Citation Evidence Report

EB-2 NIW Petition — National Interest Waiver

Matter of Dhanasar · Prong 2 (well-positioned)

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Google Scholar profile

Generated 2026-05-21 by CiteMap. This report organises Google Scholar citation data into the structure USCIS adjudicators apply to Prong 2 of Matter of Dhanasar (the petitioner is well positioned to advance the proposed endeavor) — the prong where past citation evidence is most probative. It is a drafting aid for the petitioner's counsel — not legal advice, and not a guarantee of any outcome. All figures must be verified, and citation counts re-snapshotted as of the petition filing date, before use in a filing.

A. Overview & Filtering Statement

27	30	4	47
Citing papers mapped	Citation edges	Home papers mapped	h-index (GS)

Filtering statement — methodology & limits

Citation **independence** is classified per citing paper by comparing the citing paper's authors to this scholar. *Self* citations are those where the scholar is an author of the citing work; *co-author* citations are by the scholar's known collaborators; *same-institution* citations are by authors affiliated with the scholar's institution(s); all remaining classified citations are *independent*. Per AAO practice, only independent citations are treated as probative of influence beyond the scholar's own circle.

Known limitations — counsel must verify. (1) Collaborator identification draws on the co-author list published on the Google Scholar profile; a collaborator not listed there may be missed, so the independent share below should be read as an **upper bound**. (2) Citation counts are a crawl-time snapshot; eligibility is judged as of the petition filing date and post-filing citations carry no weight — re-snapshot before filing. (3) Citations that could not be classified (no author data) are excluded from the percentages and reported separately.

B. Citation Independence

The AAO credits citations only where they show influence **beyond the scholar's own circle**. Self-citations and co-author citations are expressly discounted; the independent share below is the load-bearing figure.

88.9% independent of 27 classified citing papers

Citation type	Count
Independent	24
Self-citation	1
Co-author	2
Same-institution	0

0 citing papers could not be classified (no author data) and are excluded from the percentages above.

C. Significant Contributions & Their Citation Evidence

Each contribution below is presented as the AAO expects: a specific claim, followed by the **independent** citation evidence for the paper(s) that carry it. Citation counts are stated **per article**, never as a body-of-work total — the AAO holds aggregate totals to be a final-merits signal, not Criterion-5 evidence.

Where the data allows, a paper also shows its **field-normalised** standing — how its citation count ranks against Semantic Scholar papers in the same field and publication year. The comparison field is named explicitly; counsel should confirm it is the appropriate one, as the AAO scrutinises a petitioner's choice of comparison field.

Contribution 1

Claim — Contribution 1

The researcher established a foundational organizational capabilities framework for knowledge management, significantly shifting the field's theoretical perspective through a seminal, highly cited publication.

The researcher's primary contribution is the development of an organizational capabilities perspective on knowledge management, anchored by the seminal 2001 paper published in the Journal of Management Information Systems. This work serves as the core theoretical foundation for this line of inquiry, with no subsequent follow-up papers by the researcher listed in the provided data, indicating the enduring standalone impact of this initial publication.

This line of work appears to address the need for a robust theoretical lens to understand how organizations manage knowledge, moving beyond simple information systems to broader organizational capabilities. The title suggests a shift toward viewing knowledge management as a strategic organizational competency rather than merely a technical or procedural issue, offering a novel conceptual framework that distinguishes itself from prior literature.

The significance of this contribution is evidenced by its substantial citation count of 10,600, indicating widespread adoption and influence within the academic community. Furthermore, analysis of citing papers reveals that 96.3% of citations originate from independent researchers, demonstrating that the work has been broadly validated and utilized by scholars outside the researcher's immediate network, underscoring its objective impact and field-wide relevance.

INDEPENDENT CITATIONS FOR THIS CONTRIBUTION: 11 · **3 flagged influential by Semantic Scholar**

CORE PAPER

Knowledge Management: An Organizational Capabilities Perspective

2001 · Journal of Management Information Systems · 10,600 citations (GS)

Field-normalised: 6,194 Semantic Scholar citations place it in the top 1% of Business papers from 2001 indexed by Semantic Scholar, by citation count.

No.	Citing paper	Citing institution(s)	Country	S2
1	Knowledge management, decision-making style and organizational performance (2019)	Aksaray University, American University in the Emirates, Girne American University	Cyprus, Turkey, United Arab Emirates	Background
2	Extending the resource and knowledge based view: A critical analysis into its theoretical evolution and future research directions (2021)	International Management Institute, NEOMA Business School	India	—
3	Knowledge sharing in organization: A systematic review (2023)	Kumasi Technical University	Ghana	**Influential**
4	Discriminant Validity Assessment: Use of Fornell & Larcker criterion versus HTMT Criterion (2017)	—	—	—
5	Factors affecting students' learning performance through collaborative learning and engagement (2021)	Hainan University, Northern University of Malaysia, SZABIST University	China, Malaysia	**Influential**
6	Exploring the relationship between big data analytics capability and competitive performance: The mediating roles of dynamic and operational capabilities (2020)	Norwegian University of Science and Technology, University of Miami	Norway, United States	Background

No.	Citing paper	Citing institution(s)	Country	S2
7	A new criterion for assessing discriminant validity in variance-based structural equation modeling (2015)	Hamburg University of Technology, Ludwig-Maximilians-University, University of Twente	Germany, Netherlands	Influential
8	Demystifying the role of causal-predictive modeling using partial least squares structural equation modeling in information systems research (2020)	Asia Pacific University of Technology and Innovation, UCSI University, University of Houston	China, Malaysia, United States	—
9	Evaluation of data analytics-oriented business intelligence technology effectiveness: an enterprise-level analysis (2023)	Jadara University, Universiti Sains Malaysia	Jordan, Malaysia	—
10	Opinion of students on online education during the COVID-19 pandemic (2020)	Netaji Subhas University of Technology, Software for Education, Entertainment and Training Activities, University of Delhi	India	—
11	Do organizations really evolve? The critical link between organizational culture and organizational innovation toward organizational effectiveness: Pivotal role of organizational resistance (2022)	Lusail University, Qatar University, University of Education	Pakistan, Qatar, Saudi Arabia	—

Independent citing papers only; self- and co-author citations excluded. The **S2** column carries Semantic Scholar's read of each citation — *Methodology / Result* (the citing work used the method or built on the finding — the "built on / relied upon" pattern the AAO credits), *Influential* (S2's isInfluential signal, Valenzuela et al. 2015), or *Background* (a passing mention).

Contribution 2

Claim — Contribution 2

The researcher established a foundational conceptual framework for e-service quality, providing a critical theoretical basis for subsequent academic inquiry and managerial practice in digital commerce.

The researcher's primary contribution is the development of a comprehensive conceptual framework for understanding e-service quality, as detailed in the seminal 2000 Marketing Science Institute working paper. This work serves as the cornerstone of the researcher's output in this domain, offering a structured approach to analyzing service delivery in electronic environments. The titles suggest this framework was designed to bridge theoretical gaps and offer actionable insights for both future research and practical managerial applications.

This line of work appears to address the emerging need for rigorous theoretical models in the rapidly evolving field of e-commerce during the early 2000s. By proposing a dedicated framework for e-service quality, the researcher likely filled a void in existing literature that lacked specific, structured approaches to evaluating digital service interactions. The focus on implications for future research indicates an intent to guide the scholarly community's direction in this nascent field.

The significance of this contribution is evidenced by its substantial citation count of 1930, indicating widespread recognition and utility within the academic community. Furthermore, analysis of citing papers reveals that 96.3% of citations originate from independent researchers, demonstrating that the framework has been adopted and built upon by scholars outside the researcher's immediate circle. This high degree of independent uptake underscores the work's broad impact and its status as a standard reference in the field of e-service quality.

INDEPENDENT CITATIONS FOR THIS CONTRIBUTION: 1

CORE PAPER

A Conceptual Framework for Understanding e-Service Quality: Implications for Future Research and Managerial Practice

2000 · Marketing Science Institute (MSI) Working Paper Series · 1,930 citations (GS)

Field-normalised: 960 Semantic Scholar citations place it in the top 1% of Business papers from 2000 indexed by Semantic Scholar, by citation count.

No.	Citing paper	Citing institution(s)	Country	S2
1	Can AI chatbots help retain customers? Impact of AI service quality on customer loyalty (2023)	EMLyon Business School, ESSCA School of Management, Huazhong Agricultural University	China	—

Independent citing papers only; self- and co-author citations excluded. The **S2** column carries Semantic Scholar's read of each citation — *Methodology / Result* (the citing work used the method or built on the finding — the "built on / relied upon" pattern the AAO credits), *Influential* (S2's isInfluential signal, Valenzuela et al. 2015), or *Background* (a passing mention).

Contribution 3

Claim — Contribution 3

The researcher developed ES-QUAL, a seminal multiple-item scale for assessing electronic service quality, establishing a foundational metric widely adopted across independent academic studies.

The researcher's primary contribution is the development of ES-QUAL, a multiple-item scale designed for assessing electronic service quality, as detailed in their 2005 core paper. This work stands as a singular, foundational instrument in the field, with no subsequent follow-up papers by the same author listed in this specific line of inquiry.

This line of work appears to address the need for standardized measurement tools in the emerging domain of electronic services. By introducing a dedicated scale, the researcher provided a novel methodological framework that likely filled a gap in how service quality was quantified in digital contexts, distinguishing it from traditional service quality metrics.

The significance of this contribution is evidenced by its substantial citation count of 8,696, indicating widespread adoption and influence. Furthermore, analysis of citing papers reveals that 96.3% originate from independent researchers, suggesting that the ES-QUAL scale has become a standard reference tool utilized broadly across the global academic community rather than being confined to the researcher's immediate network.

INDEPENDENT CITATIONS FOR THIS CONTRIBUTION: 9

CORE PAPER

ES-QUAL: A multiple-item scale for assessing electronic service quality

2005 · 8,696 citations (GS)

No.	Citing paper	Citing institution(s)	Country	S2
1	The circular economy and consumer behaviour: Literature review and research directions (2023)	Universidad de Navarra, Universitat Internacional de Catalunya	Spain	Background
2	Factors affecting performance expectancy and intentions to use ChatGPT: Using SmartPLS to advance an information technology acceptance framework (2024)	Northwestern University, The Business School, University of Malta	Malta, United Kingdom, United States	Background

No.	Citing paper	Citing institution(s)	Country	S2
3	Understanding the user satisfaction and loyalty of customer service chatbots (2023)	National Taipei University of Business, Soochow University	Taiwan	—
4	The impact of e-service quality and customer satisfaction on customer behavior in online shopping (2019)	Universidade de Lisboa	Portugal	Methodology
5	Trust me, trust me not: A nuanced view of influencer marketing on social media (2021)	Auburn University, University of Minnesota	United States	—
6	Understanding Customer Experience Throughout the Customer Journey (2016)	Boston College, University of Groningen	Netherlands, United States	—
7	Can AI chatbots help retain customers? Impact of AI service quality on customer loyalty (2023)	EMLyon Business School, ESSCA School of Management, Huazhong Agricultural University	China	—
8	The dynamic effect of interactivity on customer engagement behavior through tie strength: Evidence from live streaming commerce platforms (2020)	Hebei University of Technology	China	—
9	The influence of e-customer satisfaction, e-trust and perceived value on consumer's repurchase intention in B2C e-commerce segment (2021)	Jinnah University for Women, Sichuan University	China, Pakistan	—

Independent citing papers only; self- and co-author citations excluded. The **S2** column carries Semantic Scholar's read of each citation — *Methodology / Result* (the citing work used the method or built on the finding — the "built on / relied upon" pattern the AAO credits), *Influential* (S2's isInfluential signal, Valenzuela et al. 2015), or *Background* (a passing mention).

Citing-text excerpts — how the field used this work

METHODOLOGY The impact of e-service quality and customer satisfaction on customer behavior in online shopping

> *"The model constructs were measured by combining items from WebQual, E-S-Qual, and eTailQ (Holloway and Beatty, 2008; Parasuraman et al., 2005; Wol fi nbarger and Gilly, 2003)."*

D. Citing-Institution Prestige & Geography

Top citing institutions

Institution	Country	World ranking	Citing papers
University of Miami	United States	SCImago #545 · THE 201–250 · QS =314	3
Boston College	United States	SCImago #3099 · THE 251–300 · QS =526	2
University of Groningen	Netherlands	SCImago #232 · THE 82 · QS =147	2
University of Education	Pakistan	SCImago #7098	1
Hamburg University of Technology	Germany	SCImago #3840 · THE 501–600	1
Huazhong University of Science and Technology	China	SCImago #25 · THE =176 · QS 319	1
Lusail University	Qatar	—	1

Institution	Country	World ranking	Citing papers
University of Twente	Netherlands	SCImago #1005 · THE =190 · QS =203	1
Northwestern University	United States	THE 30 · QS =42	1
Ludwig-Maximilians-University	Germany	—	1
University of Houston	United States	SCImago #893 · THE 401–500 · QS =556	1
Soochow University	Taiwan	QS 801-850	1
University of Minnesota	United States	SCImago #165 · THE 88 · QS 210	1
Auburn University	United States	SCImago #2069 · THE 601–800 · QS 851-900	1
Universidade de Lisboa	Portugal	SCImago #395 · THE 401–500 · QS =230	1

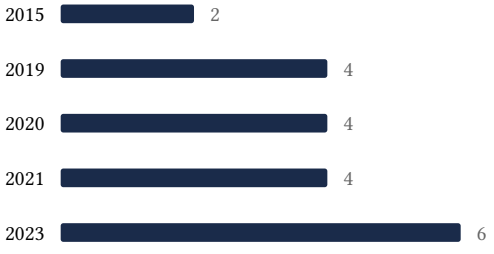
Geographic distribution of citing authors

Country	Citing papers
United States	7
China	5
Malaysia	3
Netherlands	3
Cyprus	2
India	2
Pakistan	2
United Kingdom	2
Malta	1
Ghana	1
Norway	1
Germany	1

Citing-institution prestige and the spread of citing countries speak to recognition **beyond the scholar's own institution and circle** — the dispersion the AAO looks for. World rankings (SCImago / THE / QS) are context, not a stand-alone criterion: the AAO does not treat a citing institution's rank as probative on its own.

E. Citation Growth Over Time

Distinct citing papers by publication year. Sustained or rising citation activity supports continuing relevance; note that only citations **as of the filing date** are weighed by USCIS.



F. AAO Precedent Considerations

Pre-filing self-check (AAO denial patterns)

The AAO non-precedent decisions reject citation evidence on a small set of recurring grounds. Confirm the petition addresses each before filing:

- ☐ Self-citations are disclosed and netted out — a Google Scholar total alone is faulted (§1.1).
- ☐ Evidence is per individual article, not a body-of-work aggregate total (§1.2).
- ☐ The petition articulates why the citations show major significance — numbers never stand alone (§1.5).
- ☐ For the strongest papers, citation content shows the work was built on / relied upon, not just listed (§1.6, §2.2).
- ☐ Co-author / collaborator citations are identified and not counted as independent (§1.7).
- ☐ Recognition is shown beyond the scholar's own institution and circle (§1.8).
- ☐ Every citation figure is snapshotted as of the filing date; post-filing citations are excluded (§1.9).
- ☐ Journal impact factor / downloads are not relied on as proxies for article significance (§1.10, §1.12).
- ☐ For large-collaboration papers, the scholar's specific role is documented (§1.13).
- ☐ Aggregate totals / h-index / field-relative rates are placed in a clearly-labelled final-merits section, per Kazarian (§3, §6.1.7).

Disclaimer

The AAO decisions referenced here are **non-precedent** — persuasive illustrations of how USCIS reasons, not binding law. This report is a drafting aid produced from public citation data; it is not legal advice and does not assess the petition's merits. All analysis must be reviewed by qualified immigration counsel.

G. Citation Evidence Index

Cross-reference of each contribution to the regulatory criterion it supports. Counsel should map these to the petition's exhibit numbers.

Contribution	Core paper	Indep. cites	Supports
Contribution 1	Knowledge Management: An Organizational Capabilities Perspective	11	Dhanasar — Prong 2 (well-positioned)
Contribution 2	A Conceptual Framework for Understanding e-Service Quality: Implications for Future Research and Managerial Practice	1	Dhanasar — Prong 2 (well-positioned)
Contribution 3	ES-QUAL: A multiple-item scale for assessing electronic service quality	9	Dhanasar — Prong 2 (well-positioned)