active Oxygen Species and Lysophosphatidylcholine Are Involved in Oxidized Low Density Lipoprotein Activation of Smooth Muscle Cell DNA Synthesis. Arteriosclerosis, Thrombosis, and Vascular Biology, 1996, 16, 194-200.	1.1	73
2	Toward a transcending conceptualization of relationship: a serviceâ€dominant logic perspective. Journal of Business and Industrial Marketing, 2009, 24, 373-379.	1.8	322
3	Users as Service Innovators: The Case of Banking Services. SSRN Electronic Journal, 0, , .	0.4	15
4	Service specification upon multiple existing information systems. , 2011, , .		6
5	The service excellence and innovation model: Lessons from IKEA and other service frontiers. Total Quality Management and Business Excellence, 2011, 22, 535-551.	2.4	65
6	Context and mobile services' value-in-use. Journal of Retailing and Consumer Services, 2011, 18, 521-533.	5.3	137
7	Users as service innovators: The case of banking services. Research Policy, 2011, 40, 806-818.	3.3	256
8	Internal Service: Drivers of (dis)Satisfaction in the Chinese Context. , 2011, , .		Ο
9	Value Co-Creation and Value-in-Context: Understanding the Influence of Duality of Structures. , 2011, ,		1
10	Framework development of electronic marketing (EM): A case study on catfish industry in Malaysia. , 2011, , .		0
11	Complex service recovery processes: how to avoid triple deviation. Managing Service Quality, 2011, 21, 331-349.	2.4	35
12	Value Cocreation and Service Systems (Re)Formation: A Service Ecosystems View. Service Science, 2012, 4, 207-217.	0.9	359
13	Enterprise Interoperability V. Proceedings of the I-ESA Conference, 2012, , .	0.4	3
14	Experience sharing. Journal of Marketing Management, 2012, 28, 1535-1552.	1.2	66
15	Value creation in international higher education. International Journal of Quality and Service Sciences, 2012, 4, 283-298.	1.4	13
16	An Exploration of Networks in Value Cocreation: A Service-Ecosystems View. Review of Marketing Research, 2012, , 13-50.	0.2	109
17	Engaging customers in the emerging countries: is that different?. International Journal of Strategic Change Management, 2012, 4, 266.	0.7	2
18	Health Care Customer Value Cocreation Practice Styles. Journal of Service Research, 2012, 15, 370-389.	7.8	794

#	Article	IF	CITATIONS
19	The Relationship between Complementary Services and Service System Value Creation: A Case Study of eMarketplaces in Saudi Arabia. , 2012, , .		0
20	Investigating the Influence of Professor Characteristics on Student Satisfaction and Dissatisfaction. Journal of Marketing Education, 2012, 34, 165-178.	1.6	35
21	Co-creation and co-profiting in financial services. International Journal of Entrepreneurship and Innovation Management, 2012, 16, 114.	0.1	24
22	Linking Service-Dominant Logic and Strategic Business Practice. Journal of Service Research, 2012, 15, 21-38.	7.8	260
23	The Nature and Understanding of Value: A Service-Dominant Logic Perspective. Review of Marketing Research, 2012, , 1-12.	0.2	60
24	Service Systems as a Foundation for Resource Integration and Value Co-Creation. Review of Marketing Research, 2012, , 79-126.	0.2	58
25	The Role of the Knowledgeable Customer in Business Network Learning, Value Creation, and Innovation. Review of Marketing Research, 2012, , 127-169.	0.2	7
26	An Integrative Framework of Value. Review of Marketing Research, 2012, , 207-243.	0.2	56
27	Drivers of Satisfaction and Dissatisfaction for Overseas Service Customers: A Critical Incident Technique Approach. Australasian Marketing Journal, 2012, 20, 97-107.	3.5	14
28	Creating value in business relationships: The role of sales. Industrial Marketing Management, 2012, 41, 94-105.	3.7	167
29	The impact of network configurations on value constellations in business markets — The case of an innovation network. Industrial Marketing Management, 2012, 41, 54-67.	3.7	91
30	Value in business and industrial marketing: Past, present, and future. Industrial Marketing Management, 2012, 41, 207-214.	3.7	206
31	Coâ€creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. Journal of Product Innovation Management, 2012, 29, 935-951.	5.2	153
32	The enactment of socially embedded service systems: Fear and resourcing in the London Borough of Sutton. European Management Journal, 2012, 30, 427-437.	3.1	11
33	Managing and measuring value co-creation in business-to-business relationships. Journal of Marketing Management, 2012, 28, 1588-1625.	1.2	98
34	Reframing customer value from a dominant logics perspective. Markt, 2012, 51, 101-113.	0.8	11
35	Using IS/IT to enhance service delivery. Industrial Management and Data Systems, 2012, 112, 584-599.	2.2	12
36	Embedding Theory in Corporate Identity through the Social Construction Lens. International Journal of Business and Management, 2012, 7, .	0.1	3

~			-	
(``		ON	REPC	NDT
\sim	$\Pi \cap \Pi$		ILLI C	

#	Article	IF	CITATIONS
37	An evolutionary framework for service innovation: Insights of complexity theory for service science. International Journal of Production Economics, 2012, 135, 813-822.	5.1	78
38	Service systems design: An intentional agent perspective. Human Factors and Ergonomics in Manufacturing, 2013, 23, 68-75.	1.4	4
39	Co-creation and innovation in public services. Service Industries Journal, 2013, 33, 671-682.	5.0	93
40	Developing an integrated vision of customer value. Journal of Services Marketing, 2013, 27, 234-244.	1.7	52
41	Social layers of customer-to-customer value co-creation. Journal of Service Management, 2013, 24, 553-566.	4.4	131
42	A study of mobile user engagement (MoEN): Engagement motivations, perceived value, satisfaction, and continued engagement intention. Decision Support Systems, 2013, 56, 361-370.	3.5	491
43	Social Media Metrics — A Framework and Guidelines for Managing Social Media. Journal of Interactive Marketing, 2013, 27, 281-298.	4.3	421
44	Towards a framework of customer value assessment in B2B markets: An exploratory study. Industrial Marketing Management, 2013, 42, 1307-1317.	3.7	68
45	Value creation processes and value outcomes in marketing theory. Marketing Theory, 2013, 13, 19-46.	1.7	291
46	Adopting television as a new channel for e-commerce. The influence of interactive technologies on consumer behavior. Electronic Commerce Research, 2013, 13, 457-475.	3.0	36
47	An agenda for service research at the base of the pyramid. Journal of Service Management, 2013, 24, 482-502.	4.4	73
48	Customer Integration in Service Business Models. , 2013, , .		7
49	Connectivity in distributed service systems: The providers' perspective. , 2013, , .		0
50	Impact of relationship value on project portfolio success — Investigating the moderating effects of portfolio characteristics and external turbulence. International Journal of Project Management, 2013, 31, 847-861.	2.7	90
51	Constructivism and critical realism as alternative approaches to the study of business networks: Convergences and divergences in theory and in research practice. Industrial Marketing Management, 2013, 42, 336-346.	3.7	52
52	Electronic services in the public sector: A conceptual framework. Government Information Quarterly, 2013, 30, 163-172.	4.0	155
53	Identifying opportunities for service productivity improvement using a business model lens. Service Industries Journal, 2013, 33, 409-425.	5.0	10
54	Critical service logic: making sense of value creation and co-creation. Journal of the Academy of Marketing Science, 2013, 41, 133-150.	7.2	1,788

#	Article	IF	CITATIONS
55	At world's end: Exploring consumer-marketer tensions in the closure of adverworlds. Journal of Marketing Management, 2013, 29, 1518-1541.	1.2	11
56	The S-D logic phenomenon-conceptualization and systematization by reviewing the literature of a decade(2004a€"2013). Journal of Service Science Research, 2013, 5, 35-94.	0.8	23
57	The Co-Creation of Value-in-Cultural-Context. Research in Consumer Behavior, 2013, , 265-284.	0.3	44
58	The Complexity of Context: A Service Ecosystems Approach for International Marketing. Journal of International Marketing, 2013, 21, 1-20.	2.5	268
59	A new conceptualization of service innovation grounded in Sâ $\in D$ logic and service systems. International Journal of Quality and Service Sciences, 2013, 5, 19-31.	1.4	123
60	Disentangling the Strategic Use of Social Media in the Insurance Industry: A Value Co-Creation Perspective. Advanced Series in Management, 2013, , 63-86.	0.8	12
61	Connectivity in Service Systems. Journal of Service Research, 2013, 16, 428-441.	7.8	62
62	Marketing Managers' Perceptions of Value Cocreation. Service Science, 2013, 5, 4-16.	0.9	10
63	Role of resource integration in adoption of medical tourism service. International Journal of Quality and Service Sciences, 2013, 5, 321-336.	1.4	7
64	â€~lt's not us, it's them!' – Rethinking value co-creation among multiple actors. Journal of Marketin Management, 2013, 29, 1163-1181.	g _{1.2}	66
65	A value perspective on relationship portfolios. Marketing Theory, 2013, 13, 275-302.	1.7	15
66	Value coâ€creation: theoretical approaches and practical implications. European Business Review, 2013, 25, 6-19.	1.9	272
67	Conceptualizing Service Innovation Architecture: A Service-Strategic Framework. Journal of Transnational Management, 2013, 18, 3-22.	0.5	10
68	Impact of service co-creation on performance of firms: the mediating role of market oriented strategies. International Journal of Services and Operations Management, 2013, 15, 449.	0.1	20
69	Staging Natural Environments: A Performance Perspective. Advances in Hospitality and Leisure, 2013, , 163-183.	0.2	29
70	The Impact of Twitter on Lawmakerss Political Orientation. SSRN Electronic Journal, 0, , .	0.4	0
71	Design for Value Co-Creation: Exploring Synergies Between Design for Service and Service Logic. Service Science, 2014, 6, 106-121.	0.9	127
72	Value proposition preferences of credit union members and patronage activity. International Journal of Bank Marketing, 2014, 32, 567-589.	3.6	23

	Сітатіо	N REPORT	
#	Article	IF	CITATIONS
73	Theory of value co-creation: a systematic literature review. Managing Service Quality, 2014, 24, 643-683.	2.4	523
74	Managing the politics of value propositions. Marketing Theory, 2014, 14, 355-375.	1.7	45
75	Representing Service Business Models with the Service Business Model Canvas – The Case of a Mobile Payment Service in the Retail Industry. , 2014, , .		39
76	Exploring Multi-Actor Value Creation in IT Service Processes. Journal of Information Technology, 2014, 29, 170-185.	2.5	29
77	Value creation and organisational practices at firm boundaries. Management Decision, 2014, 52, 2-17.	2.2	28
78	Interorganizational Shared Services: Creating Value across Organizational Boundaries. Advanced Series in Management, 2014, , 175-217.	0.8	6
79	Reconciling Resource Integration and Value Propositions The Dynamics of Value Co-creation. , 2014, ,		10
80	The service revolution and its marketing implications: service logic vs service-dominant logic. Managing Service Quality, 2014, 24, 206-229.	2.4	320
81	Consumer perceptions of Interactive Service Robots: A Value-Dominant Logic perspective. , 2014, , .		8
82	Exploring Client Adherence Factors Related to Clinical Outcomes. Australasian Marketing Journal, 2014, 22, 197-204.	3.5	1
84	The evolution of the S-D logic approach and its impact on service science. Journal of Service Science Research, 2014, 6, 99-124.	0.8	16
85	Customer value from a customer perspective $\hat{a} \in \hat{a}$ a comprehensive review. , 2014, , 59-87.		2
86	Institutional logics matter when coordinating resource integration. Marketing Theory, 2014, 14, 291-309.	1.7	181
87	Managerial perceptions of service-infused IORs in China & India: A discursive view of value co-creation. Industrial Marketing Management, 2014, 43, 603-612.	3.7	28
88	Trust as a facilitator of co-creation in customer-salesperson interaction – an imperative for the realization of episodic and relational value?. AMS Review, 2014, 4, 5-20.	1.1	27
89	Inter-cooperative Collective Intelligence: Techniques and Applications. Studies in Computational Intelligence, 2014, , .	0.7	8
90	Analyzing Customer Experience Feedback Using Text Mining. Journal of Service Research, 2014, 17, 278-295.	7.8	146
92	Service Systems Engineering. Business and Information Systems Engineering, 2014, 6, 73-79.	4.0	144

#	Article	IF	CITATIONS
93	Technology as an operant resource in service (eco)systems. Information Systems and E-Business Management, 2014, 12, 367-384.	2.2	213
94	Reinventing marketing strategy by recasting supplier/customer roles. Journal of Service Management, 2014, 25, 228-240.	4.4	32
95	The online purchase as a context for co-creating experiences. Drivers of and consequences for customer behavior. Internet Research, 2014, 24, 393-412.	2.7	64
96	The role of symbols in value cocreation. Marketing Theory, 2014, 14, 311-326.	1.7	68
97	Value propositions. Marketing Theory, 2014, 14, 327-351.	1.7	222
99	Antecedents and consequences of the quality of e-customer-to-customer interactions in B2B brand communities. Industrial Marketing Management, 2014, 43, 164-176.	3.7	135
100	Collaborating online: the roles of interactivity and personalization. Service Industries Journal, 2014, 34, 677-698.	5.0	12
101	The changing university business model: a stakeholder perspective. R and D Management, 2014, 44, 265-287.	3.0	156
102	A Service Climate Synthesis and Future Research Agenda. Journal of Service Research, 2014, 17, 5-22.	7.8	223
103	Customer Value Co-Creation within Partnership Models of Health Care: An Examination of the New Zealand Midwifery Partnership Model. Australasian Marketing Journal, 2014, 22, 230-237.	3.5	10
104	Customer experience from a self-service system perspective. Journal of Service Management, 2014, 25, 677-698.	4.4	54
105	The emergent role of value representation in managing business relationships. Industrial Marketing Management, 2014, 43, 985-995.	3.7	37
106	Learning About Service Orientation in KIBS: Understanding the Customer as an Active Actor. Service Science, 2014, 6, 78-91.	0.9	3
107	Contextualizing Value Propositions: Examining how Consumers Experience Value Propositions in Their Practices. Australasian Marketing Journal, 2014, 22, 103-110.	3.5	17
108	The Role of Customer Engagement Behavior in Value Co-Creation. Journal of Service Research, 2014, 17, 247-261.	7.8	826
109	Variety Seeking Behaviour as a Measure of Enduring Loyalty. Procedia, Social and Behavioral Sciences, 2014, 133, 255-264.	0.5	8
110	Service(s) Marketing Research: Developments and Directions. International Journal of Management Reviews, 2014, 16, 150-171.	5.2	73
113	Transformative service research: an emerging subfield focused on service and well-being. , 2014, , .		18

#	Article	IF	CITATIONS
114	A Theoretical Framework for Studying Service Design Practices: First Steps to a Mature Field. Design Management Journal, 2014, 9, 61-73.	0.4	11
115	A modular response model for increasing awareness of systemic variety in service operations. International Journal of Services Sciences, 2014, 5, 95.	0.0	1
116	Exploring the impact of customer feedback on the well-being of service entities. Journal of Service Management, 2014, 25, 531-555.	4.4	46
117	Business model innovation: Focus on customer experience. , 2015, , .		4
118	Invited Commentary – Relative or absolute measures and metrics: That is the question?. Global Economics and Management Review, 2015, 20, 26-27.	0.4	0
119	Services and structural patterns of a post-transition Romanian economy. Economic Research-Ekonomska Istrazivanja, 2015, 28, 788-806.	2.6	1
120	International Public Procurement. , 2015, , .		3
121	THE ROLE OF PROXIMITY IN VALUE PREFERENCES: A STUDY OF CONSUMER COâ€OPERATIVES. Annals of Public and Cooperative Economics, 2015, 86, 339-361.	1.3	22
123	ENVOLVIMENTO DO CONSUMIDOR NO PROCESSO DE DESENVOLVIMENTO DE PRODUTOS COMO MEDIDA DE SUCESSO: UM ESTUDO COM EMPRESAS PARTICIPANTES DOS PRÊMIOS FINEP E NACIONAL DE INOVAÇÃC RAI: Revista De Administração E Inovação, 2015, 12, 174.	20.8	3
124	Co-creating service experience practices. Journal of Service Management, 2015, 26, 249-275.	4.4	129
125	The context of experience. Journal of Service Management, 2015, 26, 206-223.	4.4	162
126	Service experiences beyond the direct use: indirect customer use experiences of smartphone apps. Journal of Service Management, 2015, 26, 224-248.	4.4	50
127	Service Innovation: A Review of the Literature. , 2015, , 27-51.		44
128	Self-organising socio-technical description in service systems for supporting smart user decisions in public transport. Expert Systems With Applications, 2015, 42, 6329-6341.	4.4	15
129	Cocreating the Arab Spring. Journal of Service Research, 2015, 18, 250-264.	7.8	73
130	Future cities and self-organising value chains: the case of the independent music community in Seoul. Supply Chain Management, 2015, 20, 300-312.	3.7	11
131	Roles and Resource Contributions of Customers in Value Co-creation. International Strategic Management Review, 2015, 3, 144-160.	2.3	105
132	Towards an Anthropology of Services. Design Journal, 2015, 18, 171-192.	0.5	13

#	Article	IF	CITATIONS
133	Resource integration in liminal periods: transitioning to transformative service. Journal of Services Marketing, 2015, 29, 485-497.	1.7	34
134	Service experiences and dyadic value co-creation in healthcare service delivery: a CIT approach. Journal of Service Theory and Practice, 2015, 25, 443-462.	1.9	65
135	A relational approach to direct mail consumption. European Journal of Marketing, 2015, 49, 1527-1562.	1.7	12
136	Service value exchange in B2B electronic marketplaces. Journal of Business and Industrial Marketing, 2015, 30, 723-732.	1.8	12
137	Value creation: an internal customers' perspective. Journal of Services Marketing, 2015, 29, 560-570.	1.7	40
138	Motivations for customer engagement in online co-innovation communities (OCCs). Journal of Hospitality and Tourism Technology, 2015, 6, 311-328.	2.5	72
139	Drivers of long-term savings behavior from the consumers' perspective. International Journal of Bank Marketing, 2015, 33, 922-943.	3.6	13
140	Customer participation in online co-creation experience: the role of e-service quality. Journal of Research in Interactive Marketing, 2015, 9, 313-336.	7.2	51
141	Being social for social: a co-creation perspective. Journal of Service Theory and Practice, 2015, 25, 198-219.	1.9	36
142	Transcendence for business logics in value networks for sustainable service business. Journal of Service Theory and Practice, 2015, 25, 181-197.	1.9	30
143	Organizational learning in an innovation network. Journal of Service Theory and Practice, 2015, 25, 140-161.	1.9	19
144	Brandscapes: contrasting corporate-generated versus consumer-generated media in the creation of brand meaning. Marketing Intelligence and Planning, 2015, 33, 414-443.	2.1	32
145	Conceptual Framework for a Service-Ecosystems Approach to Project Management. , 2015, , .		3
146	Co-creation as a risk-sharing strategy for the development of innovative EUV lithography technology in the semiconductor industry. Technology Analysis and Strategic Management, 2015, 27, 1097-1113.	2.0	6
147	Collective–conflictual value co-creation. Marketing Theory, 2015, 15, 381-400.	1.7	91
148	Managing Coâ€creation Design: A Strategic Approach to Innovation. British Journal of Management, 2015, 26, 463-483.	3.3	311
149	Sustainability in business from a marketing perspective. Journal of Strategic Marketing, 2015, 23, 471-496.	3.7	16
150	Customer-to-customer interactions and word of mouth: conceptual extensions and empirical investigations. Journal of Strategic Marketing, 2015, 23, 287-304.	3.7	17

#	Article	IF	CITATIONS
151	Stakeholder marketing: theoretical foundations and required capabilities. Journal of the Academy of Marketing Science, 2015, 43, 411-428.	7.2	167
152	The effect of servant leadership on customer value co-creation: A cross-level analysis of key mediating roles. Tourism Management, 2015, 49, 45-57.	5.8	128
153	Interpersonal influence strategies in complex B2B sales and the socio-cognitive construction of relationship value. Industrial Marketing Management, 2015, 49, 139-150.	3.7	56
154	Co-creation of Social Value through Integration of Stakeholders. Procedia, Social and Behavioral Sciences, 2015, 189, 442-448.	0.5	48
155	Exploring the role of dark tourism in the creation of national identity of young Americans. Journal of Marketing Management, 2015, 31, 856-880.	1.2	39
156	An Anthropology of Services: Toward a Practice Approach to Designing Services. Synthesis Lectures on Human-Centered Informatics, 2015, 8, 1-115.	0.4	4
157	The Impact of Cyber-physical Systems on Industrial Services in Manufacturing. Procedia CIRP, 2015, 30, 323-328.	1.0	163
158	Management of Permanent Change. , 2015, , .		23
159	Firm-brand community value co-creation as alignment of practices. European Journal of Marketing, 2015, 49, 596-620.	1.7	123
160	Service encounters as bases for innovation. Service Industries Journal, 2015, 35, 255-274.	5.0	30
161	Co-creating the collective service experience. Journal of Service Management, 2015, 26, 276-294.	4.4	127
162	Service experience co-creation: conceptualization, implications, and future research directions. Journal of Service Management, 2015, 26, 182-205.	4.4	277
163	Value Paradoxes and the Time Value of Value. Service Science, 2015, 7, 149-162.	0.9	10
164	The influence of the Japanese tea ceremony on Japanese restaurant hospitality. Journal of Consumer Marketing, 2015, 32, 520-529.	1.2	3
165	The Impact of Twitter Adoption on Decision Making in Politics. , 2015, , .		2
166	Transformative service networks: cocreated value as well-being. Service Industries Journal, 2015, 35, 826-845.	5.0	99
167	Interconnecting mobilities on tour: tourists with vision impairment partnered with sighted tourists. Tourism Geographies, 2015, 17, 76-90.	2.2	28
168	Knowledge management, social media and employee creativity. International Journal of Hospitality Management, 2015, 45, 44-58.	5.3	218

#	Article	IF	CITATIONS
169	Measuring Customer Experience. , 2015, , .		24
170	Exploring value propositions and service innovation: a service-dominant logic study. Journal of the Academy of Marketing Science, 2015, 43, 137-158.	7.2	324
171	Innovation through institutionalization: A service ecosystems perspective. Industrial Marketing Management, 2015, 44, 63-72.	3.7	538
172	Conceptualising Customerâ€toâ€customer Value Coâ€creation in Tourism. International Journal of Tourism Research, 2015, 17, 356-363.	2.1	208
173	The Complexity of Trust in Business Collaborations. Australasian Marketing Journal, 2015, 23, 2-12.	3.5	24
174	Interpersonal service quality of the Chinese: determinants and behavioral drivers. Service Business, 2015, 9, 515-540.	2.2	12
175	Toward an integrated framework for innovation in service: A resource-based view and dynamic capabilities approach. Information Systems Frontiers, 2015, 17, 533-546.	4.1	70
177	Emerging Digital Frontiers for Service Innovation. Communications of the Association for Information Systems, 2016, 39, 136-149.	0.7	45
178	â€~Value for Whom, by Whom': Investigating Value Constructs in Non-Profit Project Portfolios. Project Management Research and Practice, 0, 3, 5038.	0.1	6
179	Consumer Participation in Co-creation: An Enlightening Model of Causes and Effects Based on Ethical Values and Transcendent Motives. Frontiers in Psychology, 2016, 7, 793.	1.1	48
180	Towards Design Principles for Aligning Human-Centered Service Systems and Corresponding Business Models. SSRN Electronic Journal, 0, , .	0.4	12
181	Innovation in service ecosystems. Journal of Service Management, 2016, 27, 619-651.	4.4	48
182	Services management and the growing number of Asian travellers – what needs re-thinking?. Worldwide Hospitality and Tourism Themes, 2016, 8, 4-11.	0.8	2
183	No Vehicle Means No Aid—A Paradigm Change for the Humanitarian Logistics Business Model. Thunderbird International Business Review, 2016, 58, 373-384.	0.9	11
184	Systems, networks, and ecosystems in service research. Journal of Service Management, 2016, 27, 652-674.	4.4	178
185	A service ecosystem experience-based framework for sport marketing. Service Industries Journal, 2016, 36, 478-509.	5.0	37
186	How context shapes value co-creation: spectator experience of sport events. Service Industries Journal, 2016, 36, 510-531.	5.0	66
187	Interpersonal complaints regarding cancer care through a gender lens. International Journal of Health Care Quality Assurance, 2016, 29, 687-702.	0.2	16

#	Article	IF	CITATIONS
188	Systemic principles of value co-creation: Synergetics of value and service ecosystems. Journal of Business Research, 2016, 69, 2981-2989.	5.8	151
189	Professional buyers and the value proposition. European Management Journal, 2016, 34, 223-231.	3.1	18
190	The co-production of value in digital, university–industry R&D collaborative projects. Industrial Marketing Management, 2016, 56, 86-96.	3.7	70
191	Studying customers' resource integration by service employees in interactional value co-creation. Journal of Services Marketing, 2016, 30, 152-164.	1.7	131
192	Key Skills for Crafting Customer Solutions Within an Ecosystem. Journal of Service Research, 2016, 19, 174-191.	7.8	39
193	A Taxonomy of Industrial Service Systems Enabled by Digital Product Innovation. , 2016, , .		13
194	Motives and resources for value co-creation in a multi-stakeholder ecosystem: A managerial perspective. Journal of Business Research, 2016, 69, 4033-4041.	5.8	169
195	The reciprocal intertwining of practice and experience in value creation. Marketing Theory, 2016, 16, 299-324.	1.7	42
196	Value co-creation process of integrated product-services: Effect of role ambiguities and relational coping strategies. Industrial Marketing Management, 2016, 56, 108-119.	3.7	96
197	Developing a people-technology hybrids model to unleash innovation and creativity: The new hospitality frontier. Journal of Hospitality and Tourism Management, 2016, 29, 154-164.	3.5	53
198	Editorial for the Special Issue on Business Development and Marketing in Construction. Construction Management and Economics, 2016, 34, 205-217.	1.8	16
199	Service-dominant logic and the festival experience. International Journal of Event and Festival Management, 2016, 7, 237-254.	0.5	27
200	Contemporary issues in museums and heritage marketing management: introduction to the special issue. Journal of Marketing Management, 2016, 32, 1387-1391.	1.2	5
201	Conceptions of value as family resemblances. Qualitative Market Research, 2016, 19, 378-394.	1.0	2
202	Cocreation Culture in Health Care Organizations. Journal of Service Research, 2016, 19, 438-457.	7.8	49
203	Co-production of service experiences: insights from the cultural sector. Journal of Services Marketing, 2016, 30, 749-761.	1.7	29
204	Practice styles and service systems. Journal of Service Management, 2016, 27, 798-830.	4.4	20
205	Applying a Communicating Vessels Framework to CSR Value Co-creation: Empirical Evidence From Professional Team Sport Organizations. Journal of Sport Management, 2016, 30, 702-719.	0.7	43

#	Article	IF	CITATIONS
206	When they talk about motherhood: a qualitative study of three groups' perceptions in a Swedish child health service context. International Journal for Equity in Health, 2016, 15, 99.	1.5	2
207	Service Innovation in a Complex Service System: Public Transit Service Sustainability Business Cases. Procedia, Social and Behavioral Sciences, 2016, 224, 269-275.	0.5	3
208	Mobilizing hegemonic practices in trajectories of conspicuous resistance. European Journal of Marketing, 2016, 50, 1629-1651.	1.7	2
209	A framework for innovative service design. Service Industries Journal, 2016, 36, 452-471.	5.0	13
210	The Law of Passing Off – Goodwill Beyond Goods. IIC International Review of Intellectual Property and Competition Law, 2016, 47, 817-842.	0.3	3
211	The Handbook of Managing and Marketing Tourism Experiences. , 2016, , .		9
212	Antecedents to value diminution. Marketing Theory, 2016, 16, 469-491.	1.7	97
213	Ten years of value cocreation: An integrative review. Recherche Et Applications En Marketing, 2016, 31, 26-60.	0.3	79
214	Role conflict and changing heritage practice: ancestral tourism in Scotland. Journal of Marketing Management, 2016, 32, 1494-1512.	1.2	7
216	How TOMS' "one day without shoes―campaign brings stakeholders together and co-creates value for the brand using Instagram as a platform. Journal of Fashion Marketing and Management, 2016, 20, 300-321.	1.5	40
217	Dix ans de co-création de valeur : une revue intégrative. Recherche Et Applications En Marketing, 2016, 31, 29-66.	0.2	25
218	A grounded theory of value dissonance in strategic relationships. Journal of Purchasing and Supply Management, 2016, 22, 278-288.	3.1	18
219	Experience from a Modelling and Simulation Perspective in Smart Transport Information Service Design. Lecture Notes in Business Information Processing, 2016, , 75-88.	0.8	2
220	Solo Holiday Travellers: Motivators and Drivers of Satisfaction and Dissatisfaction. International Journal of Tourism Research, 2016, 18, 197-208.	2.1	77
221	Social value creation through tourism enterprise. Tourism Management, 2016, 54, 404-417.	5.8	121
222	Service network value co-creation: Defining the roles of the generic actor. Industrial Marketing Management, 2016, 56, 51-62.	3.7	82
223	The role of social platforms in transforming service ecosystems. Journal of Business Research, 2016, 69, 1933-1938.	5.8	46
224	Evolution of a service ecosystem: Longitudinal evidence from multiple shared services centers based on the economies of worth framework. Journal of Business Research, 2016, 69, 2990-2998.	5.8	55

#	Article	IF	CITATIONS
225	Value proposition test-driving for service innovation: how frontline employees innovate value propositions. Journal of Service Theory and Practice, 2016, 26, .	1.9	38
226	Co-creation practices: Their role in shaping a health care ecosystem. Industrial Marketing Management, 2016, 56, 24-39.	3.7	308
227	Developing service research – paving the way to transdisciplinary research. Journal of Service Management, 2016, 27, 9-20.	4.4	48
228	The expected retail customer: Value co-creator, co-producer or disturbance?. Journal of Retailing and Consumer Services, 2016, 30, 204-211.	5.3	32
229	Institutions as resource context. Journal of Service Theory and Practice, 2016, 26, 163-178.	1.9	120
230	Internal brand co-creation: The experiential brand meaning cycle in higher education. Journal of Business Research, 2016, 69, 3041-3048.	5.8	63
231	iSIM: An integrated design method for commercializing service innovation. Information Systems Frontiers, 2016, 18, 457-478.	4.1	30
232	How Business Customers Judge Solutions: Solution Quality and Value in Use. Journal of Marketing, 2016, 80, 96-120.	7.0	281
233	Co-Production and the Co-Creation of Value in Public Services: A suitable case for treatment?. Public Management Review, 2016, 18, 639-653.	3.4	633
234	Co-governance in the consumer engagement process: facilitating multi-beneficial value creation. Journal of Strategic Marketing, 2016, 24, 327-345.	3.7	8
235	Extending actor participation in value creation: an institutional view. Journal of Strategic Marketing, 2016, 24, 210-226.	3.7	88
236	No Vehicle Means No Aid – A Paradigm Change For The Humanitarian Logistics Business Model. , 2016, , 43-64.		3
237	Value co-creation: Concept and contexts of application and study. Journal of Business Research, 2016, 69, 1626-1633.	5.8	187
238	Co-creation of value at the bottom of the pyramid: Analysing Bangladeshi farmers' use of mobile telephony. Journal of Retailing and Consumer Services, 2016, 29, 40-48.	5.3	74
239	Fairness and devotion go far: Integrating online justice and value co-creation in virtual communities. International Journal of Information Management, 2016, 36, 60-72.	10.5	80
240	The changing role of employees in service theory and practice: An interdisciplinary view. Human Resource Management Review, 2016, 26, 4-13.	3.3	185
241	Transformative service research and service dominant logic: Quo Vaditis?. Journal of Retailing and Consumer Services, 2016, 28, 91-98.	5.3	101
242	Towards a service-dominant approach to social marketing. Marketing Theory, 2016, 16, 194-218.	1.7	38

#	Article	IF	CITATIONS
243	Institutions and axioms: an extension and update of service-dominant logic. Journal of the Academy of Marketing Science, 2016, 44, 5-23.	7.2	2,183
244	The experience of caring for patients with dementia within a general hospital setting: a meta-synthesis of the qualitative literature. Aging and Mental Health, 2017, 21, 66-76.	1.5	54
245	What's in it for me? Capital, value and co-creation practices. Industrial Marketing Management, 2017, 61, 155-169.	3.7	27
246	Broadening the brandfest: play and ludic agency. European Journal of Marketing, 2017, 51, 23-43.	1.7	10
247	Workplace relationship cohesion: an internal customers' perspective. Journal of Service Theory and Practice, 2017, 27, 129-150.	1.9	9
248	A theoretical and methodological framework for social economic value theory. International Journal of Social Economics, 2017, 44, 169-180.	1.1	3
249	Enhancing service-for-service benefits: potential opportunity or pipe dream?. Journal of Service Theory and Practice, 2017, 27, 193-218.	1.9	7
250	What stories unfold: empirically grasping value co-creation. European Business Review, 2017, 29, 2-14.	1.9	18
251	Innovation as a key to strengthen the effect of relationship benefits on loyalty in retailing. Journal of Services Marketing, 2017, 31, 131-141.	1.7	19
252	Entrepreneurial marketing of international high-tech business-to-business new ventures: A decision-making process perspective. Industrial Marketing Management, 2017, 64, 147-160.	3.7	109
253	Consumer motives and willingness to co-create in professional and generic services. Journal of Service Management, 2017, 28, 157-181.	4.4	53
254	Broadening brand engagement within the service-centric perspective. Journal of Service Theory and Practice, 2017, 27, 317-335.	1.9	6
255	Research trajectories of Service-Dominant Logic: Emergent themes of a unifying paradigm in business and management. Industrial Marketing Management, 2017, 63, 53-68.	3.7	63
256	Value Co-creation in Consumer-intensive Service Encounters: A Dyadic Perspective. Journal of Creating Value, 2017, 3, 19-32.	0.3	3
257	Strategic B2B customer experience management: the importance of outcomes-based measures. Journal of Services Marketing, 2017, 31, 172-184.	1.7	69
259	All that is solid melts into air: the servicescape in digital service space. Journal of Services Marketing, 2017, 31, 226-235.	1.7	48
260	Selective demarketing. Marketing Theory, 2017, 17, 165-182.	1.7	23
261	Online Reviewer Engagement. Journal of Service Research, 2017, 20, 204-218.	7.8	98

#	ARTICLE	IF	CITATIONS
262	Transcending and bridging co-creation and engagement: conceptual and empirical insights. Journal of Service Theory and Practice, 2017, 27, 714-720.	1.9	19
263	Real estate business model innovation and the impact of ego network structure. Management Research Review, 2017, 40, 648-670.	1.5	7
264	Service innovation as a political process. Service Industries Journal, 2017, 37, 341-362.	5.0	4
265	Business models as service strategy. Journal of the Academy of Marketing Science, 2017, 45, 925-943.	7.2	107
266	Like is a verb: exploring tie strength and casual brand use effects on brand attitudes and consumer online goal achievement. Journal of Product and Brand Management, 2017, 26, 365-374.	2.6	14
267	Value co-creation behaviour – role of embeddedness and outcome considerations. Journal of Service Theory and Practice, 2017, 27, 778-807.	1.9	57
268	Usage center – value cocreation in multi-actor usage processes. Journal of Service Theory and Practice, 2017, 27, 721-737.	1.9	36
269	Embracing uncertainty in value-based selling by means of design thinking. Industrial Marketing Management, 2017, 65, 59-75.	3.7	37
270	Consumer-citizens mobilizing social capital following a natural disaster: effects on well-being. Journal of Services Marketing, 2017, 31, 438-451.	1.7	32
271	An integrative transformative service framework to improve engagement in a social service ecosystem: the case of He Waka Tapu. Journal of Services Marketing, 2017, 31, 423-437.	1.7	56
272	Hedonic and eudaimonic well-being outcomes from co-creation roles: a study of vulnerable customers. Journal of Services Marketing, 2017, 31, 397-411.	1.7	83
273	A systems perspective on markets – Toward a research agenda. Journal of Business Research, 2017, 79, 260-268.	5.8	126
274	Classification of service co-creation systems: An integrative approach. , 2017, , .		3
275	Interactive value formation in interorganizational relationships. Marketing Theory, 2017, 17, 517-535.	1.7	82
276	Linking positive psychological capital with customer value co-creation. International Journal of Contemporary Hospitality Management, 2017, 29, 1235-1255.	5.3	35
277	Value cocreation in service ecosystems. Journal of Service Management, 2017, 28, 227-249.	4.4	182
278	Communication-in-use: customer-integrated marketing communication. European Journal of Marketing, 2017, 51, 445-463.	1.7	92
279	Considering the role of agritourism co-creation from a service-dominant logic perspective. Tourism Management, 2017, 61, 354-367.	5.8	46

#	Article	IF	CITATIONS
280	Analysis of the Service Dominant Logic network, authors, and articles. Service Industries Journal, 2017, 37, 125-152.	5.0	12
281	Determining Service Value: Exploring the Link Between Value Creation and Service Evaluation. Service Science, 2017, 9, 74-90.	0.9	14
282	Modeling and Measuring the Consumer Activities Associated with Value Cocreation: An Exploratory Test in the Context of Education. Service Science, 2017, 9, 63-73.	0.9	17
283	Exploring value destruction in social marketing services. Journal of Social Marketing, 2017, 7, 405-422.	1.3	22
284	Engaging Generation Y to Co-Create Through Mobile Technology. International Journal of Electronic Commerce, 2017, 21, 489-516.	1.4	27
285	The beginning of value co-creation: understanding dynamics, efforts and betterment. Journal of Service Theory and Practice, 2017, 27, 1145-1166.	1.9	31
286	Rethinking value proposition tools for living labs. Journal of Service Theory and Practice, 2017, 27, 1024-1039.	1.9	16
287	A student-facilitated community-based support group initiative for Mental Health Care users in a Primary Health Care setting. Health SA Gesondheid, 2017, 22, 307-315.	0.3	4
288	Service Systems Analysis Methods and Components: A Systematic Literature Review. Service Science, 2017, 9, 219-234.	0.9	19
289	Struggling with agency problems in open innovation ecosystem: corporate policies in innovation hub. TQM Journal, 2017, 29, 881-898.	2.1	15
290	When serving customers includes correcting them: Understanding the ambivalent effects of enforcing service rules. International Journal of Research in Marketing, 2017, 34, 919-941.	2.4	37
291	Consumer social resources to co-create: evidence from Vietnam. Management Research, 2017, 15, 443-462.	0.5	1
292	Conceptual underpinnings for transformative research in a service ecosystems context to resolve social issues – framework foundations and extensions. Service Industries Journal, 2017, 37, 766-782.	5.0	36
293	Measuring customer value co-creation behavior. Journal of Service Theory and Practice, 2017, 27, 930-950.	1.9	73
294	A4A relationships. Journal of Service Theory and Practice, 2017, 27, 1040-1056.	1.9	49
295	Management challenges with the maintenance of tourism experience concept innovations: Toward a new research agenda. Tourism Management, 2017, 63, 452-463.	5.8	43
296	Self-efficacy, trust, and perceived benefits in the co-creation of value by consumers. International Journal of Retail and Distribution Management, 2017, 45, 1159-1180.	2.7	29
297	From connoisseur luxury to mass luxury: Value co-creation and co-destruction in the online environment. Journal of Business Research, 2017, 81, 163-172.	5.8	122

		CITATION REPORT	
#	Article	IF	CITATIONS
298	The Evolution and Prospects of Service-Dominant Logic. Journal of Service Research, 2017, 20, 345-	361. 7.8	121
299	Collaborating for innovation: the socialised management of knowledge. International Entrepreneurship and Management Journal, 2017, 13, 1181-1197.	2.9	24
300	An analysis of the airport experience from an air traveler perspective. Journal of Hospitality and Tourism Management, 2017, 32, 124-135.	3.5	56
301	A Service-Ecosystem Perspective on Value Creation: Implications for International Business. , 2017, , 131-149.		12
304	Service-dominant logic 2025. International Journal of Research in Marketing, 2017, 34, 46-67.	2.4	801
305	Value co-creation with Internet of things technology in the retail industry. Journal of Marketing Management, 2017, 33, 7-31.	1.2	197
306	Learning Data Privacy and Terms of Service from Different Cloud Service Providers. , 2017, , .		0
307	Collaborative Development of Business Models in Smart Service Ecosystems. , 2017, , .		21
308	The effects of relationship norms on on-line new product development value co-creation engagement , 2017, , .	nt.	1
309	IT-enabled value co-creation process for product design. , 2017, , .		0
310	Barriers and conditions of open operation: a customer perspective on value co-creation for integrated product-service solutions. International Journal of Technology Marketing, 2017, 12, 90.	0.1	27
311	A student-facilitated community-based support group initiative for Mental Health Care users in a Primary Health Care setting. Health SA Gesondheid, 0, 22, 307-315.	0.3	0
312	Enabling Value Co-Creation in the Sharing Economy: The Case of Mobike. Sustainability, 2017, 9, 15	504. 1.6	129
313	The Actor: The Key Determinator in Service Ecosystems. Systems, 2017, 5, 38.	1.2	28
314	Phoenix rises from the ashes: creating and destructing value through reflection. International Journal of Knowledge Management Studies, 2017, 8, 6.	0.2	0
315	The Mystique of Customers' Saturation in Online Brand Communities. , 2017, , .		1
316	Value Co-creation in the Health Service Ecosystems: The Enabling Role of Institutional Arrangements International Business Research, 2017, 10, 222.	s. 0.2	16
317	Value co-creation on social media. International Journal of Contemporary Hospitality Management, 2018, 30, 2153-2174.	5.3	51

#	Article	IF	CITATIONS
318	A multilevel investigation of China's regional economic conditions on co-creation of dining experience and outcomes. International Journal of Contemporary Hospitality Management, 2018, 30, 2132-2152.	5.3	27
319	Initiating value co-creation: Dealing with non-receptive customers. Journal of the Academy of Marketing Science, 2018, 46, 895-920.	7.2	37
320	A conceptual framework for technology-enabled and technology-dependent user behavior toward device mesh and mesh app. Future Business Journal, 2018, 4, 130-138.	1.1	10
321	Moderated effect of value co-creation on project performance. International Journal of Managing Projects in Business, 2018, 11, 854-872.	1.3	18
322	Customer roles from a self-service system perspective. International Journal of Quality and Service Sciences, 2018, 10, 196-210.	1.4	9
323	A service network perspective to evaluate service matching in early design. Journal of Service Theory and Practice, 2018, 28, 356-383.	1.9	8
324	Examining relationships among consumer participative behavior, employee role ambiguity, and employee citizenship behavior: the moderating role of employee self-efficacy. European Sport Management Quarterly, 2018, 18, 633-651.	2.3	4
325	Leveraging intellectual capital in developing countries: evidence from Kenya. Journal of Intellectual Capital, 2018, 19, 562-580.	3.1	11
326	Understanding Public Service Innovation as Resource Integration and Creation of Value Propositions. Australian Journal of Public Administration, 2018, 77, 700-714.	1.0	28
327	Designing for events – a new perspective on event design. International Journal of Event and Festival Management, 2018, 9, 20-33.	0.5	21
328	Professional identity in service work: why front-line employees do what they do. Journal of Service Theory and Practice, 2018, 28, 315-335.	1.9	12
329	Einsatz von Social Media für die Innovation von B2B-Dienstleistungen in IT-Unternehmen. , 2018, , 3-32.		0
330	When value co-creation fails: Reasons that lead to value co-destruction. Scandinavian Journal of Management, 2018, 34, 63-77.	1.0	132
331	Experiential Learning and Value Co-Creation in the Classroom: A New Examination Using Social Media Monitoring. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2018, , 801-810.	0.1	1
332	A scaling up framework for innovative service ecosystems: lessons from Eataly and KidZania. Journal of Service Management, 2018, 29, 146-175.	4.4	32
333	Introduction to the Special Issue — Social Computing and Service Innovation: A Framework for Research. Journal of Organizational Computing and Electronic Commerce, 2018, 28, 1-8.	1.0	7
334	An exploratory study of value added services. Journal of Services Marketing, 2018, 32, 334-345.	1.7	19
335	Zooming out: actor engagement beyond the dyadic. Journal of Service Management, 2018, 29, 333-351.	4.4	170

#	Article	IF	CITATIONS
336	Archetypes of Service Innovation. Journal of Service Research, 2018, 21, 284-301.	7.8	137
337	Human-computer interaction and value co-creation in electronic service. Industrial Management and Data Systems, 2018, 118, 218-235.	2.2	8
338	Vendor response to client opportunism in IT service relationships: Exploring the moderating effect of client involvement. Industrial Marketing Management, 2018, 75, 100-111.	3.7	9
339	Marketing systems: critical realist interventions towards better theorizing. Journal of Critical Realism, 2018, 17, 140-159.	1.6	6
340	Service Logic Business Model Canvas. Journal of Research in Marketing and Entrepreneurship, 2018, 20, 70-98.	0.7	47
341	Shared leadership as a vehicle to healthy service eco-systems: practical or fanciful?. Journal of Social Marketing, 2018, 8, 159-181.	1.3	8
342	Motivation: The missing driver for theorizing about resource integration. Marketing Theory, 2018, 18, 493-519.	1.7	42
343	Conceptualizing and communicating value in business markets: From value in exchange to value in use. Industrial Marketing Management, 2018, 69, 80-90.	3.7	143
344	Consumer-led experience customization: a socio-spatial approach. Journal of Service Management, 2018, 29, 206-229.	4.4	29
345	Lean Service Innovation. Service Science, 2018, 10, 25-39.	0.9	10
346	Facilitating the chain of market orientation to value co-creation: The mediating role of e-marketing adoption. Journal of Destination Marketing & Management, 2018, 7, 39-49.	3.4	23
347	Relating strategic market orientation and market performance: role of customer value types. Journal of Strategic Marketing, 2018, 26, 318-338.	3.7	19
348	A systematic literature review of university technology transfer from a quadruple helix perspective: toward a research agenda. R and D Management, 2018, 48, 7-24.	3.0	185
349	"Give and takeâ€: how notions of sharing and context determine free peer-to-peer accommodation decisions. Journal of Travel and Tourism Marketing, 2018, 35, 5-15.	3.1	28
350	Against the implicit politics of service-dominant logic. Marketing Theory, 2018, 18, 101-119.	1.7	38
351	Co-creation of value and the project context: Towards application on the case of Hinkley Point C Nuclear Power Station. International Journal of Project Management, 2018, 36, 170-183.	2.7	54
352	Customer engagement behavior in individualistic and collectivistic markets. Journal of Business Research, 2018, 86, 281-290.	5.8	107
353	Promoting brand engagement behaviors and loyalty through perceived service value and innovativeness. Journal of Services Marketing, 2018, 32, 70-82.	1.7	71

#	Article	IF	CITATIONS
354	Tension in a value co-creation context: A network case study. Industrial Marketing Management, 2018, 70, 34-45.	3.7	49
355	Alternative Economies as Marketing Systems? The Role of Value Creation and the Criticism of Economic Growth. Journal of Macromarketing, 2018, 38, 57-72.	1.7	19
356	A Systems Approach to Understanding the Philosophical Foundation of Marketing Studies. New Economic Windows, 2018, , 1-18.	1.0	16
357	The Performativity of Value Propositions in Shaping a Service Ecosystem: The Case of B-corporations. New Economic Windows, 2018, , 175-194.	1.0	2
358	Customer Value Co-creation in a Service-Dominant Logic Perspective: Some Steps Toward the Development of a Measurement Scale. New Economic Windows, 2018, , 137-157.	1.0	3
359	The reciprocal aspect of the experience value: tourists and residents celebrating weddings in the rural village of Petritoli (Italy). Anatolia, 2018, 29, 52-62.	1.3	14
360	Co-created value: Multidimensional scale and nomological network. Tourism Management, 2018, 65, 69-86.	5.8	119
361	Facilitating transformative change in medication adherence practices. Service Industries Journal, 2018, 38, 48-66.	5.0	6
362	Reflections on customers' primary role in markets. European Management Journal, 2018, 36, 1-11.	3.1	57
363	Electronic Services Co-Creation Experience: Telecommunications Sector in Tunisia as an Example. Journal of Global Marketing, 2018, 31, 210-223.	2.0	3
364	Sports events and interaction among spectators: examining antecedents of spectators' value creation. European Sport Management Quarterly, 2018, 18, 193-215.	2.3	46
365	Customer's patronage decision toward health insurance products. Asia Pacific Journal of Marketing and Logistics, 2018, 30, 62-83.	1.8	4
366	Social Dynamics in a Systems Perspective. New Economic Windows, 2018, , .	1.0	7
367	The study on value co-creation behaviour of shared bicycle users. MATEC Web of Conferences, 2018, 232, 01057.	0.1	0
368	Defining Health Service Eco-System "Infection― A Critical Analysis of Patient Surveys. International Journal of Business and Management, 2018, 13, 118.	0.1	9
369	Creating a shared narrative: the use of causal layered analysis to explore value co-creation in a novel service ecosystem. European Journal of Futures Research, 2018, 6, .	1.5	14
370	Managing value co-creation in pharmacy. International Journal of Pharmaceutical and Healthcare Marketing, 2018, 12, 374-390.	0.7	5
371	Contextual layers of service experience in professional business services. Journal of Business and Industrial Marketing, 2018, 33, 1114-1124.	1.8	6

#	Article	IF	CITATIONS
372	Information and Knowledge Processes in Health Care Value Co-Creation and Co-Destruction. SAGE Open, 2018, 8, 215824401882048.	0.8	14
373	Physical and emotional nourishment. European Journal of Marketing, 2018, 52, 2405-2422.	1.7	12
374	The Intersection of Sustainable Consumption and Anticonsumption: Repurposing to Extend Product Life Spans. Journal of Public Policy and Marketing, 2018, 37, 291-305.	2.2	26
375	Determinants for Value Cocreation and Collaborative Paths in Complex Service Systems: A Focus on (Smart) Cities. Service Science, 2018, 10, 397-407.	0.9	44
376	Customer-to-Customer Interactional Justice: A New Challenge for Service Recovery via Social Media. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2018, , 539-548.	0.1	0
377	Managing value co-creation in consumer service systems within smart retail settings. Journal of Retailing and Consumer Services, 2018, 45, 190-197.	5.3	23
378	IoT adoption in agriculture: the role of trust, perceived value and risk. Journal of Business and Industrial Marketing, 2018, 33, 804-821.	1.8	133
379	Young consumers' valuations of new payment services. International Journal of Quality and Service Sciences, 2018, 10, 384-399.	1.4	10
380	A designerly way of analyzing the customer experience. Journal of Services Marketing, 2018, 32, 805-819.	1.7	26
381	Examining how context change foster service innovation. Journal of Service Management, 2018, 29, 932-955.	4.4	38
382	Design for service inclusion: creating inclusive service systems by 2050. Journal of Service Management, 2018, 29, 834-858.	4.4	157
383	Social media and co-creative service innovation: an empirical study. Online Information Review, 2018, 42, 1146-1179.	2.2	40
384	Career Investment. , 2018, , 107-137.		0
385	The Effects of Online Incivility and Consumer-to-Consumer Interactional Justice on Complainants, Observers, and Service Providers During Social Media Service Recovery. Journal of Interactive Marketing, 2018, 44, 60-81.	4.3	65
386	Value Encounter Modeling—Formalization and Application. Service Science, 2018, 10, 181-194.	0.9	1
387	Determinants of the intention of smartphone usage by mobile internet users for m-services. Management Decision, 2018, 56, 2291-2307.	2.2	17
388	Stakeholder engagement in intra- and inter-organizational innovation. Journal of Service Management, 2018, 29, 399-421.	4.4	53
389	A holistic view of value generation process in a SSBI environment: a service dominant logic perspective. Journal of Decision Systems, 2018, 27, 46-55.	2.2	5

#	Article	IF	CITATIONS
390	Interorganizational Performance Management: A Coâ€evolutionary Model. International Journal of Management Reviews, 2018, 20, 772-799.	5.2	9
391	Embrace, before it is too late! Prediction of future studies on value co-creation. International Journal of Business Excellence, 2018, 14, 121.	0.2	1
392	The impact and direction of Service-Dominant Logic Research. Journal of Marketing & Distribution, 2018, 21, 51-65.	0.2	0
393	Co-creating services—conceptual clarification, forms and outcomes. Journal of Service Management, 2018, 29, 641-679.	4.4	108
394	Shaping service ecosystems: exploring the dark side of agency. Journal of Service Management, 2018, 29, 521-545.	4.4	72
395	How to Create Public Value Through Open Data Driven Co-Creation. , 2018, , .		2
397	Open innovation and the evaluation of internet-enabled public services in smart cities. Technovation, 2018, 78, 4-14.	4.2	52
398	A Transformative Service View on the Effects of Festivalscapes on Local Residents' Subjective Well-Being. Event Management, 2018, 22, 405-422.	0.6	22
399	How Business Idea Fit Affects Sustainability and Creates Opportunities for Value Co-Creation in Nascent Firms. Sustainability, 2018, 10, 189.	1.6	20
400	From one-sized to over-individualized? Service logic's value creation. Journal of Health Organization and Management, 2018, 32, 572-586.	0.6	14
401	Legitimated consumption: a socially embedded challenge for entrepreneurs' value creation. Journal of Research in Marketing and Entrepreneurship, 2018, 20, 214-228.	0.7	5
402	Crossing the boundary between physical and digital: the role of boundary objects. IMP Journal, 2018, 12, 216-236.	0.8	10
403	Boundary objects for institutional work across service ecosystems. Journal of Service Management, 2018, 29, 615-640.	4.4	26
404	Examining networked NGO services: reconceptualising value co-creation. International Journal of Operations and Production Management, 2018, 38, 1540-1561.	3.5	8
405	Game-changers: dynamic capabilities' influence on service ecosystems. Journal of Service Management, 2018, 29, 569-592.	4.4	38
406	Exploring the application of co-design to transformative service research. Journal of Services Marketing, 2018, 32, 715-727.	1.7	42
407	The Application of a Service Ecosystems Lens to Public Policy Analysis and Design: Exploring the Frontiers. Journal of Public Policy and Marketing, 0, , .	2.2	2
409	Service enterprise productivity in action: measuring service productivity. Journal of Service Theory and Practice, 2018, 28, 524-551.	1.9	6

#	Article	IF	CITATIONS
410	Transforming the stakeholders' Big Data for intellectual capital management. Meditari Accountancy Research, 2018, 26, 420-442.	2.4	13
411	Service Marketing Phenomena in the Context of Private Forest Owners—a Service Dominant Logic Perspective on Scholarly Literature. Current Forestry Reports, 2018, 4, 125-137.	3.4	10
412	Diverse Economies of Collective Value Co-creation: The Open Monuments Event. Tourism Planning and Development, 2018, 15, 535-550.	1.3	11
413	Servitization Practices: A Co-Creation Taxonomy. , 2018, , 309-321.		3
414	The value of long-term co-innovation relationships: experiential approach. International Journal of Business Innovation and Research, 2018, 16, 1.	0.1	8
415	Practices and Tools for Servitization. , 2018, , .		15
416	A renaissance of brand experience: Advancing the concept through a multi-perspective analysis. Journal of Business Research, 2018, 91, 123-133.	5.8	64
418	Design-integrated financial assessment of smart services. Electronic Markets, 2019, 29, 19-35.	4.4	28
419	The Study of Food, Tourism, Hospitality and Events. Journal for Labour Market Research, 2019, , .	0.6	0
420	Capturing the broader picture of value co-creation management. European Management Journal, 2019, 37, 99-116.	3.1	51
421	Developing a new conceptual framework for experience and value creation. Service Business, 2019, 13, 225-248.	2.2	13
422	Positive Customer Churn: An Application to Online Dating. Journal of Service Research, 2019, 22, 90-100.	7.8	12
423	Co-creating corporate brand identity with online brand communities: A managerial perspective. Journal of Business Research, 2019, 96, 366-375.	5.8	86
424	Empowering through reflection: participatory design of change in agricultural chains in Indonesia by local stakeholders. Cogent Food and Agriculture, 2019, 5, 1608685.	0.6	4
425	What matters to me! User conceptions of value in specialist cancer care. Public Management Review, 2019, 21, 1687-1706.	3.4	29
426	â€`Dig where you stand': values-based co-creation through improvisation. Tourism Recreation Research, 2019, 44, 348-358.	3.3	19
427	Co-creating Value from Social Media: A Framework. Journal of Creating Value, 2019, 5, 222-236.	0.3	5
428	Extending the memorable tourism experience construct: an investigation of memories of local food experiences. Scandinavian Journal of Hospitality and Tourism, 2019, 19, 333-353.	1.4	79

#	Article	IF	CITATIONS
429	Mobile payment services as a facilitator of value co-creation: A conceptual framework. Journal of High Technology Management Research, 2019, 30, 100353.	2.7	15
430	Broadening the understanding of the role of consumer services in the circular economy: Toward a conceptualization of value creation processes. Journal of Cleaner Production, 2019, 239, 118010.	4.6	19
431	The dark side of co-creation in a tourism experience: an exploratory study of the different types of ill-being. Journal of Travel and Tourism Marketing, 2019, 36, 928-940.	3.1	7
432	Exploring Customers' Experiences of Service Co-Recovery. Service Science, 2019, 11, 189-200.	0.9	4
433	Exploring the Sustainability Correlation of Value Co-Creation and Customer Loyalty-A Case Study of Fitness Clubs. Sustainability, 2019, 11, 97.	1.6	16
434	Understanding value creation and word-of-mouth behaviour at cultural events. Service Industries Journal, 2019, 39, 498-518.	5.0	24
435	Institutional Logics in Service Ecosystems: An Analysis of Immigration and Social Inclusion. Translational Systems Sciences, 2019, , 101-118.	0.2	0
436	Working consumers' psychological states in firm-hosted virtual communities. Journal of Service Management, 2019, 30, 302-325.	4.4	12
437	Alignment of resources, actors and contexts for value creation. International Journal of Quality and Service Sciences, 2019, 11, 424-438.	1.4	14
438	Systems Perspectives on the Interaction Between Human and Technological Resources. Translational Systems Sciences, 2019, , 37-56.	0.2	2
440	Towards a shared understanding of the service experience – a hospitality stakeholder approach. Journal of Service Management, 2019, 30, 410-428.	4.4	12
441	Stakeholder salience in public sector value co-creation. Public Management Review, 2019, 21, 1707-1732.	3.4	34
442	Defining the antecedents of experience co-creation as applied to alternative consumption models. Journal of Service Management, 2019, 30, 209-251.	4.4	15
443	Customer boundary work to navigate institutional arrangements around service interactions: Exploring the case of telehealth. Journal of Business Research, 2019, 105, 420-433.	5.8	30
444	Customer–customer value co-creation in social media: conceptualization and antecedents. Journal of Strategic Marketing, 2019, 27, 283-302.	3.7	54
445	Customer centricity in mobile banking: a customer experience perspective. International Journal of Bank Marketing, 2019, 37, 1082-1102.	3.6	53
446	The Strategy of Combining Products and Services: A Literature Review. Services Marketing Quarterly, 2019, 40, 82-106.	0.7	5
447	Exploring Mobile Terminal Continuance Usage from Customer Value Perspective. Information (Switzerland), 2019, 10, 70.	1.7	1

#	Article	IF	CITATIONS
448	Co-creation of value outcomes: A client perspective on service provision in projects. International Journal of Project Management, 2019, 37, 696-715.	2.7	42
449	The challenges of setting up the evaluation of extension systems by using a systems approach: the case of Greece, Italy and Slovenia. Journal of Agricultural Education and Extension, 2019, 25, 139-160.	1.1	20
450	Entrepreneurial coâ€creation: societal impact through open innovation. R and D Management, 2019, 49, 318-342.	3.0	48
451	Customer Engagement in Theory and Practice. , 2019, , .		9
452	Innovations in Co-Created Smart City Services. Public Administration and Information Technology, 2019, , 165-195.	0.6	11
453	Gamification in a servicescape context: a conceptual framework. International Journal of Internet Marketing and Advertising, 2019, 13, 22.	0.1	18
454	The Role of Subjective Task Value in Forming Satisfaction and Loyalty Among Vietnamese International Students: A Structural Equation Model. Asia-Pacific Education Researcher, 2019, 28, 399-409.	2.2	14
455	A new positioning framework for organizational value: Juxtaposing organizational value positions with customer centricity. Strategic Change, 2019, 28, 123-132.	2.5	3
456	Co-creation and co-destruction of service quality through customer-to-customer interactions. International Journal of Contemporary Hospitality Management, 2019, 31, 1309-1329.	5.3	88
457	End consumer's value creation in a nature-based tourism service. Journal of Hospitality and Tourism Insights, 2019, 2, 18-36.	2.2	4
458	The impact of occupational stereotypes in human-centered service systems. Journal of Service Management, 2019, 30, 132-155.	4.4	15
460	Understanding the formation mechanism of high-quality knowledge in social question and answer communities: A knowledge co-creation perspective. International Journal of Information Management, 2019, 48, 72-84.	10.5	61
461	Actor Engagement in Networks: Defining the Conceptual Domain. Journal of Service Research, 2019, 22, 173-188.	7.8	207
462	The Application of a Service Ecosystems Lens to Public Policy Analysis and Design: Exploring the Frontiers. Journal of Marketing & Public Policy, 2019, 38, 19-35.	2.4	66
463	Organizing for digital servitization: A service ecosystem perspective. Journal of Business Research, 2019, 104, 450-460.	5.8	315
464	The dark side of coopetition: when collaborating with competitors is harmful for company performance. Journal of Business and Industrial Marketing, 2019, 35, 318-337.	1.8	39
465	Exploring the role of family in enhancing the well-being of patients with developmental disorders. Journal of Services Marketing, 2019, 33, 721-734.	1.7	11
466	Role of commercial friendship, initiation and co-creation types. Journal of Service Theory and Practice, 2019, 29, 488-512.	1.9	12

#	Article	IF	Citations
467	Framing transformation dynamics towards service-orientation: alternative trajectories of B2B relations. International Journal of Services and Operations Management, 2019, 32, 131.	0.1	0
468	Climbing the down escalator. European Journal of Marketing, 2019, 53, 2348-2372.	1.7	7
469	Practice-based segmentation: taxonomy of C2C co-creation practice segments. International Journal of Contemporary Hospitality Management, 2019, 31, 3799-3818.	5.3	19
470	Bringing the individual into the co-creation of value. Journal of Services Marketing, 2019, 33, 904-920.	1.7	30
471	Addressing vulnerability: what role does marketing play?. Journal of Services Marketing, 2019, 33, 660-670.	1.7	34
472	Value co-creation in service marketing: A critical (re)view. International Journal of Innovation Studies, 2019, 3, 73-83.	1.4	24
473	Investigating How the Cloud Computing Transforms the Development of Industries. IEEE Access, 2019, 7, 181505-181517.	2.6	8
474	Open Collaboration as Marketing Transformation Strategy in Online Markets: The Case of the Fashion Sector. Resources, 2019, 8, 167.	1.6	7
475	Capturing smart service systems: Development of a domainâ€specific modelling language. Information Systems Journal, 2019, 29, 1207-1255.	4.1	26
476	Effectuation and Morphogenesis in the New Zealand Fairtrade Marketing System. Journal of Macromarketing, 2019, 39, 385-399.	1.7	3
477	Remote home physical training for seniors: guidelines from the AAL-supported MOTION project. European Journal of Ageing, 2019, 16, 25-37.	1.2	8
478	Reprint of "A renaissance of brand experience: Advancing the concept through a multi-perspective analysis". Journal of Business Research, 2019, 96, 355-365.	5.8	11
479	Individual actors and embeddedness in business-to-business interactions. Industrial Marketing Management, 2019, 76, 181-191.	3.7	22
480	Integrative qualities and dimensions of social commerce: Toward a unified view. Information and Management, 2019, 56, 249-270.	3.6	47
481	The Influence of Service Innovation Capability for Self‣ervice Technology Investment. Canadian Journal of Administrative Sciences, 2019, 36, 544-558.	0.9	4
482	Value-in-Context: An Exploration of the Context of Value and the Value of Context. Service Science: Research and Innovations in the Service Economy, 2019, , 457-477.	1.1	15
483	FinTechs as Service Innovators - Understanding the Service Innovation Stack. International Journal of E-Business Research, 2019, 15, 20-37.	0.7	2
484	Fostering corporate sustainability in tourism management through social values within collective value co-creation processes. Journal of Sustainable Tourism, 2019, 27, 139-155.	5.7	32

#	Article	IF	CITATIONS
485	Managing Customer Resource Endowments and Deficiencies for Value Cocreation: Complex Relational Services. Journal of Service Research, 2019, 22, 156-172.	7.8	28
486	Enabling value co-creation with consumers as a driver of business performance: A dual perspective of Polish manufacturing and service SMEs. Journal of Business Research, 2019, 104, 541-551.	5.8	57
487	A Human-Centred, Multidisciplinary, and Transformative Approach to Service Science: A Service Design Perspective. Service Science: Research and Innovations in the Service Economy, 2019, , 147-181.	1.1	9
489	Service innovation as a social construction: The role of boundary objects. Marketing Theory, 2019, 19, 259-279.	1.7	8
490	Assessing Value From Business-to-Business Services Relationships: Temporality, Tangibility, Temperament, and Trade-Offs. Journal of Service Research, 2019, 22, 27-43.	7.8	10
491	Reconceptualizing TQM in service ecosystems: an integrated framework. International Journal of Quality and Service Sciences, 2019, 11, 104-126.	1.4	10
492	Knowledge processing and ecosystem co-creation for process innovation: Managing joint knowledge processing in process innovation projects. International Entrepreneurship and Management Journal, 2019, 15, 135-162.	2.9	29
493	Reshaping mental models – enabling innovation through service design. Journal of Service Management, 2019, 30, 75-104.	4.4	58
494	Service design for marketing in construction. Built Environment Project and Asset Management, 2019, 9, 87-99.	0.9	6
495	Service-Dominant Logic: Inward and Outward Views. Service Science: Research and Innovations in the Service Economy, 2019, , 675-710.	1.1	0
496	Service as Intersubjective Struggle. Service Science: Research and Innovations in the Service Economy, 2019, , 811-837.	1.1	1
497	Multiplex value cocreation in unique service exchanges. Journal of Business Research, 2019, 96, 277-286.	5.8	24
498	Openness of technology adoption, top management support and service innovation: a social innovation perspective. Journal of Business and Industrial Marketing, 2019, 34, 575-590.	1.8	89
499	A Value Co-creation Perspective on Information Systems Analysis and Design. Business and Information Systems Engineering, 2019, 61, 487-502.	4.0	14
500	CCV Scale: Development and Validation of Customer Co-Created Value Scale in E-Services. Current Psychology, 2019, 38, 720-736.	1.7	17
501	Enabling a transformative service system by modeling quality dynamics. International Journal of Production Economics, 2019, 207, 210-226.	5.1	36
502	Ethics: Value Co-Creation. , 2020, , 1-8.		0
503	Dissatisfaction, Disconfirmation, and Distrust: an Empirical Examination of Value Co-Destruction through Negative Electronic Word-of-Mouth (eWOM). Information Systems Frontiers, 2020, 22, 113-130.	4.1	67

#	Article	IF	CITATIONS
504	Towards building a value co-creation circle in social commerce. Computers in Human Behavior, 2020, 108, 105476.	5.1	32
505	Influence of Tourist Geographical Context on Customer-Based Destination Brand Equity: An Empirical Analysis. Journal of Travel Research, 2020, 59, 107-119.	5.8	16
506	The effects of complementarity of knowledge and capabilities on joint innovation capabilities and service innovation: The role of competitive intensity and demand uncertainty. Industrial Marketing Management, 2020, 89, 196-208.	3.7	46
507	The role of family firm image perception in host-guest value co-creation of hospitality firms. Current Issues in Tourism, 2020, 23, 2410-2427.	4.6	28
508	Collaborative public management: coordinated value propositions among public service organizations. Public Management Review, 2020, 22, 791-812.	3.4	62
509	Towards a framework for innovation in retailing through social media. Journal of Retailing and Consumer Services, 2020, 54, 101772.	5.3	26
510	Customer-to-customer value co-creation and co-destruction in sporting events. Service Industries Journal, 2020, 40, 633-655.	5.0	62
511	Co-creation of a family-focused service model living with younger onset dementia. Dementia, 2020, 19, 1029-1050.	1.0	9
512	Customer acceptance of four types of hospitality value propositions. International Journal of Hospitality Management, 2020, 87, 102388.	5.3	9
513	Value Creation in Art Galleries: A Service Logic Analysis. Australasian Marketing Journal, 2020, 28, 47-56.	3.5	11
514	Value champions in business markets: Four role configurations. Industrial Marketing Management, 2020, 85, 84-96.	3.7	13
515	What drives customer Re-engagement? The foundational role of the sales-service interplay in episodic value co-creation. Industrial Marketing Management, 2020, 84, 271-286.	3.7	23
516	The marketing firm and coâ€creation: The case of coâ€creation by <scp>LEGO</scp> . Managerial and Decision Economics, 2020, 41, 226-233.	1.3	5
517	Standardisation of enterprise architecture development for smart cities. Journal of the Knowledge Economy, 2020, 11, 1336-1357.	2.7	14
518	Intentionality and transformative services: Wellbeing co-creation and spill-over effects. Journal of Retailing and Consumer Services, 2020, 52, 101922.	5.3	43
519	Customer experience driven business model innovation. Journal of Business Research, 2020, 116, 431-440.	5.8	140
520	Symbolic Political Communication, and Trust: A Young Voters' Perspective of the Indonesian Presidential Election. Journal of Political Marketing, 2020, 19, 153-175.	1.3	10
521	Learning from the Dark Web: leveraging conversational agents in the era of hyper-privacy to enhance marketing. Journal of the Academy of Marketing Science, 2020, 48, 43-63.	7.2	100

#	Article	IF	CITATIONS
522	Shaping sustainable markets—A conceptual framework illustrated by the case of biogas in Sweden. Environmental Innovation and Societal Transitions, 2020, 36, 303-320.	2.5	45
523	Stakeholder engagement in co-creation processes for innovation: A systematic literature review and case study. Journal of Business Research, 2020, 119, 388-409.	5.8	102
524	The Austrian view and value co-creation process in solution-oriented firms: A seven stage, "solution prototyping―framework. Journal of Marketing Theory and Practice, 2020, 28, 79-97.	2.6	4
525	Creating value in product service systems through sharing. Journal of Business Research, 2020, 121, 495-505.	5.8	23
526	Value propositions in a digitally transformed world. Industrial Marketing Management, 2020, 87, 256-263.	3.7	31
527	Competitor orientation and value co-creation in sustaining rural New Zealand wine producers. Journal of Rural Studies, 2020, 73, 122-134.	2.1	26
528	Value co-destruction in hotel services: Exploring the misalignment of cognitive scripts among customers and providers. Tourism Management, 2020, 77, 104030.	5.8	43
529	Value co-destruction and its effects on value appropriation. Journal of Marketing Management, 2020, 36, 100-127.	1.2	15
530	Leisure Mobility of Chinese Millennials. Journal of China Tourism Research, 2020, 16, 527-546.	1.2	9
531	The Dark Side of Customer Participation: When Customer Participation in Service Co-Development Leads to Role Stress. Journal of Service Research, 2020, 23, 156-173.	7.8	47
532	Customer participation and well-being: the roles of service experience, customer empowerment and social support. Journal of Service Theory and Practice, 2020, 30, 557-584.	1.9	28
533	An integrative framework of sales ecosystem well-being. Journal of Personal Selling and Sales Management, 2020, 40, 234-250.	1.7	15
534	Market shaping dynamics: interplay of actor engagement and institutional work. Journal of Business and Industrial Marketing, 2020, 35, 1425-1439.	1.8	35
535	Exploring the Process of Creating and Managing Personal Political Brand Identities in Nonparty Environments: The Case of the Bailiwick of Guernsey. Journal of Political Marketing, 2020, 19, 414-434.	1.3	9
536	Emerging trends in the literature of value co-creation: a bibliometric analysis. Benchmarking, 2020, 27, 981-1002.	2.9	76
537	Linking digital platforms' service dimensions to customers' purchase. Bottom Line: Managing Library Finances, 2020, 33, 315-335.	3.1	9
538	Value co-creation and technological progression: a critical review. European Business Review, 2020, 32, 687-707.	1.9	25
539	Platform ecological circle for cold chain logistics enterprises: the value co-creation analysis. Industrial Management and Data Systems, 2020, 120, 675-691.	2.2	28

#	Article	IF	CITATIONS
540	Sociomaterial practices for value co-creation in the sharing economy. Information Technology and People, 2020, 33, 963-982.	1.9	9
541	Twenty-seven years of service research: a literature review and research agenda. Journal of Services Marketing, 2020, 34, 299-316.	1.7	61
542	Institutional change and routine dynamics in service ecosystems. Journal of Services Marketing, 2020, 34, 575-586.	1.7	13
543	Transformative service research at the BoP: the case of Etawa goat farmers in Indonesia. Journal of Services Marketing, 2020, 34, 665-681.	1.7	22
544	Capturing customer's store loyalty through relationship benefits: moderating effect of retail innovation. European Business Review, 2022, 34, 20-40.	1.9	11
545	Reducing referral leakage: an analysis of health-care referrals in a service ecosystem. Journal of Services Marketing, 2020, 34, 513-528.	1.7	5
546	Online Community Value Co-creation. Online Information Review, 2020, 44, 645-669.	2.2	11
547	Social resources and value creation: a consumer perspective. International Journal of Services, Technology and Management, 2020, 26, 402.	0.1	0
548	Investigating the roles of educational usage activities and motivations behind continuance intention for Facebook assisted student engagement. International Journal of Management in Education, 2020, 14, 49.	0.1	0
549	Sustainable Value Co-Creation in the Virtual Community: How Diversified Co-Creation Experience Affects Co-Creation Intention. International Journal of Environmental Research and Public Health, 2020, 17, 8497.	1.2	6
550	Customer First: Understanding Customers. , 2020, , 147-163.		0
551	Demystifying consumer digital cocreated value: Social presence theory-informed framework and propositions. Recherche Et Applications En Marketing, 2021, 36, 24-42.	0.3	13
552	Customer self-determination in value co-creation. Journal of Service Theory and Practice, 2021, 31, 83-111.	1.9	15
553	Towards a framework of students' co-creation behaviour in higher education institutions. International Journal of Managerial and Financial Accounting, 2020, 12, 119.	0.2	17
555	Improving healthcare services access at the bottom of the pyramid: the role of profit and non-profit organisations in Brazil. Society and Business Review, 2020, 15, 211-234.	1.7	4
556	Customer coproduction in healthcare service delivery: Examining the influencing effects of the social context. Journal of Business Research, 2020, 120, 82-93.	5.8	9
557	Understanding the value process: Value creation in a luxury service context. Journal of Business Research, 2020, 120, 114-126.	5.8	39
558	Mobilising SDG 12: co-creating sustainability through brands. Marketing Intelligence and Planning, 2020, 39, 265-283.	2.1	25

#	Article	IF	CITATIONS
559	Does co-production build on co-creation or does co-creation result in co-producing?. Arts and the Market, 2020, 10, 1-17.	0.3	7
560	Online customer-to-customer interactions, customer–firm affection, firm-loyalty and participation intention. Asia Pacific Journal of Marketing and Logistics, 2020, 32, 1717-1735.	1.8	16
561	Negative MWOM and value co-destruction during destination crises. Business Process Management Journal, 2020, 26, 839-856.	2.4	10
562	Social media–based customer service and firm reputation. International Journal of Operations and Production Management, 2020, 40, 575-601.	3.5	20
563	The role of intellectual capital in fostering SD-Orientation and firm performance. Journal of Intellectual Capital, 2020, 22, 57-75.	3.1	13
564	A critical analysis of service ecosystems research: rethinking its premises to move forward. Journal of Services Marketing, 2020, 34, 399-413.	1.7	31
565	Exploring the fruitful darkness of liminality: informal caring for elderly family members and the impact on the self. Journal of Marketing Management, 2020, 36, 1615-1634.	1.2	7
566	Habitus as a value lens to link customer engagement and value cocreation. Journal of Service Theory and Practice, 2020, 30, 57-77.	1.9	2
568	Characterizing well-being capabilities in services. Journal of Services Marketing, 2020, 34, 785-795.	1.7	8
570	Co-creational leadership capability for driving health-care service innovation. Measuring Business Excellence, 2021, 25, 434-451.	1.4	4
571	Investigating the Role of Customer Co-Creation Behavior on Social Media Platforms in Rendering Innovative Services. Sustainability, 2020, 12, 6926.	1.6	30
572	Suggesting a Framework for Performance Evaluation of Tourist Attractions: A Balance Score Approach. Sustainability, 2020, 12, 6220.	1.6	10
573	Retailing technology: do consumers care?. Spanish Journal of Marketing - ESIC, 2020, 24, 355-375.	2.7	13
574	The non-profit sharing economy from a social exchange theory perspective: a case from World Wide Opportunities on Organic Farms in Taiwan. Journal of Sustainable Tourism, 2020, 28, 1970-1987.	5.7	23
575	Transforming into a platform provider: strategic options for industrial smart service providers. Journal of Service Management, 2021, 32, 507-532.	4.4	36
576	Cooperation between Final Purchasers and Offerors in the Online and Offline Environments vs. the Benefits Derived by Active Purchasers. Sustainability, 2020, 12, 10462.	1.6	2
577	Improving the design of urban transport experience with people with disabilities. Research in Transportation Business and Management, 2021, 41, 100596.	1.6	4
578	The effects of consumer esports videogame engagement on consumption behaviors. Journal of Product and Brand Management, 2021, 30, 1194-1211.	2.6	36

#	Article	IF	CITATIONS
579	Sustainable value creation in event ecosystems – a business models perspective. Journal of Sustainable Tourism, 2021, 29, 1932-1947.	5.7	9
580	Service design as an innovation approach in technology startups: a longitudinal multiple case study. Creativity and Innovation Management, 2020, 29, 303-323.	1.9	10
581	New challenges in sport entrepreneurship for value creation. International Entrepreneurship and Management Journal, 2020, 16, 961-980.	2.9	27
582	Building resident commitment through tourism consumption: A relational cohesion lens. Journal of Destination Marketing & Management, 2020, 16, 100441.	3.4	7
583	Bridging the valuescape with digital technology: A mixed methods study on customers' value creation process in the physical retail space. Journal of Retailing and Consumer Services, 2020, 56, 102161.	5.3	27
584	The dark-side of coopetition: it's not what you say, but the way that you do it. Journal of Strategic Marketing, 2022, 30, 22-44.	3.7	19
585	The Role of Active Identification in Driving Retail Customer Feedback. Services Marketing Quarterly, 2020, 41, 163-181.	0.7	4
586	Friend or foe? Customer engagement's value-based effects on fellow customers and the firm. Journal of Business Research, 2020, 121, 549-556.	5.8	44
587	Dystopia and utopia in digital services. Journal of Marketing Management, 2020, 36, 412-419.	1.2	8
588	Finding New Perspectives through Theme Investigation. Design Journal, 2020, 23, 441-461.	0.5	3
589	New Values of Non-Wood Forest Products. Forests, 2020, 11, 165.	0.9	44
590	The dark side of the sharing economy: Balancing value coâ€creation and value coâ€destruction. Psychology and Marketing, 2020, 37, 689-704.	4.6	112
591	A classification of resources for employee-based value creation and a future research agenda. European Management Journal, 2020, 38, 863-873.	3.1	13
592	MODELLING THE GENERATIVE POWER OF SERVICE DESIGN PRACTICE THROUGH THE REFINED LANGUAGE OF THE "C-K THEORY― Proceedings of the Design Society DESIGN Conference, 2020, 1, 11-20.	0.8	0
593	Investigating the co-creation of IT consulting service value: empirical findings of a matched pair analysis. Electronic Markets, 2020, , 1.	4.4	7
594	A Conceptual Framework for Value Co-Creation in Service Enterprises (Case of Tourism Agencies). Sustainability, 2020, 12, 213.	1.6	39
595	Dealing With Human Resources in the Age of Consumer 4.0: Aiming to Improve Service Delivery. Frontiers in Psychology, 2019, 10, 3058.	1.1	4
596	Beyond organisational support: Exploring the supportive role of co-workers and supervisors in a multi-actor service ecosystem. Journal of Business Research, 2020, 121, 524-534.	5.8	26

#	Article	IF	Citations
597	The role of customer behavior in forming perceived value at restaurants: A multidimensional approach. International Journal of Hospitality Management, 2020, 87, 102511.	5.3	30
598	Developing logistics value propositions: Drawing Insights from a distributed manufacturing solution. Industrial Marketing Management, 2020, 89, 517-527.	3.7	12
599	Co-creation in coworking-spaces: boundary conditions of diversity. Knowledge Management Research and Practice, 2021, 19, 53-64.	2.7	30
600	Multiâ€actor Resource Integration: A Service Approach in Public Management. British Journal of Management, 2021, 32, 456-472.	3.3	34
601	Continuing the development of the public service logic: a study of value co-destruction in public services. Public Management Review, 2021, 23, 886-905.	3.4	70
602	Consumer dynamics: theories, methods, and emerging directions. Journal of the Academy of Marketing Science, 2021, 49, 166-196.	7.2	29
603	Service innovation through resource integration: An empirical examination of co-created value using telehealth services. Public Policy and Administration, 2021, 36, 69-88.	1.5	16
604	Dynamics of wellbeing co-creation: a psychological ownership perspective. Journal of Service Management, 2021, 32, 383-406.	4.4	58
605	Companion cocreation: improving health service encounters of the elderly. Journal of Services Marketing, 2021, 35, 116-130.	1.7	7
606	Exploring the Roles of DMO's Social Media Efforts and Information Richness on Customer Engagement: Empirical Analysis on Facebook Event Pages. Journal of Travel Research, 2021, 60, 670-686.	5.8	35
607	Employee Motivation to Co-Create Value (EMCCV): Construction and Validation of Scale. Journal of Retailing and Consumer Services, 2021, 58, 102334.	5.3	17
608	"Us―to co-create value and hate "them― examining the interplay of consumer-brand identification, peer identification, value co-creation among consumers, competitor brand hate and individualism. European Journal of Marketing, 2021, 55, 1023-1066.	1.7	19
609	Influence of customer application experience and value in use on loyalty toward retailers. Journal of Retailing and Consumer Services, 2021, 59, 102390.	5.3	28
610	Digitally mediated value creation for non-commodity base of the pyramid producers. International Journal of Information Management, 2021, 56, 102256.	10.5	53
611	Rethinking Service Systems and Public Policy: A Transformative Refugee Service Experience Framework. Journal of Public Policy and Marketing, 2021, 40, 165-183.	2.2	31
612	Supply chain management for circular economy: conceptual framework and research agenda. International Journal of Logistics Management, 2021, 32, 510-537.	4.1	74
613	20 years of Nordic tourism experience research: a review and future research agenda. Scandinavian Journal of Hospitality and Tourism, 2021, 21, 26-36.	1.4	17
614	Knowledge sharing motives and value co-creation behavior of the consumers in physiotherapy services: a cross-cultural study. Journal of Knowledge Management, 2021, 25, 1128-1145.	3.2	15

#	Article	IF	CITATIONS
615	#artoninstagram: Engaging with art in the era of the selfie. International Journal of Market Research, 2021, 63, 134-160.	2.8	11
616	Impact value and sustainable, well-being centred service systems. European Journal of Marketing, 2021, 55, 593-617.	1.7	5
617	Co-creation in tourism: a systematic mapping study. Tourism Review, 2021, 76, 305-343.	3.8	42
618	Do value cocreation and engagement drive brand evangelism?. Marketing Intelligence and Planning, 2021, 39, 345-360.	2.1	37
619	Service Ecosystem Design: Propositions, Process Model, and Future Research Agenda. Journal of Service Research, 2021, 24, 168-186.	7.8	132
620	Is co-created value the only legitimate value? An institutional-theory perspective on business interaction in B2B-marketing systems. Journal of Business and Industrial Marketing, 2021, 36, 337-354.	1.8	15
621	Whose side are we on? Balancing economic interests with social concerns through a service-thinking approach. European Sport Management Quarterly, 2021, 21, 1-19.	2.3	8
622	Managing structural inter-organizational tensions in complex product systems projects: Lessons from the Metis case. Journal of Business Research, 2021, 129, 723-735.	5.8	13
623	The Islamic View on Service-Dominant Logic, Service Logic, and Customer-Dominant Logic. Advances in Business Strategy and Competitive Advantage Book Series, 2021, , 418-438.	0.2	0
624	20 years of Nordic hospitality research: a review and future research agenda. Scandinavian Journal of Hospitality and Tourism, 2021, 21, 37-48.	1.4	21
625	Value co-destruction: Review and conceptualization of interactive value formation. Marketing Theory, 2021, 21, 227-249.	1.7	46
626	Structural Review of Customer Incivility and Social Competences of Frontline Employees for Prevention and Mitigation. Journal of Quality Assurance in Hospitality and Tourism, 2022, 23, 196-216.	1.7	6
627	Storytelling as an Approach to Voice Complaints and eWOM on Social Media/Facebook. , 2021, , 1373-1392.		0
628	eServices and Gaming Industry—Value-Creating Ecologies as Main Factor for Customer Acceptance of Digital Servitization. Studies in Systems, Decision and Control, 2021, , 485-520.	0.8	0
629	Marketing focused on the online brand community: The example of Zara. Quarterly Marketing Journal, 2021, 52, 32-42.	0.1	1
630	When Hockey Won't Sell in Minnesota: Using Design Thinking to Innovate the Ticket Service. Case Studies in Sport Management, 2021, 10, S14-S17.	0.1	1
631	The Eco-System. Management for Professionals, 2021, , 25-49.	0.3	0
632	Building brands through internal stakeholder engagement and co-creation. Journal of Product and Brand Management, 2021, 30, 806-818.	2.6	14

#	Article	IF	CITATIONS
633	The significance of knowledge readiness for co-creation in university industry collaborations. Innovation: Management, Policy and Practice, 2021, 23, 534-551.	2.6	14
634	Digital servitization value co-creation framework for Al services: a research agenda for digital transformation in financial service ecosystems. Journal of Research in Interactive Marketing, 2021, 15, 200-222.	7.2	71
635	Exploring how internet services can enhance elderly well-being. Journal of Services Marketing, 2021, 35, 585-603.	1.7	41
636	Thinking, feeling and coping by BoP healthcare consumers: policy-based intervention in an emerging market. Journal of Marketing Management, 2021, 37, 914-961.	1.2	3
637	Exploring the Impact of the COVID-19 Pandemic on Youth Sport and Physical Activity Participation Trends. Sustainability, 2021, 13, 1744.	1.6	18
638	Is this real? Cocreation of value through authentic experiential augmented reality: the mediating effect of perceived ethics and customer engagement. Information Technology and People, 2022, 35, 577-599.	1.9	17
639	Resource Integration of Service Providers and Utilization of Service Scripts in Value Co-Creation. Japan Marketing Review, 2021, 2, 47-52.	0.0	0
640	Co-owned resources: IP and data in smart cities. Journal of Service Theory and Practice, 2022, 32, 156-178.	1.9	4
641	Cocriação de Valor no Turismo. Revista Brasileira De Pesquisa Em Turismo, 2021, 15, 1924.	0.4	2
642	Understanding value creation in digital context: An empirical investigation of B2B. Marketing Theory, 2021, 21, 317-349.	1.7	15
644	15 years of service-dominant logic: analyzing citation practices of Vargo and Lusch (2004). Journal of Service Theory and Practice, 2021, 31, 563-606.	1.9	10
645	The role of meaning in service innovation: a conceptual exploration. Journal of Service Theory and Practice, 2022, 32, 179-198.	1.9	6
646	Telemedicine coâ€design and value coâ€creation in public health care. Australian Journal of Public Administration, 2021, 80, 300-323.	1.0	10
647	Actor transformation in service: a process model for vulnerable consumers. Journal of Service Theory and Practice, 2021, 31, 534-562.	1.9	12
648	A kölcsönös értékteremtéssel kapcsolatos elvÃįrÃįsok modellezése a szolgÃįltatÃįsokban. Fókuszb turizmus. VezetéstudomÃįny / Budapest Management Review, 2021, 52, 5-19.	an a 0.1	0
649	Measuring Consumer Engagement in Omnichannel Retailing: The Mobile In-Store Experience (MIX) Index. Frontiers in Psychology, 2021, 12, 661503.	1.1	11
650	Community orientation: an overlooked pillar of market-oriented higher education institutions. Journal of Marketing for Higher Education, 0, , 1-23.	2.3	1
651	Hang with Me—Exploring Fandom, Brandom, and the Experiences and Motivations for Value Co-Creation in a Music Fan Community. International Journal of Music Business Research, 2021, 10, 17-31.	0.6	3

#	Article	IF	CITATIONS
652	Value co-creation intention among consumers at the bottom of the pyramid: A study of rural and community banks in Ghana. Journal of Psychology in Africa, 2021, 31, 159-166.	0.3	0
653	Commitment Ladder in the Relationship between Service Providers and Customers as Added Value in Sustainable Services Development. Sustainability, 2021, 13, 5079.	1.6	3
654	Service co-creation on social media: varieties and measures among nonprofit organizations. Journal of Service Theory and Practice, 2021, 31, 783-820.	1.9	10
655	Re-evaluating the notion of value in wildlife trade research from a service marketing perspective. Biological Conservation, 2021, 256, 109060.	1.9	5
656	Sociability in Virtual Reality. ACM Transactions on Social Computing, 2021, 4, 1-21.	1.7	2
657	Capturing marketing practices for harnessing value-in-use. Journal of Marketing Theory and Practice, 2022, 30, 137-153.	2.6	9
658	Continued use of wearable fitness technology: A value co-creation perspective. International Journal of Information Management, 2021, 57, 102292.	10.5	30
659	Understanding Racial Capitalism using the Photovoice method: Black tourism in France. Journal of Marketing Management, 2022, 38, 1691-1726.	1.2	5
660	The role of transformative healthcare technology on quality of life during the COVID-19 pandemic. Journal of Enabling Technologies, 2021, 15, 87-107.	0.7	4
661	Employees as influencers: measuring employee brand equity in a social media age. Journal of Product and Brand Management, 2021, 30, 834-853.	2.6	28
662	Resource Integration, Value Co-Creation, and Service-dominant Logic in Music Marketing: The Case of the TikTok Platform. International Journal of Music Business Research, 2021, 10, 33-50.	0.6	7
663	The journey from goods-dominant logic to service-dominant logic: A case study with a global technology manufacturer. Industrial Marketing Management, 2021, 95, 85-98.	3.7	15
664	How does value co-creation transform quality of life at the bottom of the pyramid?. Journal of Marketing Management, 0, , 1-31.	1.2	7
665	Facilitating inter-professional integration in palliative care: A service ecosystem perspective. Social Science and Medicine, 2021, 277, 113912.	1.8	7
666	Analysis of Sociomathematical Norms in Mathematics Learning at 113 Junior High School. WACANA AKADEMIKA Majalah Ilmiah Kependidikan, 2021, 5, 43.	0.1	1
667	Customer readiness to co-production of mobile banking services: a customer-only co-production perspective. Journal of Financial Services Marketing, 2022, 27, 81-95.	2.2	7
668	Sustainability project partnerships in times of crisis: conceptual framework and implications for stakeholder integration. Journal of Entrepreneurship and Public Policy, 2021, 10, 352-378.	0.7	2
669	Watching sports on Twitch? A study of factors influencing continuance intentions to watch Thursday Night Football co-streaming. Sport Management Review, 2022, 25, 59-80.	1.9	17

#	Article	IF	CITATIONS
670	Value co-creation: a review of literature and future research agenda. Journal of Business and Industrial Marketing, 2022, 37, 612-628.	1.8	36
671	Spiritual Care in Hospitalized PatientsÂin Iran: An Action Research Study. Journal of Religion and Health, 2022, 61, 3822-3839.	0.8	12
672	Customer prioritization, product complexity and business ties: implications for job stress and customer service performance. Journal of Business and Industrial Marketing, 2022, 37, 417-432.	1.8	7
673	More is not always better: The impact of value coâ€creation fit on B2B and B2C customer satisfaction. Journal of Business Logistics, 2022, 43, 209-237.	7.0	14
674	Shaping service delivery through faith-based service inclusion: the case of the Salvation Army in Zambia. Journal of Services Marketing, 2021, 35, 861-877.	1.7	9
675	A Transdisciplinary Approach to Water Access: An Exploratory Case Study in Indigenous Communities in Chiapas, Mexico. Water (Switzerland), 2021, 13, 1811.	1.2	1
676	Giving a Voice to Students with Disabilities to Design Library Experiences: An Ethnographic Study. Societies, 2021, 11, 61.	0.8	4
677	Customer-perceived service wellbeing in a transformative framework: Research propositions in the area of health services. International Review on Public and Nonprofit Marketing, 2022, 19, 219-245.	1.3	8
678	Co-construire les services publics locauxÂ: une approche stratégique de la participation des parties prenantes externes. Cas de l'analyse des besoins sociaux dans des centres communaux d'action sociale. Vie Et Sciences De L'entreprise, 2021, N° 211-212, 91-113.	0.1	0
679	Accompanying Patients Aged 65 or Over: How Companions' Health Literacy Affects Value Co-Creation During Medical Encounters. Journal of Aging and Health, 2021, 33, 089826432110291.	0.9	2
680	The effect of equity on value co-creation in business relationships. Journal of Business and Industrial Marketing, 2022, 37, 385-401.	1.8	7
681	Value as capital-in-use: Unpacking the temporal impacts and managerial implications for organisational value. Industrial Marketing Management, 2021, 96, 226-237.	3.7	1
682	Customer readiness–customer participation link in e-services. Service Industries Journal, 0, , 1-32.	5.0	13
683	Autism Spectrum Disorder (ASD) and the Family Inclusive Airport Design Experience. International Journal of Environmental Research and Public Health, 2021, 18, 7206.	1.2	2
684	Bringing social marketing closer to the disability field. Journal of Social Marketing, 2021, 11, 321-341.	1.3	5
685	Integrated Health Care and Value Co-Creation: A Beneficial Fusion to Improve Patient Outcomes and Service Efficacy. Australasian Marketing Journal, 2023, 31, 49-59.	3.5	3
686	How Individual Experiential Fit Drives Mobile Platform Cocreation-supportive Behaviours in a Digital Business Ecosystem. WSEAS Transactions on Business and Economics, 2021, 18, 1137-1148.	0.3	2
687	Co-creation of services: an online network perspective. Internet Research, 2022, 32, 897-915.	2.7	9

#	Article	IF	CITATIONS
688	A multilateral stakeholder salience approach: An extension of the stakeholder identification and salience framework. Industrial Marketing Management, 2021, 97, 1-9.	3.7	6
689	Do innovations improve firm performance in the Indian manufacturing sector? A mediation and synergy effect analysis. International Journal of Emerging Markets, 2023, 18, 2620-2642.	1.3	1
690	Sales transformation: conceptual domain and dimensions. Journal of Business and Industrial Marketing, 2022, 37, 686-703.	1.8	7
691	Empowering value co-creation in the digital age. Journal of Business and Industrial Marketing, 2021, , .	1.8	21
692	Learning from the resourceness blind spot for service innovation at the base of the pyramid. Journal of Services Marketing, 2021, 35, 933-946.	1.7	5
693	A multilevel synthesis of subjective and objective measures of foodservices in the experience process. International Journal of Hospitality Management, 2021, 99, 103059.	5.3	14
694	Satisfactory listening: The differential role of salesperson communication in (co)creating value for B2B buyers. Industrial Marketing Management, 2021, 98, 222-240.	3.7	4
695	Value co-creation for open innovation: An evidence-based study of the data driven paradigm of social media using machine learning International Journal of Information Management Data Insights, 2021, 1, 100022.	6.5	30
696	A theory of HR co-creation. Human Resource Management Review, 2021, 31, 100823.	3.3	23
697	Customer-Centered Antecedents of a Value Co-Creation Ecosystem. Advances in Business Strategy and Competitive Advantage Book Series, 2022, , 22-52.	0.2	0
698	Transformation of Manufacturing Firms: Towards Digital Servitization. IFIP Advances in Information and Communication Technology, 2021, , 153-161.	0.5	9
699	Ecosystems Transformation for Social Change: How to Challenge Emergency Through Emergence. Lecture Notes in Networks and Systems, 2021, , 77-88.	0.5	2
700	FinTechs as Service Innovators - Understanding the Service Innovation Stack. , 2021, , 192-211.		0
701	Fostering Visibility, Commitment and Trust on Digital Platforms: Insights into Personal Engagement Platforms from the DACH Region. , 0, , .		4
702	Virtual Hackathons—A Novel Approach for University-Industry Collaboration. Springer Proceedings in Complexity, 2021, , 247-257.	0.2	0
704	Customer co-creation, COVID-19 and sustainable service outcomes. Benchmarking, 2021, 28, 2232-2258.	2.9	18
705	Enabling Business Interoperability: A Service Co-Creation Viewpoint. Proceedings of the I-ESA Conference, 2012, , 191-201.	0.4	6
706	Foundations of Service Research and Service-Dominant Logic. Sitra, 2019, , 3-19.	0.1	2

#	Article	IF	CITATIONS
707	Service-Dominant Logic Driven Services for Family Forest Owners—The Present and the Potential. Sitra, 2019, , 143-166.	0.1	1
708	Architecture and Its Multifaceted Roles in Enabling Value Co-creation in the Context of Human-Centered Service Design. Advances in Intelligent Systems and Computing, 2020, , 79-85.	0.5	1
709	Service-Dominant Logic and Service Science as Lenses for Service Productivity. Management for Professionals, 2014, , 73-91.	0.3	1
710	Facilitating Innovations and Value Co-Creation in Industrial B2B Firms by Combining Digital Marketing, Social Media and Crowdsourcing. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2015, , 254-263.	0.1	10
711	Practice-Based â€~Inside-Out' Innovation in Public Service: A Regional Child Welfare Agency. , 2017, , 393-415.		2
712	Inter-professional Collaboration: An Evaluation Study. , 2017, , 487-507.		2
713	Extending the Context of Innovation: The Co-creation and Institutionalization of Technology and Markets. , 2017, , 43-57.		17
714	The Dark Side of Patient Empowerment. SpringerBriefs in Public Health, 2017, , 47-61.	0.2	1
715	Sustainability-Driven New Business Models in Wood Construction Towards 2030. World Sustainability Series, 2018, , 499-516.	0.3	7
716	Die Bedeutung von Nutzungsprozessen für den Service Value. , 2014, , 223-243.		10
717	Wertkettenanalyse und Service Value – eine Diskussion im Lichte der Service-Dominant Logic. , 2014, , 205-221.		14
718	Stand und Perspektiven der Eventforschung aus Sicht des Marketing. , 2013, , 89-132.		24
719	Insights from Change Management Consulting: Linking the Hard and Soft Side of Change with Heuristics. , 2015, , 177-194.		2
720	Produkt-Service-Systeme als Gegenstand der betriebswirtschaftlichen Innovationsforschung. , 2014, , 57-79.		4
721	Smart Services – Chancen und Herausforderungen digitalisierter Dienstleistungssysteme für Unternehmen. , 2017, , 97-120.		43
722	Service Transition in the Context of Digitized Service Ecosystems. , 2017, , 241-267.		6
723	Dienstleistungsentwicklung im offenen Innovationslabor – Ein Blick durch die Unternehmensbrille. , 2018, , 65-81.		4
724	The Cinderella Story: Employees Reaching for New Agency in the Digital Era. Translational Systems Sciences, 2019, , 285-304.	0.2	1

#	Article	IF	Citations
725	Social Media and the Co-creation of Tourism Experiences. , 2016, , 85-111.		17
726	From Customer-, to Actor-, to Stakeholder Engagement: Taking Stock, Conceptualization, and Future Directions. Journal of Service Research, 2022, 25, 328-343.	7.8	56
727	On Value and Value Creation in Service: A Management Perspective. Journal of Creating Value, 2017, 3, 125-141.	0.3	75
728	The Possibility of Consumers' Participating in Value Co-creation Under the Influence of Internet. DEStech Transactions on Economics Business and Management, 2017, , .	0.0	1
729	Resource Integration as a Perspective on Value in Interaction Design. , 0, , .		6
730	Actor Engagement Practices and Triadic Value Co-creation in the Team Sports Ecosystem. Marketing, Zeitschrift Fur Forschung Und Praxis, 2018, 40, 30-43.	0.2	10
731	Hedonic and Utilitarian Drivers of Customer Engagement. Central European Business Review, 2019, 7, 15-33.	0.9	13
732	The institutionalization of practice: a processual perspective on value co-creation. Economics and Business Review, 2016, 2 (16), 113-126.	0.3	2
733	Value Co-creation in Online Shopping. Revista Adm Made, 2020, 23, 70-89.	0.1	1
734	Innovation Ecosystems as Structures for Value Co-Creation. Technology Innovation Management Review, 2019, 9, 25-35.	1.0	55
735	Accessing Value-in-Use Information by Integrating Social Platforms into Service Offerings. Technology Innovation Management Review, 2014, 4, 26-34.	1.0	3
736	Employing Mixed Reality Applications: Customer Experience Perspective. , 2018, , .		2
737	The Roles of Individual Actors in Data-Driven Service Innovation – A Dynamic Capabilities Perspective to Explore its Microfoundations. , 2020, , .		5
738	"Appreciate me and i will be your good soldier― The exploration of antecedents to consumer citizenship. Engineering Management in Production and Services, 2019, 11, 48-59.	0.5	4
739	Exploring Digital Service Innovation Process Through Value Creation. Journal of Innovation Management, 2016, 4, 96-124.	0.9	26
740	Power, altruism and communitarian tourism: A comparative study. Pasos, 2016, 14, 889-906.	0.1	7
741	CREATING VALUE WITHIN CONSUMPTION CULTURE. Studies and Scientific Researches: Economics Edition, 2016, , .	0.0	2
742	From B2B to A4A: An Integrated Framework for Viable Value Co-Creation. Mercati & CompetitivitÀ, 2018, , 135-161.	0.1	6

#	Article	IF	CITATIONS
743	Value Co-Creation Drivers and Components in Dynamic Markets. Marketing and Branding Research, 2017, 4, 249-263.	0.2	7
744	Involving Events as Cocreators of Destination Brand: The Case of South Savo Region. Event Management, 2020, 24, 375-387.	0.6	9
745	VALUE CO-CREATION THROUGH SOCIAL MEDIA: A CASE STUDY OF A START-UP COMPANY. Journal of Business Economics and Management, 2019, 20, 1-19.	1.1	28
746	Resource Integration and Value Co-Creation in Cultural Heritage Management. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 58-82.	0.7	7
747	Country Brand Management. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2016, , 89-115.	0.7	1
748	Information Sharing and Cognitive Involvement for Sustainable Workplaces. , 2019, , 1403-1420.		20
749	Actor Engagement in Service Ecosystems. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 400-420.	0.7	4
750	Some theoretical perspectives of co-creation and co-production of value by customers. Acta Commercii, 2014, 14, .	0.1	34
751	How Digital Platforms Can Trigger Cultural Value Co-Creation?—A Proposed Model. Journal of Service Science and Management, 2018, 11, 161-181.	0.4	24
752	Value co-creation in ecosystems: insights and research promise from three disciplinary perspectives. , 2020, , .		32
753	Ecosystem value co-creation. Proceedings - Academy of Management, 2018, 2018, 15913.	0.0	10
754	Czy prosumpcja w dobie kryzysu to zjawisko jednowymiarowe? Eksploracja wśród użytkowników portali spoÅ,ecznoÅ›ciowych. , 2013, 11, 40-53.	0.0	11
756	Customer Disposition to Value Co-Creation Activities. The Case of the Clothing Industry. Journal of Management and Business Administration, Central Europe, 2018, 26, 30-48.	0.7	4
757	Guest editorial: Solving problems for service consumers experiencing vulnerabilities: a marketplace challenge. Journal of Services Marketing, 2021, 35, 685-691.	1.7	10
758	Creating Value for a Sustainable Healthcare: The Role of Digital Platforms. Journal of Creating Value, 2021, 7, 170-182.	0.3	3
759	Infusing tribal reciprocity into service research: towards an integrated and dynamic view of repayment, retaliation and restorative justice for regenerative service ecosystem wellbeing. Service Business, 2021, 15, 563-586.	2.2	4
760	Branding Co-Creation with Consumer-Generated Advertising: Effect on Creators and Observers. Journal of Advertising, 2023, 52, 5-23.	4.1	4
761	Value co-creation in the B2B context: a conceptual framework and its implications. Service Industries Journal, 2022, 42, 178-205.	5.0	9

#	Article	IF	CITATIONS
762	Engagement, participation, and relationship quality in the context of co-creation in brand communities. Journal of Marketing Analytics, 0, , 1.	2.2	7
763	An ecosystem perspective synthesis of co-creation research. Industrial Marketing Management, 2021, 99, 79-96.	3.7	25
764	"S-D Logic―Business Model - Backward and Contemporary Perspectives. Lecture Notes in Business Information Processing, 2012, , 140-154.	0.8	3
766	Understanding the Role of Processs in Value Co-Creation. SSRN Electronic Journal, 0, , .	0.4	0
768	Innovation-related knowledge from customers for new financial services: A conceptual framework. Journal of Innovation Management, 2013, 1, 67-85.	0.9	2
769	Service Value als Werttreiber. , 2014, , .		2
770	Empirische Evidenz der Determinanten des Value in Use bei Professional Service Firms. , 2014, , 427-456.		2
771	The Role of Online Social Networks in Political Polarization of Elite Politicians. SSRN Electronic Journal, 0, , .	0.4	0
772	Striking the Right Balance: How to Design, Implement, and Operationalize Customer Experience Management Programs. , 2014, , 69-89.		0
773	Komplexitäinterner Dienstleistungen als Treiber des internen Service Value. , 2014, , 351-373.		0
774	Entstehung und Wahrnehmung des Service Value. , 2014, , 33-57.		6
775	Co-creation: Overview and Research Agenda. The Journal of Information Systems, 2014, 23, 203-223.	0.0	7
776	Smart life: dalla tecnologia al mercato. La prospettiva dei consumatori e delle imprese. Mercati & CompetitivitÀ, 2014, , 13-40.	0.1	0
777	Effect of Entrepreneurial Innovativeness Orientation, Product Innovation, and Value Co-Creation on Marketing Performance. Journal of Research in Marketing, 2014, 2, 198.	0.5	15
779	Ok, we have the Resources, But what Next? A Conceptual Model of the Effects of Project Team Activities on Customer Perceived Value. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2015, , 155-164.	0.1	0
780	O PAPEL MODERADOR DAS CONSEQUÊNCIAS NA RELAÇÃ∱O ENTRE CONFIANÇA E SEUS ANTECEDENTES E CONSEQUENTES. REGE Revista De Gestão, 2015, 22, 257-274.	1.0	0
782	Customers' Preferences in Municipal Waste Services Procurement. , 2015, , 129-141.		0
783	Transfer of Meaning and Brand Value Creation in the Era of Network Economy in S-Dlogic Approach. Zeszyty Naukowe Uniwersytetu Szczecińskiego Problemy Zarządzania Finansów I Marketingu, 2015, 41, 95-106.	0.0	0

#	Article	IF	CITATIONS
784	Entwicklung eines Konzeptes der identitÄ t sbasierten, soziokulturell integrierten Markenfļhrung. , 2015, , 27-45.		2
785	Consumer Information Systems as Services. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2015, , 587-605.	0.7	Ο
787	A Social Identity Perspective of Customer Value Heterogeneity in Complex Industrial Solutions. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 133-142.	0.1	0
788	A Policy Change Effected through a Change in the Meaning of Target Populations: A Case Study of South Korea`s Limited Internet User Self-Identification Policy. Korean Journal of Policy Studies, 2015, 30, 63-89.	0.2	0
789	Strategiczne i operacyjne uwarunkowania wdrożeń innowacji w kontekście gospodarki sieciowej (Strategic and operational conditions for innovation implementation in the network economy) Tj ETQq0 0 0 rgB	T (O verloc	k 100 Tf 50 57
790	Non-Ownership Commercial Mobility and Humanitarian Logistics: New Perspectives to Improve Response Times and Long-Term Impact. Springer Proceedings in Business and Economics, 2016, , 51-60.	0.3	0
791	Increasing Value of a Tangible Product through Intangible Attributes. Advances in Human and Social Aspects of Technology Book Series, 2016, , 112-124.	0.3	0
792	A Critical Review on Value Co-Creation: Connotations, Evolution and Mechanisms. Service Science and Management, 2016, 05, 1-10.	0.0	0
793	Marke neu denken: Vom Leuchtturm zum Lagerfeuer. , 2016, , 47-125.		0
794	Investigating Elderly Care Contexts According to Stakeholders' Needs. , 2017, , 509-529.		0
795	Customer-Centric Service Innovation in Public–Private Value Networks. , 2017, , 317-338.		0
796	"Coordinates Of The Culture Consumption In Urbanenvironment ". Annales Universitatis Apulensis Series Oeconomica, 2016, 2, 138-150.	0.1	0
797	The Knowledge Transfer from Universities to Tourism Companies – Identification of Barriers and Opportunities for their Reduction. Folia Turistica, 2016, 41, 45-61.	0.1	3
798	The Impacts of Value, Disconfirmation and Satisfaction on Loyalty: Evidence from International Higher Education Setting. SSRN Electronic Journal, 0, , .	0.4	0
799	Social Media Marketing and Value Co-Creation. Advances in Hospitality, Tourism and the Services Industry, 2017, , 205-230.	0.2	1
800	Hochschule 4.0 – Herausforderungen und Perspektiven der Digitalisierung von Bildungsdienstleistungen. , 2017, , 497-521.		3
801	New Perspectives. Advances in Public Policy and Administration, 2017, , 269-294.	0.1	0
802	Research on the Connotation and Theoretical Origin of Service-Dominant Logic. Service Science and Management, 2017, 06, 48-61.	0.0	Ο

\sim			~	
(\Box)	TAT	ION	Report	
<u> </u>				

#	Article	IF	CITATIONS
803	Barriers and conditions of open operation: a customer perspective on value co-creation for integrated product-service solutions. International Journal of Technology Marketing, 2017, 12, 90.	0.1	2
804	Co-Creation Emerging in Markets and with Consumers. Advances in Hospitality, Tourism and the Services Industry, 2017, , 37-58.	0.2	0
805	The Interactive Approach to Exploring Value Co-Creation. Advances in Hospitality, Tourism and the Services Industry, 2017, , 83-101.	0.2	0
806	If you begin a service you must go the whole hog: a theoretical approach to social lock-in situations in service settings. , 2017, , 1-22.		Ο
807	Collaborative Economy as Global Social Innovations: Perspectives from Institutional Theory and Social Construction Theory. Journal of Distribution and Management Research, 2017, 20, 113-123.	0.0	0
808	Consumer Value Creation in the Networked Age: The Case of K-Pop. The Journal of Eurasian Studies, 2017, 14, 139-158.	0.1	0
809	Entwicklung innovativer Services mittels Crowdsourcing. , 2018, , 41-63.		1
810	Information Sharing and Cognitive Involvement for Sustainable Workplaces. Advances in Business Strategy and Competitive Advantage Book Series, 2018, , 122-139.	0.2	0
811	The Status, Evolvement and Development Vein of Foreign Value Co-creation Research-Bibliometric Analysis Based on Web of Science. , 2018, , .		0
813	The Intersection of Sustainable Consumption and Anticonsumption. Journal of Marketing & Public Policy, 0, , 074867661881185.	2.4	1
814	Legitimizing Catchwords of Service Marketing: The Role of Academia. , 2019, , 1-15.		0
815	Einflussfaktoren im Bangalore Modell. , 2019, , 43-160.		Ο
816	Einsatz von Servicesystemen zur Umsetzung von Innovationen im Kontext der Digitalisierung. Springer Reference Wirtschaft, 2019, , 1-18.	0.1	0
817	Help to Self-help? A Service-Dominant Perspective on the Forest Owners' Own Institutions. Sitra, 2019, , 251-267.	0.1	Ο
818	Innovation and Transformation of Service Business Models through Cloud Technology to Achieve Co-Creation Value within the Service Ecosystem. Journal of Service Science and Management, 2019, 12, 77-91.	0.4	1
819	Pomiar wartości postrzeganej przez konsumentów w badaniach akceptacji innowacji technologicznych. Zeszyty Naukowe Uniwersytetu Ekonomicznego W Krakowie, 2019, , 37-55.	0.2	1
820	New Perspectives. , 2019, , 1651-1676.		0
821	Innovation, Bricolage, and Legitimacy. , 2019, , 1-13.		0

#	Article	IF	Citations
822	Placing Customer Engagement Within Marketing Management. , 2019, , 55-80.		1
823	Retail Customer Engagement. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 1-26.	0.7	0
824	A Return on Our Experience of Using Services as a Unifying Concept for Business and IT Alignment in a University. , 2019, , .		0
825	Engagement – Voraussetzung für kollaboratives Innovieren. Forum Dienstleistungsmanagement, 2019, , 407-429.	1.0	0
826	Sustainability in the Italian Scientific Perspective: A Focus on the Economic and Managerial Points of View. Rivista Di Studi Sulla Sostenibilita, 2019, , 9-26.	0.1	0
827	La co-production in sanitÃ: un'analisi bibliometrica. Mecosan, 2019, , 35-54.	0.0	0
828	Documentary study of value cocriation in private higher education: the case in a post-graduation program. Independent Journal of Management & Production, 2019, 10, 1971-1993.	0.1	0
829	Design Principles for Health Service Innovations: Nudges from the IBM Health Records Service Platform. Advances in Intelligent Systems and Computing, 2020, , 100-105.	0.5	0
830	Country Brand Management. , 2020, , 943-969.		0
831	Efficacious Study of Specific Co-Creation Policies in the Healthcare Ecosystem. Impact of Meat Consumption on Health and Environmental Sustainability, 2020, , 199-220.	0.4	0
833	Innovation, Bricolage, and Legitimacy. , 2020, , 1567-1579.		0
834	Gestaltungsdimensionen der Digitalisierung– Wie Dienstleistungssysteme den Wandel antreiben und welche Faktoren eine Rolle spielen. , 2020, , 277-325.		0
835	A bibliographical analysis in the literature of value co-creation in private higher education between the years 2006 to 2016. Independent Journal of Management & Production, 2020, 11, 1323.	0.1	5
836	A smart tech lever to augment caregivers' touch and foster vulnerable patient engagement and well-being. Journal of Service Theory and Practice, 2022, 32, 52-74.	1.9	7
837	An exploration of the drivers of employee motivation to facilitate value co-creation. Journal of Services Marketing, 2021, 35, 442-452.	1.7	6
838	The Intersubjective Valuation of Service. , 2020, , 135-154.		0
839	A Recipe for Pleasure in the Digital Economy: Managing Risk, Managing the Future. Lecture Notes in Networks and Systems, 2020, , 405-417.	0.5	2
840	Engagement Platforms in Social Entrepreneurial Ecosystems. , 2020, , 153-172.		2

ARTICLE IF CITATIONS Das Management von Medienunternehmen im Wandel., 2020,, 571-592. 0 841 Calling for a Multisensory Perspective on Customer Service Co-creation., 2020, , 77-104. 842 Einsatz von Servicesystemen zur Umsetzung von Innovationen im Kontext der Digitalisierung., 2020,, 843 0 997-1014. Resource-Making and Proto-Institutions in the German Tafel Field: Applying a Hermeneutical Context 844 0.3 Model. Journal of Contextual Economics-Schmollers Jahrbuch, 2020, 140, 31-64. Storytelling as an Approach to Voice Complaints and eWOM on Social Media/Facebook. Advances in 845 0.7 2 Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 49-68. The Service-Dominant Logic, Value Cocreation and the Impact on Universitiesâ€[~] Event Management 846 Curricula., 2020, , 113-127. Actors' Dynamic Value Co-creation and Co-destruction Behavior in Service Systems: A Structured 847 3 Literature Review., 2020,,. Out of the Box, into the Cubes: Envisioning User Experiences Through a Tool for Gamification, 848 Toyification and Playification. Lecture Notes of the Institute for Computer Sciences, 0.2 Social-Informatics and Telecommunications Engineering, 2020, , 49-68. 849 Legitimizing Catchwords of Service Marketing: The Role of Academia., 2020, , 999-1013. 0 Value Generation Through Public Procurement of Innovative Earth Observation Applications: 0.4 Service-Dominant Logic Perspective. New Space, 0, , . Toward an integrative theory of marketing. AMS Review, 2021, 11, 432-445. 851 17 1.1 Interaction Strategy in Co-Creation. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 0, , 136-147. 853 Compilation of References. , 0, , 0-0. 0 Resource Integration and Value Co-Creation in Cultural Heritage Management., 0, , 1085-1109. 854 855 Social Media Marketing and Value Co-Creation., 0,, 609-634. 2 Interorganizational Shared Services: Creating Value across Organizational Boundaries. Advanced Series in Management, 2014, 13, 175-217. Understanding the limits to forming policy-driven markets in the electricity sector. Environmental 857 2.56 Innovation and Societal Transitions, 2021, 40, 645-662. D©mystifier la valeur cocréée digitale du consommateur : cadre et propositions fondées sur la théorie 858 0.2 de la présence sociale. Recherche Et Applications En Marketing, 2021, 36, 27-47.

#	Article	IF	CITATIONS
859	Does gamified interaction build a strong consumer-brand connection? A study of mobile applications. Australasian Journal of Information Systems, 0, 25, .	0.3	4
860	Possibilidades com o processo criativo nas escolas de dança. Extraprensa, 2021, 14, 104-121.	0.1	0
861	Power in Value Cocreation Process: The Emergence of a New Dimension. Global Business Review, 0, , 097215092110601.	1.6	0
862	When can interaction orientation create more service value? The moderating role of frontline employees' trust in managers and employee deep acting. Journal of Retailing and Consumer Services, 2022, 65, 102841.	5.3	9
863	Continuance Intentions to Use Fintech Peer-to-Peer Payments Apps in India. SSRN Electronic Journal, 0,	0.4	0
864	Formation of Collective Value Experience in the Buying Centre in Professional Business Service Relationships. SSRN Electronic Journal, 0, , .	0.4	1
865	On the Verge Between Cocreation and Codestruction: The Interesting Case of a Greek Traditional Cultural Event. Event Management, 2023, 27, 217-235.	0.6	1
866	Value co-creation on a shared healthcare platform: Impact on service innovation, perceived value and patient welfare. Journal of Business Research, 2022, 140, 95-106.	5.8	23
867	Systematic review on customer citizenship behavior: Clarifying the domain and future research agenda. Journal of Business Research, 2022, 140, 25-39.	5.8	34
868	The evolution of service systems to service ecosystems: A literature review. International Journal of Management Reviews, 2022, 24, 459-479.	5.2	8
869	Brand Equity and Usage Intention Powered by Value Co-Creation: A Case of Instagram in Kazakhstan. Sustainability, 2022, 14, 500.	1.6	6
870	The use of social media and theÂprevalence of depression: aÂmulti-country examination ofÂvalue co-creation and consumerÂwell-being. International Marketing Review, 2022, 39, 1-31.	2.2	11
871	Development of a brand community engagement model: a service-dominant logic perspective. Journal of Consumer Marketing, 2022, 39, 166-179.	1.2	4
872	Explaining the Sales Transformation through an institutional lens. Journal of Business Research, 2022, 142, 1106-1124.	5.8	7
873	The more engagement, the better? The influence of supplier engagement on new product design in the social media context. International Journal of Information Management, 2022, 64, 102475.	10.5	6
874	Value co-creation â€~gradients': enabling human-machine interactions through Al-based DSS. ITM Web of Conferences, 2022, 41, 01002.	0.4	4
875	Types of Consumer Operant Resources and Co-creation in Dialogical Service Relationships. Service Science, 2022, 14, 254-271.	0.9	0
876	How do exhibitors develop exhibition attachment? Evidence from China. Journal of Hospitality and Tourism Management, 2022, 50, 201-213.	3.5	5

#	Article	IF	CITATIONS
877	Study on the Effect of Customer Psychological Ownership on Value Co-Creation under Service Ecosystem. Sustainability, 2022, 14, 2660.	1.6	4
878	Cocreating food experience "delivered―from iconic local restaurants. International Journal of Contemporary Hospitality Management, 2022, 34, 3065-3083.	5.3	10
879	How do actors coordinate for value creation? A signaling and screening perspective on resource integration. Journal of Services Marketing, 2022, 36, 18-26.	1.7	5
880	Blockchain and the transformation of customer co-creation. Journal of Indian Business Research, 2022, 14, 88-107.	1.2	6
881	The role of public relations in shaping service ecosystems for social change. Journal of Service Management, 2022, 33, 614-633.	4.4	4
882	Collective storytelling: Value co-creation in narrative-based goods. Marketing Theory, 0, , 147059312210758.	1.7	2
883	Reducing information asymmetry and increasing health value coâ€creation in a rural healthcare context. Journal of Consumer Affairs, 2022, 56, 512-535.	1.2	3
884	Luxury brand value co-creation with online brand communities in the service encounter. Journal of Business Research, 2022, 144, 902-921.	5.8	22
885	Antecedents of young adults' willingness to support brands investing in renewable energy sources. Renewable Energy, 2022, 190, 177-187.	4.3	6
886	Digitalization-enabled evolution of customer value creation: An executive view in financial services. Journal of Business Research, 2022, 146, 504-517.	5.8	18
887	Crisis behaviors as drivers of value co-creation transformation. International Journal of Quality and Service Sciences, 2022, 14, 1-15.	1.4	1
888	Healthcare quality for Muslims: TCCM and TSR frameworks analyses. Journal of Islamic Marketing, 2023, 14, 775-798.	2.3	5
889	How Does Destination Image Evolve? Introducing the Co-creation of the Destination Image Approach. European Journal of Tourism Hospitality and Recreation, 2021, 11, 11-21.	0.5	2
890	Food Experience Design to Prevent Unintended Consequences and Improve Well-being. Journal of Service Research, 2022, 25, 143-159.	7.8	7
891	Microfoundations for Macromarketing: A Metatheoretical Lens for Bridging the Micro-Macro Divide. Journal of Macromarketing, 2023, 43, 61-75.	1.7	10
892	Responsibilization and value conflicts in healthcare co-creation: a public service logic perspective. Public Management Review, 2023, 25, 1238-1259.	3.4	12
893	Social Media-Enabled Customer Co-Creation Experience Value: Conceptualisation and Measurement. European Journal of Information Systems, 2023, 32, 550-572.	5.5	4
894	A perspective on value co-creation processes in eSports service ecosystems. Sport, Business and Management, 2022, 12, 29-53.	0.7	7

#	Article	IF	Citations
895	Formalizing service-dominant logic as a general theory of markets: taking stock and moving forward. AMS Review, 2021, 11, 375-389.	1.1	18
897	Food tourism experience and changing destination foodscape: An exploratory study of an emerging food destination. Tourism Management Perspectives, 2022, 42, 100964.	3.2	11
898	Creating harmony through a plethora of interests, resources and actors: the challenging task of orchestrating the service ecosystem. Journal of Service Theory and Practice, 2022, 32, 477-504.	1.9	8
899	Al-powered chatbot communication with customers: Dialogic interactions, satisfaction, engagement, and customer behavior. Computers in Human Behavior, 2022, 134, 107329.	5.1	46
900	A Framework of the Value Co-Creation Cycle in Platform Businesses: An Exploratory Case Study. Sustainability, 2022, 14, 5612.	1.6	3
901	Housing the urban poor through strategic networks: A cross-case analysis. Habitat International, 2022, 124, 102579.	2.3	3
902	Service research: past, present and future research agenda. Spanish Journal of Marketing - ESIC, 2022, ahead-of-print, .	2.7	5
903	Servitization and Digitalization as "Siamese Twins― Concepts and Research Priorities. , 2022, , 967-989.		2
904	Antecedents and Outcomes of Service Co-Creation in the Sharing Economy. SAGE Open, 2022, 12, 215824402210964.	0.8	4
905	Customer engagement with service providers: an empirical investigation of customer engagement dispositions. European Journal of Marketing, 2022, 56, 1926-1955.	1.7	9
909	Service Management: Evolution, Current Challenges, and Opportunities. , 2022, , 35-51.		1
911	The Transformative Role of Resource Integration in Shaping a New Service Ecosystem. , 2022, , 277-301.		1
912	Managing the Exclusivity of Luxury Service Experiences. , 2022, , 263-276.		1
914	Blockchain as a Service (BCaaS): A Value Modeling Approach in the Education Business Model. Journal of Software Engineering and Applications, 2022, 15, 165-182.	0.8	3
916	Innovations and service firms' performance: a firm-level mediating and moderating effects analysis for India. International Journal of Innovation Science, 2022, ahead-of-print, .	1.5	3
917	Customer experiences in crisis situations: An agency-structure perspective. Marketing Theory, 2022, 22, 539-562.	1.7	2
920	A Value-Based Well-Being Framework. Journal of Macromarketing, 2023, 43, 85-97.	1.7	5
921	Relational energy and co-creation: effects on hospitality stakeholders' wellbeing. Journal of Hospitality Marketing and Management, 2022, 31, 1026-1047.	5.1	5

#	Article	IF	CITATIONS
923	Using neo-animism to revisit actors for Sustainable Development Goals (SDGs) in S-D logic. Journal of Business Research, 2022, 149, 860-868.	5.8	11
925	Toward Holistic Experience-Oriented Service Innovation: Co-Creating Sustainable Value With Customers and Society. Cornell Hospitality Quarterly, 2023, 64, 161-183.	2.2	7
926	Axiology of Tourism Shopping: A Cross-Level Investigation of Value-in-the-Experience (VALEX). Journal of Hospitality and Tourism Research, 2024, 48, 549-563.	1.8	4
927	What can healthcare managers learn from marketing managers? Marketing theory concepts with implications for healthcare. British Journal of Health Care Management, 2022, 28, 185-189.	0.1	0
928	Rethinking customer engagement design: Using customer-mobilized engagement (CME) to grow business networks. Industrial Marketing Management, 2022, 105, 453-466.	3.7	4
929	Values and Multi-stakeholder Dialog for Business Transformation in Light of the UN Sustainable Development Goals. Journal of Business Ethics, 2022, 180, 1059-1074.	3.7	14
930	Brand contact integration in the Ethiopian beer market. , 2022, 41, 25-34.		0
931	Learning resource integration by engaging in value cocreation practices: a study of music actors. Journal of Service Theory and Practice, 2022, 32, 14-35.	1.9	2
932	Analysis of the integrating sustainable value creation process:Âevidence from Iran'sÂautomotive industry. TQM Journal, 2022, ahead-of-print, .	2.1	0
933	What is a Smart Service?. Lecture Notes in Computer Science, 2022, , 165-178.	1.0	1
934	THE CO-CREATION OF A PANDEMIC TOURIST EXPERIENCE: THE CASE OF BELITUNG, INDONESIA. Tourism, Culture and Communication, 2022, , .	0.1	0
935	Navigating through difficult times with ethical marketing: Assessing consumers' willingness-to-pay in the sharing economy. Journal of Retailing and Consumer Services, 2023, 70, 103150.	5.3	12
936	COCRIAÇÃO DE VALOR NO RELACIONAMENTO ENTRE EMPRESA E CLIENTE: UM ESTUDO NA EMPRESA MERCUR E SEU MODELO DE INTERAÇÃO. Revista Gestão E Desenvolvimento, 2022, 19, .	0.1	0
937	Value co-creation as a mediator between strategic planning and social enterprise performance. Social Enterprise Journal, 2023, 19, 23-39.	0.9	3
938	Consequences of information exchanges of vulnerable women on Facebook: An "information grounds―study informing value coâ€creation and ICT4D research. Journal of the Association for Information Science and Technology, 2023, 74, 1365-1383.	1.5	0
939	Exploring the relationship between co-creation (DART), brand experience strength, and brand		2
	satisfaction: a brand engagement perspective. Journal of Marketing Theory and Practice, 0, , 1-24.	2.6	2
940	satisfaction: a brand engagement perspective. Journal of Marketing Theory and Practice, 0, , 1-24. Role of Industry 4.0 in circular supply chain management: aÂmixed-method analysis. Journal of Enterprise Information Management, 2023, 36, 303-322.	4.4	6

#	Article	IF	CITATIONS
942	Public Value in Public Service Ecosystems. Journal of Nonprofit and Public Sector Marketing, 2024, 36, 179-207.	0.9	3
943	Al-activated value co-creation. An exploratory study of conversational agents. Industrial Marketing Management, 2022, 107, 287-299.	3.7	4
944	Autonomous vehicle solutions and their digital servitization business models. Technological Forecasting and Social Change, 2022, 185, 122070.	6.2	16
945	Deep Learning in Higher Education: A Service-Dominant Logic Perspective. , 2022, , 131-149.		0
946	Customer Value Co-creation Behavior in Times of COVID-19: The Case of the Mexican Food Service Delivery Ecosystem. Innovar, 2022, 32, 105-117.	0.1	0
947	Continuance intentions to use FinTech peer-to-peer payments apps in India. Heliyon, 2022, 8, e11654.	1.4	12
948	An entrepreneurial framework for value co-creation in servitization. Industrial Marketing Management, 2022, 107, 484-497.	3.7	7
949	Fluidity and the customer experience in digital platform ecosystems. International Journal of Information Management, 2023, 69, 102599.	10.5	13
950	Are you a trend setter or aÂstraggler? Social drivers andÂcustomer shift toward co-creating value with self-service technologies. International Journal of Emerging Markets, 2022, ahead-of-print, .	1.3	1
951	Towards a holistic customer value approach in managing public health care services: a developers' view. International Journal of Public Sector Management, 2022, 36, 46.	1.2	0
952	Closing the Policy Gap in the Academic Bridge. Education Sciences, 2022, 12, 930.	1.4	0
953	Brand systems: integrating branding research perspectives. European Journal of Marketing, 2023, 57, 387-425.	1.7	5
954	Characterizing Ex situ Value: A Customer-Dominant Perspective on Value. Journal of Travel Research, 2023, 62, 1707-1721.	5.8	6
955	A co-created value scale for the hospitality service: applying a text mining approach. International Journal of Contemporary Hospitality Management, 2023, 35, 2352-2373.	5.3	2
956	The contribution of hospitality services to person-centred care: A study of the palliative care service ecosystem. International Journal of Hospitality Management, 2023, 112, 103424.	5.3	0
957	Framework on Managed Visitor Attraction: A Supply-Side Perspective. Advances in Hospitality and Leisure, 2023, 18, 71-97.	0.2	0
958	Actor experience: Bridging individual and collective-level theorizing. Journal of Business Research, 2023, 158, 113658.	5.8	4
959	Well-being creation by senior volunteers in a service provider context. Journal of Service Theory and Practice, 2023, 33, 28-51.	1.9	4

	Сітат	fion Report	
# 960	ARTICLE Service Marketing and the Institutionalization of Cocreation. , 2023, , 3-30.	IF	CITATIONS
900			0
961	The Role of Value-In-Use for Selling E-Services. , 2023, , 31-56.		0
962	Emergence in emergency: How actors adapt to service ecosystem disruption. Journal of Business Research, 2023, 162, 113800.	5.8	2
963	Banking the unbanked. Constitutive rules and the institutionalization of mobile payment systems in Nigeria. Journal of Business Research, 2023, 163, 113845.	5.8	4
964	Virtual interactions and sports viewing on social live streaming platforms: The role of co-creation experiences, platform involvement, and follow status. Journal of Business Research, 2023, 162, 113884.	5.8	7
965	Smart Wearable Technologies as Resources for Consumer Agency in Well-Being. Journal of Interactive Marketing, 2023, 58, 136-150.	4.3	12
966	Extending the servicescape conceptualization: accounting for perceptions of crowding and risks under the pandemic. , 2023, ahead-of-print, .		0
967	Expanding understanding of brand value co-creation on social media from an S-D logic perspective: Introducing structuration theory. Marketing Theory, 2023, 23, 607-629.	1.7	2
968	Butterfly Change of Commercial Enterprise into Social Enterprise: Based on Mechanism and Case Study of Institutional Capital. Journal of Social Entrepreneurship, 0, , 1-42.	1.7	0
969	Co-creation and Change in Healthcare. , 2023, , 91-99.		0
970	Value Propositions of Public Adult Hearing Rehabilitation in Denmark. Audiology Research, 2023, 13, 254-270.	0.8	0
971	Sustainable Supply Chain Practices in Circular Economy. Advances in Finance, Accounting, and Economics, 2023, , 18-42.	0.3	0
972	Industry 4.0. Advances in Finance, Accounting, and Economics, 2023, , 164-185.	0.3	1
973	Exploring the barriers and motivators of value co-creation through a theoretical lens of service-dominant logic. Journal of Business and Industrial Marketing, 0, , .	1.8	1
985	An Outlook on the Facilitators' Perspectives of a Cocreation Project at a Higher Education Institution. Advances in Higher Education and Professional Development Book Series, 2023, , 54-78.	0.1	0
988	UniversitÃ œ n als Akteure der BewÃ ¤ igung des Klimawandels. Forum Dienstleistungsmanagement, 2023, , 489-522.	1.0	0
1012	Analysis and Design of Digital Value Co-creation Networks: Insights from Digital Platforms. The Enterprise Engineering Series, 2023, , 73-104.	0.1	0
1026	Collective Value Co-creation and Accountability in Purpose-Driven Place-based Companies: Theory and Practice. Palgrave Studies in Sustainable Business in Association With Future Earth, 2024, , 177-199.	0.5	0

		CHATION REPORT		
#	Article	IF	CITATIONS	
1027	Learners, Teachers, and Leaders. Springer Texts in Business and Economics, 2024, , 221-259.	0.2	0	