



Novedades en ‘Service Journals’

Estimados amigos,

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

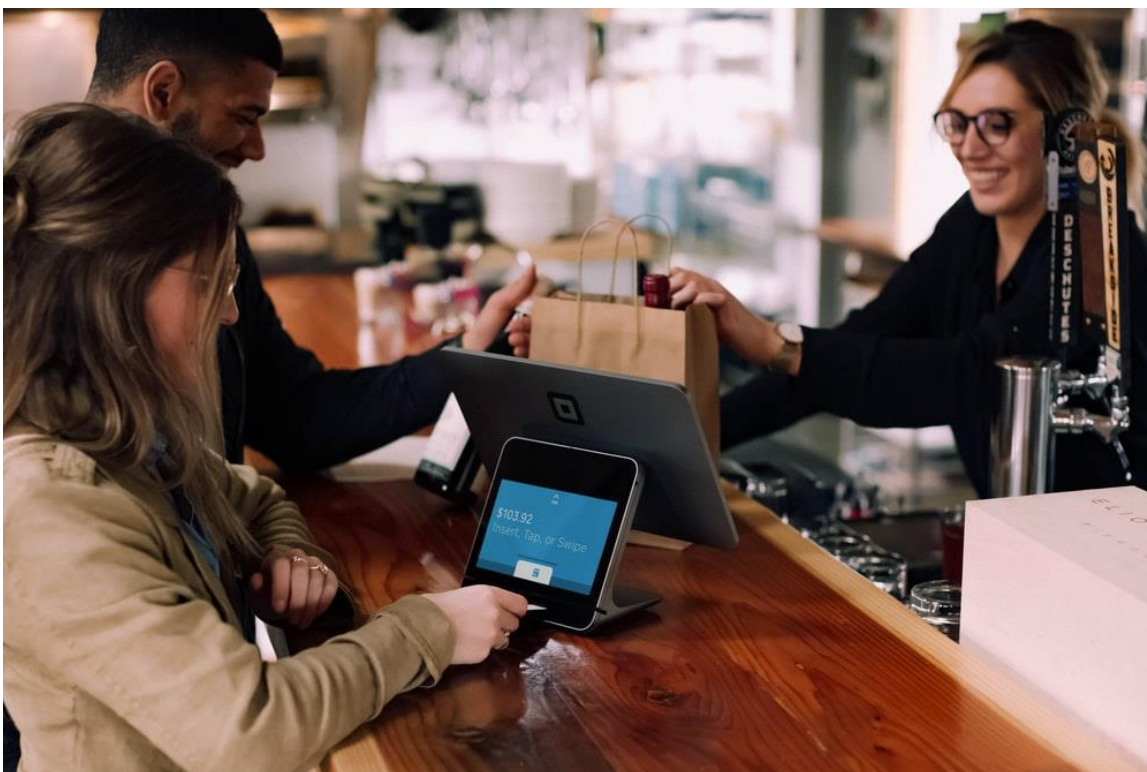
Al inicio de la lista estamos resaltando cinco artículos que creemos serán de su interés.

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Service Research Center

Transformative place management (TPM) in commercial settings and business performance

By Losada-Otalora, M., & Siqueira, J. R.



This study aims to introduce transformative place management – TPM – (defined as the deliberate efforts of place managers in commercial settings to provide a pool of restorative resources to improve the consumers’ emotional well-being) by merging the REPLACE framework and transformative service research. Additionally, this research analyzes the...

[Más Detalle](#)



How perceptions of firm environmental and social values influence frontline employee outcomes.

By Gabler, C. B., Landers, V. M., & Rapp, A.



Transforming technology-mediated health-care services through strategic sense-giving.

By Daskalopoulou, A., Jefferies, J. G., & Skandalis, A.



Eye for an eye? Frontline service employee reactions to customer incivility.

By Frey-Cordes, R., Eilert, M., & Büttgen, M.



Harnessing the waiting experience: anticipation, expectations and WOM

By Krishen, A. S., Berezan, O., Agarwal, S., & Robison, B.

Otros artículos publicados este mes:

Legitimate and illegitimate consumer complaining behavior: a review and taxonomy

Customer incivility, rapport and tipping: the moderating role of agreeableness

Direct and indirect negatively valenced engagement behavior

The role of blocked gratitude in non-voluntary tipping

Bringing socially unacceptable services into services marketing.

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