

## Novedades en 'Service Journals'

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de abril 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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### Development and validation of a measurement scale for the experience capability construct

By Frédéric Ponsignon, Jeffery S. Smith, Andi Smart



This study aims to develop and empirically validate the concept of experience capability, which represents an organisation's ability to be adept at managing the customer experience. Organisations that build an experience ...

Más Detalle



## **Towards a circumplex typology of customer service experience management practices: a dyadic perspective**

By Yasin Sahhar, Raymond Loohuis, Jörg Henseler



## **Customer brand engagement during service lockdown**

By Linda D. Hollebeek, Dale L.G. Smith, Edward Kasabov, Wafa Hammedi, Alexander Warlow, Moira K. Clark



## **The Influence of Social Perceptions on Restaurant Employee Work Engagement and Extra-Role Customer Service Behavior: A Moderated Mediation Model**

By Marissa Orłowski, Diego Bufquin, Michael E. Nalley



## **Dynamics of wellbeing co-creation: a psychological ownership perspective**

By Tom Chen, Sarah Dodds, Jörg Finsterwalder, Lars Witell, Lilliemay Cheung, Mareike Falter, Tony Garry, Hannah Snyder, Janet R. McColl-Kennedy

### **Otros artículos publicados este mes:**

**A Differentiated Approach to the Asset-Light Model in the Hotel Industry**  
An investigation into the antecedents of frontline service employee guardianship behaviours

**Applications and Implications of Service Robots in Hospitality**

**Are employees' emotional labor strategies triggering or reducing customer incivility: a sociometer theory perspective**

Autonomy or Security? Core Value Trade-Offs and Spillovers in Servicescapes for Vulnerable Customers  
Co-creating value in post-communists contexts: capability perspective  
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Customer-Oriented Constructive Deviance as a Reaction to Organizational Injustice Toward Customers  
Dimensionality of frontline employee friendliness in service encounters  
Enabling Cocreation With Transformative Interventions: An Interdisciplinary Conceptualization of Consumer Boosting  
Implications of customer participation in outsourcing non-core services to third parties  
Influence of prior reviews about a firm and its alliance partners on reviewers' feedback: evidence from the airline industry  
Journal of Service Theory and Practice at age 30: past, present and future contributions to service research  
Perception of customer retail experiences in Poland  
Pushing the Limits of Increased Casino Advantage on Slots: An Examination of Performance Effects and Customer Reactions  
Robo-advisors (RAs): the programmed self-service market for professional advice  
Search Engine Consumer Journeys: Exploring and Segmenting Click-Through Behaviors  
Servitisation through structural adaptation  
Temporal Orientation and Customer Loyalty Programs  
The impact of service innovation on firm performance: a meta-analysis  
The role of information systems and knowledge codification for service provision strategies  
Theoretical Foundations of Social Media Power in Hospitality and Tourism: A Hierarchical Model  
Training as an internal marketing tool within the franchise system  
Uncertainty profiles in engineering-service development: exploring supplier co-creation  
Understanding sources of financial well-being in Romania: a prerequisite for transformative financial services  
Unintended negative consequences of loyalty programs: endowed vs earned loyalty  
Using linguistics to inform influencer marketing in services  
Viewpoint: service research in Post-Soviet states and the former eastern bloc  
Viewpoint: using neuroscience tools in service research  
Why a New Name? The Role of Asset Characteristics and Broad Market Trends in Predicting Brand Affiliation Change in Hotels

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