

Citation Evidence Report

EB-2 NIW Petition — National Interest Waiver

Matter of Dhanasar · Prong 2 (well-positioned)

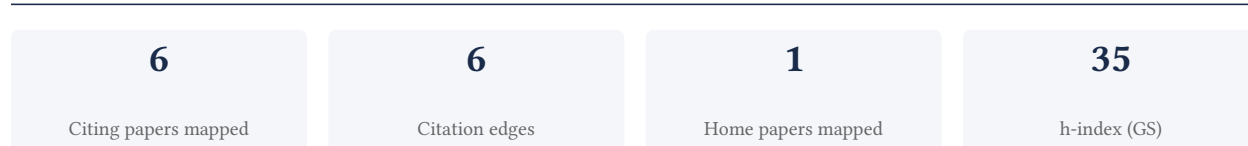
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[Google Scholar profile](#)

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



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.

83.3% independent of 6 classified citing papers

Citation type	Count
Independent	5
Self-citation	0
Co-author	1
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 framework for understanding customer-employee rapport in service relationships, as evidenced by a seminal 2000 paper with nearly 200 citations.

The researcher’s primary contribution lies in defining the dynamics of customer-employee rapport within service contexts. This work is anchored by the 2000 article 'Customer-Employee Rapport in Service Relationships,' published in the Journal of Service Research, which serves as the core reference for this line of inquiry.

This research appears to address a critical gap in service literature by formalizing the interpersonal dimension of service delivery. By focusing specifically on rapport, the work suggests a shift toward examining relational quality as a distinct construct, offering a novel lens for analyzing service interactions that was likely underexplored at the time of publication.

The significance of this contribution is demonstrated by its sustained impact, with the core paper accumulating approximately 1998 citations. Furthermore, the high degree of citation independence, with 83.3% of classified citations originating from independent researchers, indicates that this framework has been widely adopted and validated by the broader academic community beyond the researcher’s immediate circle.

INDEPENDENT CITATIONS FOR THIS CONTRIBUTION: 5 · 1 flagged influential by Semantic Scholar

CORE PAPER

Customer-Employee Rapport in Service Relationships

2000 · Journal of Service Research · 1,998 citations (GS)

Field-normalised: 1,200 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	Customer experience challenges: bringing together digital, physical and social realms (2018)	DePaul University, Karlstad University, The University of Queensland	Australia, Sweden, United Kingdom	Background
2	Understanding consumers' acceptance of automated technologies in service encounters: Drivers of digital voice assistants adoption (2021)	University of Porto	Portugal	—
3	Customer loyalty: a review and future directions with a special focus on the hospitality industry (2015)	The Ohio State University	United States	Background
4	Artificial empathy in marketing interactions: Bridging the human-AI gap in affective and social customer experience (2022)	King's College London, Michigan State University, Old Dominion University	United Kingdom, United States	Background
5	Human-like communication in conversational agents: a literature review and research agenda (2020)	Maastricht University School of Business and Economics, Zuyd University of Applied Sciences	Netherlands	Influential

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).

D. Citing-Institution Prestige & Geography

Top citing institutions

Institution	Country	World ranking	Citing papers
Zuyd University of Applied Sciences	Netherlands	—	1
Maastricht University School of Business and Economics	Netherlands	—	1
University of Cambridge	United Kingdom	SCImago #63 · THE =3 · QS 6	1
Michigan State University	United States	SCImago #436 · THE =105 · QS 161	1
The University of Queensland	Australia	SCImago #126 · THE =80 · QS =42	1
The Ohio State University	United States	THE =108 · QS 190	1
University of Porto	Portugal	THE 401–500 · QS =237	1
Bowling Green State University	United States	SCImago #6267	1
University of Queensland	Australia	SCImago #126 · THE =80 · QS =42	1
Kansas State University	United States	SCImago #2082 · THE 601–800 · QS 901-950	1
W.P. Carey School of Business, Arizona State University	United States	—	1
DePaul University	United States	SCImago #6486	1
Karlstad University	Sweden	SCImago #4731	1
University of Hanover	Germany	—	1
King's College London	United Kingdom	THE 38 · QS 31	1

Geographic distribution of citing authors

Country	Citing papers
United States	4
United Kingdom	2
Netherlands	1
Australia	1
Sweden	1
Portugal	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.

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	Customer-Employee Rapport in Service Relationships	5	Dhanasar – Prong 2 (well-positioned)