

## 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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## Employee energy and subjective well-being: a moderated mediation model

By Tahira Hassan Butt, Ghulam Abid, Bindu Arya & Saira Farooqi.



Subjective well-being is of great significance to mankind. Consistent with the emerging field of positive organizational scholarship, our study seeks to investigate the relationship between employee energy and subjective...

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### **The Ambidextrous Sales Force: Aligning Salesperson Polychronicity and Selling Contexts for Sales-Service Behaviors and Customer Value**

By Ryan Mullins, Raj Agnihotri & Zachary Hall.



### **When Sales Becomes Service: The Evolution of the Professional Selling Role and an Organic Model of Frontline Ambidexterity**

By Douglas E. Hughes & Jessica L. Ogilvie.



### **Customer Service Evaluations of Employees With Disabilities: The Roles of Perceived Competence and Service Failure**

By Juan M. Madera, D. Christopher Taylor & Nelson A. Barber.



### **Leisure-work preference and hotel employees' perceived subjective well-being**

By Yao-Chin Wang, Hailin Qu, Jing Yang & Chu-En Yang.

Otros artículos publicados este mes:

Service creativity reinforcement and firm performance: The roles of innovation intensity and contexts

Transformative service research, service design, and social entrepreneurship: An interdisciplinary framework advancing wellbeing and social impact

The customer experience – loyalty link: moderating role of motivation orientation

Trapped in a service encounter: Exploring customer lock-in and its effect on well-being and coping responses during service encounters

Employee emotional displays in the extended service encounter: A happiness-based examination of the impact of employees depicted in service advertising

Service-Sales Ambidexterity: Evidence, Practice, and Opportunities for Future Research

Impact of Proactive Postsales Service and Cross-Selling Activities on Customer Churn and Service Calls

Is Seeing Eye to Eye Always Beneficial? How and When (Dis)agreement on Service Climate Influences Store Turnover and Sales Performance

Firm Actions to Develop an Ambidextrous Sales Force

Restorative Servicescapes in Health Care: Examining the Influence of Hotel-Like Attributes on Patient Well-Being

Healthy Taste of High Status: Signaling Status at Restaurants

To Collaborate or Serve? Effects of Anthropomorphized Brand Roles and Implicit Theories on Consumer Responses

Let's Talk About This in Public: Consumer Expectations for Online Review Response

I Earn It, But They Just Get It: Loyalty Program Customer Reactions to Unearned Preferential Treatment in the Social Servicescape

Increasing Tips in Less Than Two Hours: Impact of a Training Intervention on the Amount of Tips Received by Restaurant Employees

Organizational identity change: impacts on hotel leadership and employee wellbeing

Workplace design and well-being: aesthetic perceptions of hotel employees

The impact of emotional dissonance on quality of work life and life satisfaction of tour guides

Workplace bullying, psychological distress, resilience, mindfulness, and emotional exhaustion

Importance of leisure nostalgia on life satisfaction and leisure participation

Mixed feelings?: fluctuations in well-being during tourist travels

Customer service well-being: scale development and validation

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