

## Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de abril 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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### How leaders’ perceived emotional labor leads to followers’ job performance: A serial mediation model

By Tae Won Moon, Won-Moo Hur & Yong Jun Choi



Previous research has focused mainly on the antecedents and consequences of service employees’ emotional labor during the

enactment of service roles, with little attention having been paid to how perceptions of leaders' emotional labor are related to...

[Más Detalle](#)



### Managing Customer Resource Endowments and Deficiencies for Value Cocreation: Complex Relational Services

By Sylvia C. Ng, Jillian C. Sweeney & Carolin Plewa



### Developing and validating a multidimensional tourist engagement scale (TES)

By Shuyue Huang & Hwan-Suk Chris Choi.



### Reclaiming the Future: Understanding Customer Forgiveness of Service Transgressions

By Yelena Tsarenko, Yuliya Strizhakova & Cele C. Otnes



### Consumer engagement: the role of social currency in online reviews

By Muhammet Kesgin, and Rajendran S. Murthy.

#### Otros artículos publicados este mes:

The Score Is Not the Music: Integrating Experience and Practice Perspectives on Value Co-Creation in Collective Consumption Contexts

Actor Engagement in Networks: Defining the Conceptual Domain

Design Antecedents of Telepresence in Virtual Service Environments

Understanding value creation and word-of-mouth behaviour at cultural events

Tourism-based customer engagement: the construct, antecedents, and consequences

Self-identification with a heritage tourism site, visitors' engagement and destination loyalty: the mediating effects of overall satisfaction

Investigating the effects of tourist engagement on satisfaction and loyalty

Visitors' loyalty and price perceptions: the role of customer engagement

Over and over: local fans and spectator sport tourist engagement

Workplace spirituality – customer engagement Nexus: the mediated role of spiritual leadership on customer-oriented boundary-spanning behaviors

From victim to saboteur: Testing a moderated mediation model of perceived undermining, state hostility, and service sabotage

Employees' agency in the formalisation of knowledge-intensive business service processes: A cross-case comparison

Moderating effects of service separation on customer relationships with service firms: A social-exchange perspective

The differential effects of separated vs. unseparated services: The roles of performance risk and regulatory focus

Brexit Announcement: Immediate Impact on British Tourism in Spain

The Effect of Franchising on Establishment Performance in the U.S. Restaurant Industry

Position Effects of Menu Item Displays in Consumer Choices: Comparisons of Horizontal Versus Vertical Displays

Buyer Monitoring Cross-Culturally

How Changes in the House Advantages of Reel Slots Affect Game Performance

Effect of Security on Hostels' Price Premiums: A Hedonic Pricing Approach

Racial Prejudices, Racialized Workplaces, and Restaurant Servers' Hyperbolic Perceptions of Black-White Tipping Differences

Animosity and Switching Intention: Moderating Factors in the Decision Making of Chinese Ethnic Diners

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