

Novedades en ‘Service Journals’

Estimados amigos,

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

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

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Service Research Center

Employees’ psychological empowerment and performance: how customer feedback substitutes for leadership

By Sylvie Guerrero, Denis Chênevert, Christian Vandenberghe, Michel Tremblay, and Ahmed Khalil Ben Ayed.



Relying on the theories of substitutes for leadership and psychological empowerment, this study aims to explore how perceptions of customer positive feedback can substitute for managers' transformational leadership in driving frontline employees' psychological...

[Más Detalle](#)



Improving consumers' willingness to pay using social media activities

By Pedro Torres, Mário Augusto and Elaine Wallace.



Market structure and pricing objectives in the services sector

By Kostis Indounas.



A review of value drivers in service settings

By Maria-Eugenia Ruiz-Molina, Martina Gallarza and Irene Gil-Saura.



Barriers to firm service innovativeness in emerging economies

By Serdar S. Durmusoglu, Dilek Zamantili Nayir, Malika Chaudhuri, Junsong Chen, Ingela Joens and Stephanie Scheuer.

Otros artículos publicados este mes:

Towards a conceptualisation of smart tourists and their role within the smart destination scenario

Relations between technological and non-technological innovations in the service sector

Does culture affect sentiments expressed in cruise tours' eWOM?

A designerly way of analyzing the customer experience

Integrating methods for the prioritization of innovations and improvements in services

The role of employee emotional competence in service recovery encounters

Positive psychological capacities: the mystery ingredient in successful service recoveries?

Cross-national differences in complaint behavior: cultural or situational?

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