

## Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de julio en las revistas académicas relacionadas con el servicio.

Al inicio de la lista estamos resaltando seis artículos que creemos serán de su interés.

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*Service Research Center*

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## Implementing effective customer participation for hedonic and utilitarian services

By Blinda, K., Schnittka, O., Sattler, H. & Gräve, J. F.



A distinct view of customer participation in services classifies the characteristics of the participation process as experience- versus outcome-oriented, each of which affects customer participation success uniquely for different types of services (utilitarian vs hedonic). This study aims to...

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### The effect of consumer emotions on outcome behaviors following service failure

By L. Jean Harrison-Walker.



### When Do Frontline Hospitality Employees Take Charge? Prosocial Motivation, Taking Charge, and Job Performance: The Moderating Role of Job Autonomy

By Zhenyao Cai et al.



### Linking resources to career satisfaction through work-family enrichment

By Mansi Rastogi, Osman M. Karatepe & Mehmet Mehmetoglu.



### Effects of social support and grateful disposition on employees' psychological well-being

By Sanglee Cho.



### Understanding customer journey from the lenses of complexity theory

By Kaan Varnali.

## Otros artículos publicados este mes:

Differing Views of Lodging Reality: Airdna, STR, and Airbnb

Price Fairness in the Era of the Sharing Economy

Temporal Aspects of the Chameleon Effect and Hospitality: The Link Between Mimicry, Its Impact, and Duration

A Room of One's Own: Need for Uniqueness Counters Online WoM

A Look at How Tabletop Technology Influences Table Turn and Service Labor Usage in Table-Service Restaurants

How Family Support Influences Work Cynicism and Employee Silence: The Moderating Role of Gender

Spillover Impact of Non-Gaming Amenities on Gaming Volumes

A Deeper Look Into the Relationship Between House Advantage and Reel Slot Performance

Does more sense make sense? An empirical test of high and low interactive retail technology

Member loyalty and WOM in co-operative and mutual enterprises

Does being beautiful always help? Contingency effects of physical attractiveness of the service providers on customer response

Commercial, social and experiential convergence: fashion's third places

Reducing perceived vulnerability to increase utilization of nonprofit services

Pay-what-you-want with charitable giving positively impacts retailers

Measuring customer experience in service: A systematic review

Analysis of consumers' attitudinal and emotional factors on luxury apparel brand purchase intentions

How does workplace harassment influence the employees' response in a deluxe hotel?

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