

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de octubre 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

The effect of ethical leadership on service sabotage

By Murat Yeşiltaş and Muharrem Tuna.



This study aims at examining the impact of ethical leadership activities on service sabotage, and the mediating role of service climate and corporate ethical values (CEV) on this impact. The study was completed via 384 acceptable questionnaires in total. The research findings show that ethical leadership...

[Más Detalle](#)



Experiential Purchase Quality: Exploring the Dimensions and Outcomes of Highly Memorable Experiential Purchases

By Mark J. Pelletier, and Joel E. Collier.



The Relationship of Service Providers' Perceptions of Service Climate to Guest Satisfaction, Return Intentions, and Firm Performance

By Alex Susskind, Michele Kacmar, Carl Borchgrevink.



Work design and frontline employee engagement

By Ji "Miracle" Qi, Alexander E. Ellinger, and George R. Franke.



Access-Based Services for the Base of the Pyramid

By Tobias Schaefer, Roger Moser, and Gopalakrishnan Narayanamurthy,

Otros artículos publicados este mes:

[Deck the Halls With Boughs of Holly to Soften Evaluations of Service Failure.](#)

[All That Glitters Is Not Gold: The Penalty Effect of Conspicuous Consumption in Services and How It Changes With Customers and Contexts.](#)

[Too Good to Be True? Boundary Conditions to the Use of Downward Social Comparisons in Service Recovery.](#)

[The Differential Effects of Online Peer Review and Expert Review on Service Evaluations: The Roles of Confidence and Information Convergence.](#)

[Does Board Size Matter for Taiwanese Hotel Performance? Agency Theory or Resource Dependence Theory.](#)

[Does Hotel Ownership Structure Influence Capital Expenditures?](#)

[Corporate Investment and Hotel Firm Value: Does Corporate Governance Matter in Financially Constrained Firms?](#)

[Natural Occupancy Shifts in Hotel Markets.](#)

[Estimation of Profit Efficiency in the Hotel Industry Using a Bayesian Stochastic Frontier Model.](#)

[The Long-Term Impact of Service Failure and Recovery.](#)

[When Pizza Doesn't Sound as Good as Usual: Restrained Versus Unrestrained Eaters' Responses to Gluten-Free Menu Items.](#)

[Smartphone Intrusion: Has Social Interaction Online Blurred the Work–Life Boundary of Employees?](#)

[Trapped as a Good Worker: The Influence of Coercive Acquaintance Advertising on Work Outcomes.](#)

[Labour productivity in M&As: industry sector vs. services sector.](#)

[An integrative framework for customer switching behavior.](#)

[The impacts of complaint efforts on customer satisfaction and loyalty.](#)

[The traditional marketplace: serious leisure and recommending authentic travel.](#)

[Modeling e-loyalty: a moderated-mediation model.](#)

[Go home and kick the dog: Spillover effects of experienced coworker incivility on customer-directed counterproductive work behavior.](#)

[Executive ethical decisions initiating organizational culture and values.](#)

[The role of proto-institutions within the change of service ecosystems.](#)

[Read into the lines: the positive effects of queues.](#)

[Engagement, satisfaction and customer behavior-based CRM performance: An empirical study of mobile instant messaging.](#)

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