



## Novedades en ‘Service Journals’

Estimados amigos,

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

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

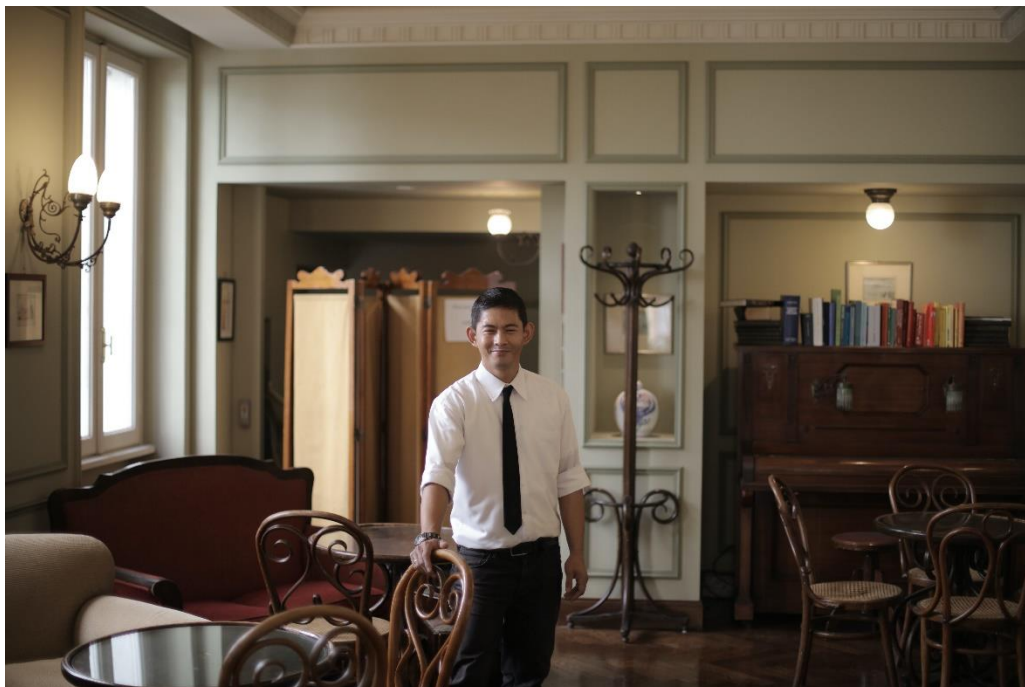
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### Market turbulence and service innovation in hospitality: examining the underlying mechanisms of employee and organizational resilience

By Dagnachew L. Senbeto & Alice H. Y. Hon.



With changing customer demand, fierce market competition, and uncertainties, service organizations are facing dynamic or even highly turbulent environments. Fostering employees' ability to innovate is an effective business strategy that can enable firms...

[Más Detalle](#)



### The transformative service paradox: the dilemma of wellbeing trade-offs

By Rebekah Russell–Bennett, Rory Mulcahy, Kate Letheren, Ryan McAndrew & Uwe Dulleck.



### Testing the influence of real-time performance feedback on employees in digital services

By Jonas Lechermeier, Martin Fassnacht & Tillmann Wagner.



### Experience vs quality: predicting satisfaction and loyalty in services

By Gurel Cetin.



### Customer journey analyses in digital media: exploring the impact of cross-media exposure on customers' purchase decisions

By Jan F. Klein, Yuchi Zhang, Tomas Falk, Jaakko Aspara & Xueming Luo.

## Otros artículos publicados este mes:

Social Media use and value creation in the digital landscape: a dynamic-capabilities perspective

The interplay of management response and individual power in digital service environments from a bystander's perspective  
Consumer territorial responses in service settings

Why customers and peer service providers do not participate in collaborative consumption

Investigating apology, perceived firm remorse and consumers' coping behaviors in the digital media service recovery context

Digital customer service and customer-to-customer interactions: investigating the effect of online incivility on customer perceived service climate

The effect of emotions, eWOM quality and online review sequence on consumer intention to follow advice obtained from digital services

Complainers' resource investment and mobilization in digital environments using Conservation of Resources theory

Demographic and attitudinal antecedents of consumers' use and self-investment trajectories over time in an online TV content platform

Gamifying the digital shopping experience: games without monetary participation incentives increase customer satisfaction and loyalty

After the revolution – new chances for service research in a digital world

Guest editorial: Emerging fields in service research

Elevating the human experience (HX) through service research collaborations: introducing ServCollab

Luxury services

Two-directional convergence of platform and pipeline business models

Understanding the customer experience with smart services

AI feel you: customer experience assessment via chatbot interviews

Toward a goal-oriented view of customer journeys

How to scale up contact-intensive services: ICT-enabled service innovation

The role of social incompatibility in customer discomfort

Identifying the resource integration processes of green service

Trust theory and customer services research: theoretical review and synthesis

The genealogy of service innovation: the research field tells its own story

Multichannel integration along the customer journey: a systematic review and research agenda

Corporate social responsibility authenticity from the perspective of restaurant consumers

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