

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de enero 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

Cultural influences on B2B service quality-satisfaction-loyalty

By Myungho Lee, Mincheol Kang & Juyoung Kang.



The link between service quality, customer satisfaction, and customer loyalty has drawn the attention of both academic researchers and practitioners. They are also focusing on the effect of cultural differences on customer attitudes and behaviour in the global service industry. This paper examines...

[Más Detalle](#)



Gaining Customer Experience Insights That Matter

By Janet R. McColl-Kennedy, Mohamed Zaki, Katherin N. Lemon, Florian Urmetzer & Andy Neely.



The art of retaining seasonal employees: three industry-specific leadership styles

By Huseyin Arasli & Hasan Evrim Arici.



How Does Innovation Emerge in a Service Ecosystem?

By Jennifer D. Chandler, Ilias Danatzis, Carolin Wernicke, Melissa Archpru Akaka & David Reynolds.



Assessing Value From Business-to-Business Services Relationships: Temporality, Tangibility, Temperament, and Trade-Offs

By Paul Lyons & Louis Brennan.

Otros artículos publicados este mes:

Offensive and Defensive Marketing in Spatial Competition.

The Service Recovery Journey: Conceptualization, Integration, and Directions for Future Research.

Perspectives on the Organizational Context of Frontlines: A Commentary.

Frontline Employee Feedback-Seeking Behavior: How Is It Formed and When Does It Matter?

The Effect of Compensation Size on Recovery Satisfaction After Group Service Failures: The Role of Group Versus Individual Service Recovery.

Positive Customer Churn: An Application to Online Dating.

The Value of Location for Urban Hotels.

The Impact of Renovation Capital Expenditure on Hotel Property Performance.

Determinants of Earnings Persistence and Predictability for Lodging Properties.

Predicting the Likelihood of Lodging CMBS Loan Default.

CSR and Shareholder Value in the Restaurant Industry: The Roles of CSR Communication Through Annual Reports.

The Implications of Investment–Cash Flow Sensitivities for Franchising Firms: Theory and Evidence From the Restaurant Industry.

Towards a model of destination innovation process: an integrative review.

Job demand stressors and employees' creativity: a within-person approach to dealing with hindrance and challenge stressors at the airport environment.

Stressors, work engagement and their effects on hotel employee outcomes.

The impact of social cues on passengers' travel experience

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