

## Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de julio 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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### Determining customer satisfaction and loyalty from a value co-creation perspective

By Woratschek, H., Horbel, C., & Popp, B.



In light of the recent developments in marketing theory, namely service-dominant logic and value co-creation, the development of customer satisfaction and customer loyalty deserves reconsideration to broaden the mostly firm-centric earlier...

[Más Detalle](#)



### The antecedents and consequences of value co-creation behaviors in a hotel setting: a two-country study

By Roy, S. K., Balaji, M. S., Soutar, G., & Jiang, Y.



### A Meta-Analysis of Frontline Employees' Role Behavior and the Moderating Effects of National Culture

By Schepers, J., & Van der Borgh, M.



### Workplace behavioral antecedents of job performance: Mediating role of thriving

By Elahi, N. S., Abid, G., Arya, B., & Farooqi, S.



### Do high-performance work systems always help to retain employees or is there a dark side?

By Behraves, E., Tanova, C., & Abubakar, A. M.

## Otros artículos publicados este mes:

Exploring how mindfulness may enhance perceived value of travel experience

The relationship between exchanged resources and loyalty intentions

Stakeholder engagement via social media: an analysis of third-party logistics companies

Predicting Lodging Demand Trends in the US Hotel Industry

Examining Risk-Reduction Behavior Toward Water Quality Among Restaurant Guests

Subordinate–Supervisor Friendship in Cyberspace: A Typological and Comparative Analysis of Hotel Employees

Paranormal Tourism: Market Study of a Novel and Interactive Approach to Space Activation and Monetization

Company Response to Negative Online Reviews: The Effects of Procedural Justice, Interactional Justice, and Social Presence

A Micro-Level View of CSR: A Hospitality Management Systematic Literature Review

What gets measured gets done: Can self-tracking technologies enhance advice compliance?

Customer Participation Variation and Its Impact on Customer Service Performance: Underlying Process and Boundary Conditions

Pricing Metrics and the Importance of Minimum and Billing Increments

Mix & Match: A Resource-Based Complaint Recovery Framework for Tangible Compensation

Consumers Complain More Fiercely Through Small-Screen Devices: The Role of Spatial Crowding Perception

Access-based services as substitutes for material possessions: the role of psychological ownership

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