



## Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de noviembre 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*

---

### Visioning a hospitality-oriented patient experience (HOPE) framework in health care

By Hunter-Jones, P., Line, N., Zhang, J.J., Malthouse, E.C., Witell, L. & Hollis, B.



This paper considers the question: what would happen if healthcare providers, like their counterparts in the hospitality industry, adopted the principles of customer experience management (CEM) in order to facilitate a more holistic and...

[Más Detalle](#)



### Value-in-use and service quality: do customers see a difference?

By Medberg, G. & Grönroos, C.



### Laborers of love: service employees on customer participation

By Choi, L. & Lawry, C.A.



### Street vending: transformative entrepreneurship for individual and collective well-being

By Giraldo, M., Garcia-Tello, L. & Rayburn, S.W.



### Viewpoint: The impact of coronavirus on service ecosystems as service mega-disruptions

By Kabadayi, S., O'Connor, G.E. & Tuzovic, S.

## Otros artículos publicados este mes:

Viewpoint: a primer for inclusive service marketing theory  
The transformational potential of Latin American retail experiences

Characterizing well-being capabilities in services

Enabling transformative value creation through online weight loss services

Symbiotic relationships in educational services for vulnerable adolescents

Social media engagement, service complexity, and experiential quality in US hospitals

The indirect experience of nature: biomorphic design forms in servicescapes

Customer perceptions of frontline employees' extra-role helping behaviors

Service safety in the pandemic age

Don't Forget about the frontline employee during the COVID-19 pandemic: Preliminary insights and a research Agenda on Market Shocks

The Future of B2B Customer Solutions in a Post-COVID-19 Economy: Managerial Issues and an Agenda for Academic Inquiry

Three Decades of Customer Value Research: Paradigmatic Roots and Future Research Avenues

Moving the Customer Experience Field Forward: Introducing the Touchpoints, Context, Qualities (TCQ) Nomenclature

Channel Habits and the Development of Successful Customer-Firm Relationships in Services

Disentangling the Differential Roles of Warmth and Competence Judgments in Customer-Service Provider Relationships

The Smart Home: How Consumers Craft New Service Networks by Combining Heterogeneous Smart Domestic Products

Designing connection into healthcare services

Leveraging service design for healthcare transformation: toward people-centered, integrated, and technology-enabled healthcare systems

Information technology and Baumol's cost disease in healthcare services: a research agenda

Employee wellness on the frontline: an interactional psychology perspective

Fostering older adult care experiences to maximize well-being outcomes: A conceptual framework

Whose experience is it anyway? Toward a constructive engagement of tensions in patient-centered health care

Parents' burdens of service for children with ASD – implications for service providers

The role of service firms in societal health: the case for symbiotic value

Customer contact in a digital world

Engaging customers with employees in service encounters: Linking employee and customer service engagement behaviors through relational energy and interaction cohesion

Equilibrating resources and challenges during crises: a framework for service ecosystem well-being

Robotic transformative service research: deploying social robots for consumer well-being during COVID-19 and beyond

Mitigating loneliness with companion robots in the COVID-19 pandemic and beyond: an integrative framework and research agenda

Engaging in times of COVID-19 and beyond: theorizing customer engagement through different paradigmatic lenses

Applying the EEE customer mindset in luxury: reevaluating customer experience research and practice during and after corona

Restrict, clean and protect: signaling consumer safety during the pandemic and beyond

Rethinking the actor in service research: toward a processual view of identity dynamics

Institutional work by market-shaping public actors

Enhancing customer knowledge: the role of banks in financial well-being

Understanding black market retailing: the case of Colombia's San Andresitos

Expert cues: how expert reviewers are perceived online

Customer participation and well-being: the roles of service experience, customer empowerment and social support

Facilitators and inhibitors of value co-creation in the industrial services environment

Determinants of recovery satisfaction and service loyalty: the differing effects of service recovery system and service recovery performance

Optimizing competitive performance of service firms in data-rich environment

Si no desea recibir este boletín del *Service Research Center* en su correo o ha recibido este mensaje por error, responda a este email indicando en el asunto la palabra **REMOVER**. Si tuviera alguna consulta, la puede hacer llegar al correo [src@udep.edu.pe](mailto:src@udep.edu.pe)