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Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de mayo 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

Service Ecosystem Design: Propositions, Process Model, and Future Research Agenda

By Josina Vink, Kaisa Koskela-Huotari, Bård Tronvoll,
Bo Edvardsson, Katarina Wetter-Edman



While service design has been highlighted as a promising approach for driving innovation, there are often struggles in realizing lasting change in practice. The issues with long-term implementation reveal a reductionist view of service design that ignores the institutional arrangements and ...

Más Detalle



The Role of Frontline Employees' Competitive Intelligence and Intraorganizational Social Capital in Driving Customer Outcomes

By Ashish Kalra, Raj Agnihotri, Elten Briggs



Consumers on the Job: Contextualization Crafting in Expert Services

By Courtney Nations Azzari, Laurel Anderson, Martin Mende, Josephine Go Jefferies, Hilary Downey, Amy L. Ostrom, Jelena Spanjol



Transformative Service Initiatives: Enabling Access and Overcoming Barriers for People Experiencing Vulnerability

By Silke Boenigk, Aaron A. Kreimer, Annika Becker, Linda Alkire, Raymond P. Fisk, Sertan Kabadayi



Unpacking the Relationship Between Customer (In)Justice and Employee Turnover Outcomes: Can Fair Supervisor Treatment Reduce Employees' Emotional Turmoil?

By Danielle D. van Jaarsveld, David D. Walker, Simon Lloyd D. Restubog, Daniel Skarlicki, Yueyang Chen, Pascale H. Frické

Otros artículos publicados este mes:

Brand equity for self-driving route along the Silk Road

Bringing Service Interactions Into Focus: Prevention- Versus Promotion-Focused Customers' Sensitivity to Employee Display Authenticity

CEO Overconfidence and Firm Performance: The Moderating Effect of Restaurant Franchising

Challenges associated with the BRI: a review of recent economics literature

Customer Work Practices and the Productive Third Place

Destination image in Uzbekistan – heritage of the Silk Road and nature experience as the core of an evolving Post Soviet identity

Drivers for innovation in KIBS: evidence from Russia

Enacting Professional Service Work in Times of Digitalization and Potential Disruption

Field Experiments for Testing Revenue Strategies in the Hospitality Industry

Influence of socio-psychological factors on consumers purchasing behavior in Kazakhstan

Local service industry and tourism development through the global trade and infrastructure project of the New Silk Road – the example of Georgia

Member Retention and Donations in Nonprofit Service Organizations: The Balance Between Peer and Organizational Identification

Motivation Configuration of Bluxury Tourism Behavior: An FsQCA Application

New York Restaurants: A Wine Odyssey Between 1865 and 1920

Proactive Handling of Flight Overbooking: How to Reduce Negative eWOM and the Costs of Bumping Customers

The Mode Heuristic in Service Consumers' Interpretations of Online Rating Distributions

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