

## Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de agosto 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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## The role of empathy in the service experience

By Adrian Heng Tsai Tan, Brigit Muskat & Raechel Johns



The purpose of this paper is to examine the role of empathy in the student service experience. Taking a dyadic perspective, both students' and staff's perceptions are analyzed to determine if empathy matters to both actors alike; and which differences in perceptions...

[Más Detalle](#)



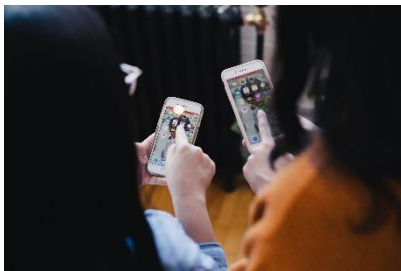
### Working consumers' psychological states in firm-hosted virtual communities

By Leo, W. W. C., Chou, C. Y., & Chen, T.



### A framework for sustainable service system configuration

By Van Riel, A. C., Zhang, J. J., McGinnis, L. P., Nejad, M. G., Bujisic, M., & Phillips, P. A.



### Transformative gamification services for social behavior brand equity: a hierarchical model

By Tanouri, A., Mulcahy, R., & Russell-Bennett, R.



### Social innovation in service: a conceptual framework and research agenda

By Aksoy, L., Alkire, L., Choi, S., Kim, P. B., & Zhang, L.

## Otros artículos publicados este mes:

The effects of social undermining on employee voice and silence and on organizational deviant behaviors in the hotel industry

Customer deference to service providers in ordinary service encounters

A critical review on value co-creation: towards a contingency framework and research agenda

Leveraging human touch in service interactions: lessons from hospitality

Creating innovation that drives authenticity

Towards a shared understanding of the service experience – a hospitality stakeholder approach

Smart service experience in hospitality and tourism services

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