

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de junio 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

How cultural confidence affects local residents’ wellbeing

By Li Pan, Xing’an Xu, Lu Lu & Dogan Gursoy



This study provides and tests an integrated model that explores the effect of cultural confidence on residents’ spiritual wellbeing and the impacts of spiritual, social and psychological wellbeing on subjective wellbeing.

Más Detalle



15 years of service-dominant logic: analyzing citation practices of Vargo and Lusch (2004)

By Marco Tregua, Danilo Brozovic, Anna D'Auria



Using AI to predict service agent stress from emotion patterns in service interactions

By Stefano Bromuri, Alexander P. Henkel, Deniz Iren, Visara Urovi



Inter-customer helping behaviors: a virtuous cycle or unwanted intrusion?

By Seo Young Kim & Youjiae Yi



Transforming into a platform provider: strategic options for industrial smart service providers

By Daniel Beverungen, Dennis Kundisch, Nancy Wunderlich

Otros artículos publicados este mes:

“Can I go or should I stay?” A theoretical framework of social lock-in during unsatisfactory service encounters

Actor transformation in service: a process model for vulnerable consumers

Antecedents and optimal industrial customers on cloud services adoption

Are you technologically prepared for mobile shopping?

Can abusive supervision motivate customer-oriented service sabotage? A multilevel research

Creating a compassion system to achieve efficiency and quality in health care delivery

Engaging users in the sharing economy: individual and collective psychological ownership as antecedents to actor engagement

From third party to significant other for service encounters: a systematic review on third-party roles and their implications

Green service attributes and amplifiers of the warm emotions evoked by them

Hotel Room Rate Discounting During Recessionary Times: Effects by Hotel Class

Impact of network effects on service provider performance in digital business platforms

Looks Clear and Sounds Familiar: How Consumers Form Inferential Beliefs About Luxury Hotel Service Quality

Luxury Branding in the Hospitality Industry: The Impact of Employee's Luxury Appearance and Elitism Attitude

Metrics on Restaurant Ordering Behavior

Online Third Places: Supporting Well-Being Through Identifying and Managing Unintended Consequences

Self-service technology adoption by air passengers: a case study of fast air travel services in Taiwan

The Conflicting Conventions of Care: Transformative Service as Justice and Agape

The effects of a psychological brand contract breach on customers' dysfunctional behavior toward a brand

The Loyalty Program for Our Self-Esteem: The Role of Collective Self-Esteem in Luxury Hotel Membership Programs

The name effect in customization service: the role of psychological ownership and self-threat

Unraveling customer experiences in a new servicescape: an ethnographic schema elicitation technique (ESET)

What to Sell and How to Sell Matters: Focusing on Luxury Hotel Properties' Business Performance and Efficiency

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