



UNIVERSIDAD
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Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de marzo en las revistas académicas relacionadas con el servicio.

Al inicio de la lista estamos resaltando cinco artículos que creemos serán de su interés.

Si desean conocer más del *Service Research Center* y nuestras actividades, pueden hacer clic [aquí](#).

Service Research Center

Four Decades of Frontline Service Employee Research: An Integrative Bibliometric Review

By Mahesh Subramony, Markus Groth, Xinyu ‘Judy’ Hu, Yu Wu



We conducted a comprehensive review of empirical research related to frontline service employees over the past four decades (1980-2020). Utilizing a bibliometric mapping approach, we identified 630 relevant articles appearing in service, management, marketing, and ...

[Más Detalle](#)



A review of customer citizenship behaviors in the service context.

By Taeshik Gong & Youjae Yi.



Improving well-being via adaptive reuse: transformative repurposed service organizations.

By Mark S. Rosenbaum, Kathy (Kawon) Kim, Germán Contreras Ramirez, Augusto Rodríguez Orejuela & Joohyung Park



Ethical leadership and knowledge hiding: an intervening and interactional analysis.

By Muhammad Khalid Anser, Moazzam Ali, Muhammad Usman, Muhammad Luqman Tauheed Rana & Zahid Yousaf.



A transformative approach to corporate social responsibility: an antidote to corporate hypocrisy

By Mauricio Losada-Otálora & Linda Alkire (née Nasr)

Otros artículos publicados este mes:

Age identity, stereotypes and older consumers' service experiences

Aging and the preference for the human touch

Companion cocreation: improving health service encounters of the elderly

Different channels for different services: information sources for services with search, experience and credence attributes

Effective coping strategies for stressed frontline employees in service occupations: outcomes and drivers

Effects of post-trip eudaimonic reflections on affect, self-transcendence and philanthropy

Elderly customers' reactions to service failures: the role of future time perspective, wisdom and emotional intelligence

Frontline employee age and customer mistreatment: a meta-analysis

Gender differences in the antecedents of trust in mobile social networking services

Guest editorial: age is a construct, not a characteristic

Information processing by elderly consumers: a five-decade review

Managing Customer Uncertainty in Making Service Offshoring Decisions

Not Whodunit But Whydunit: Story Characters' Motivations Influence Audience Interest in Services

Perceived retailer innovativeness and brand equity: mediation of consumer engagement

Proactive Value Co-Creation via Structural Ambidexterity: Customer Success Management and the Modularization of Frontline Roles

Relational bonds, customer engagement, and service quality

Researcher or respondent: a personal commentary on ageing and the servicescape

The Effect of Airbnb on Hotel Performance: Comparing Single- and Multi-Unit Host Listings in the United States

The impact of service quality and customer satisfaction on consumer spending in wineries

The real estate industry in Turkey: a time series analysis

Understanding self-service technology adoption by "older" consumers

Well-being in later life: a life course perspective

Why do older consumers avoid innovative products and services?

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