



## Novedades en ‘Service Journals’

Estimados amigos,

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

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

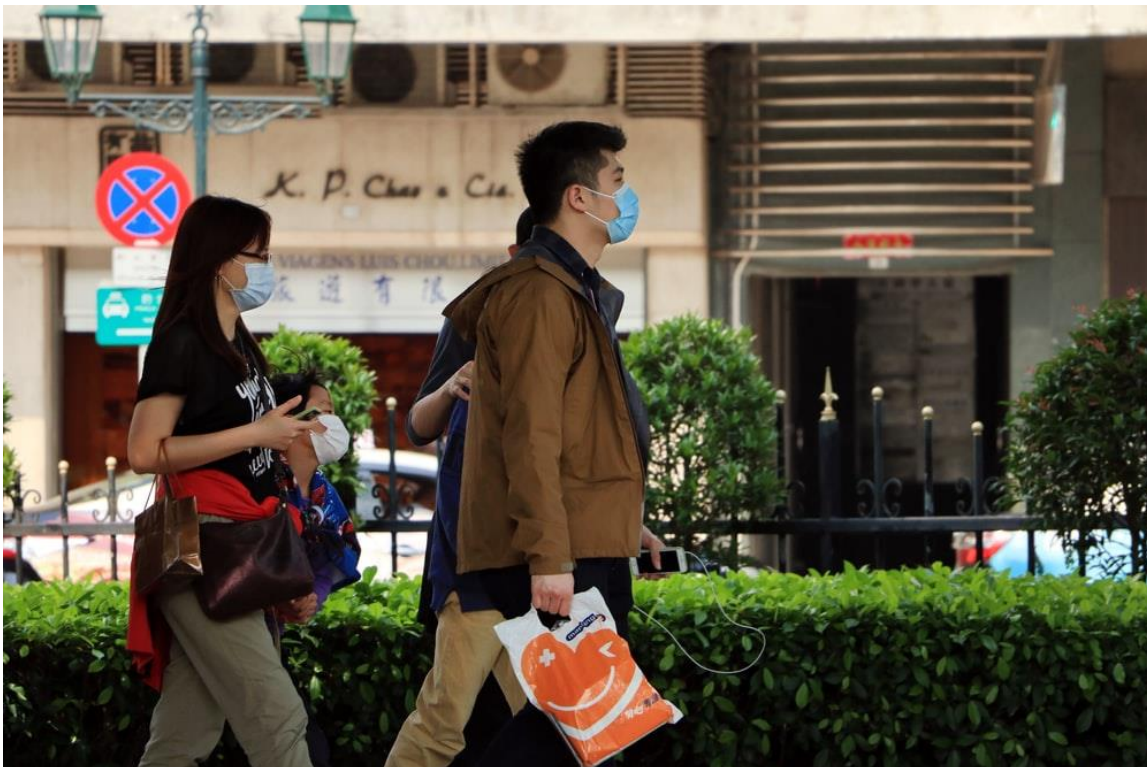
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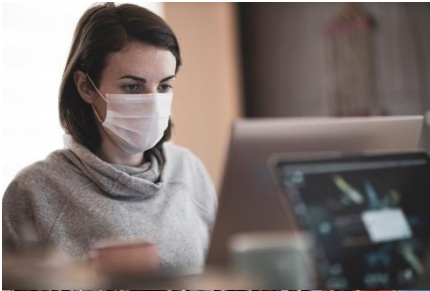
### Effects of retailers’ service quality and legitimacy on behavioral intention: the role of emotions during COVID-19

By Kiseol Yang, Jiyoung Kim, Jihye Min and Araceli Hernandez-Calderon.



By applying institutional theory to the current retail environment under the COVID-19 pandemic, the purpose of this study is to 1) identify service quality dimensions that generate pragmatic and social legitimacy, 2) investigate the effects of pragmatic and social legitimacy on revisit intention and health-focused behavior, and 3) examine the moderating...

Más Detalle



### Resilience building in service firms during and post COVID-19.

By Arthur Huang & Melissa Farboudi Jahromi.



### The impact of coronavirus on business; developing service research agenda for a post-coronavirus world.

By Cristina Mele, Tiziana Russo-Spena & Valterri Kaartemo.



### Social distancing and wellbeing: conceptualizing actor distance and actor safe zone for pandemics.

By Jörg Finsterwalder.



### Customers' contamination concerns; an integrative framework & future prospects for service management

By Simon Hazée & Yves Van Vaerenbergh

## Otros artículos publicados este mes:

A Strategic Framework for Task Automation in Professional Services

A transformative supply chain response to COVID-19

Adapting research methodology during COVID-19: lessons for transformative service research

An Innovative Application of Composite-Based Structural Equation Modeling in Hospitality Research With Empirical Example

Avatar Design of Virtual Salespeople: Mitigation of Recommendation Conflicts

Case Study as a Research Method in Hospitality and Tourism Research: A Systematic Literature Review (1974–2020)

Collecting Repeated Data Over Time: Applying Experience Sampling Methodology to the Hospitality Management Context

Comparison of Composites, Dichotomous, and Latent Factor Measurement Operationalizations in Hospitality Research on Moderating Effects

Coronavirus crisis and health care: learning from a service ecosystem perspective

Creating hospitable service systems for refugees during a pandemic: leveraging resources for service inclusion

Rise of the Machines? Customer Engagement in Automated Service Interactions

The Implications of Research Methodologies for Hospitality Practitioners in an Age of Consumer and Data Complexity

Engaged to a Robot? The Role of AI in Service

Examining Applicant Online Recruitment: The Use of Fictitious Websites in Experimental Studies

Expanding the Methodological Approach to the Social Servicescape: Moving From Measurement to Manipulation

Feeling Manipulated: How Tip Request Sequence Impacts Customers and Service Providers?

Managing the human–chatbot divide: how service scripts influence service experience

One-Voice Strategy for Customer Engagement

Pandemic's effect on the relationship between lean implementation and service performance

Prosumers in times of crisis: definition, archetypes and implications

Qualitative Research via Focus Groups: Will Going Online Affect the Diversity of Your Findings?

Replaced by a Robot: Service Implications in the Age of the Machine

Response Rates In Hospitality Research: An Overview of Current Practice and Suggestions For Future Research

Robotics for Customer Service: A Useful Complement or an Ultimate Substitute?

Tangible Service Automation: Decomposing the Technology-Enabled Engagement Process (TEEP) for Augmented Reality

The Emancipatory Approach in Hospitality Research on Employees With Disabilities: An Auto-Ethnographic Research Note

The influence of social distancing on employee well-being: a conceptual framework and research agenda

The State of Qualitative Research in Hospitality: A 5-Year Review 2014 to 2019

Transformative service research and COVID-19 (EDITORIAL)

Transformative value and the role of involvement in gamification and serious games for well-being

Using regulatory focus to encourage physical distancing in services: when fear helps to deal with Mr. Deadly COVID-19

Web Scraping for Hospitality Research: Overview, Opportunities, and Implications

Will the customers be happy? Identifying unsatisfied customers from service encounter data

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