

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de julio 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

Customer effort in mandatory and voluntary value cocreation: a study in a health care context

By Tram-Anh Ngoc Pham, Jillian Carol Sweeney, Geoffrey Norma Soutar



This study aims to examine the impacts various types of resources had on customer effort in mandatory and voluntary value cocreation activities and the contribution of efforts in these different activity types to quality of life.

Más Detalle



Going with the flow: smart shopping malls and omnichannel retailing

By Nisreen Ameen, Ali Tarhini, Mahmood Shah, Nnamdi O. Madichie



Authenticity, rapport and interactional justice in frontline service: the moderating role of need for uniqueness

By Kristina K. Lindsey-Hall, Susana Jaramillo, Thomas L. Baker, Julian M. Arnold



Authentic Leadership and Engaging Employees: A Moderated Mediation Model of Leader–Member Exchange and Power Distance

By Juan Du, Emily Ma, Xinyue Lin, Yao-Chin Wang



Frontline Employee Passion: A Multistudy Conceptualization and Scale Development

By Angela C. Crawford, Casey E. Newmeyer, Jin Ho Jung, Todd J. Arnold

Otros artículos publicados este mes:

A Multidimensional Practice-Based Framework of Interactive Value Formation

Airbnb's Success: Does It Depend on Who Is Measuring?

Analysis and Forecasts of the Demand for Imported Wine in China

Comprehensive Effects of Short-Term Rental Platforms Across Hotel Types in U.S. and International Destinations

Crisis Communication on Social Media: What Types of COVID-19 Messages Get the Attention?

Demand-Enhancing Services for Tangible Products in a Distribution System With Online and Off-Line Channels

Developing Wine Appreciation for New Generations of Consumers

Effect of interactive marketing channels on service customer acquisition

E-service quality on live streaming platforms: swift guanxi perspective

Ethnic Restaurants: Bringing Uniqueness to the Table Through Handwriting

Generation Influences Perceived Coolness But Not Favorable Attitudes Toward Cool Hotel Brands

Green Purchasing by Wine Retailers: Roles of Individual Values, Competences and Organizational Culture

How Team Emotions Impact Individual Employee Strain Before, During, and After a Stressful Event: A Latent Growth Curve Modeling Approach

Improving Data Quality Using Amazon Mechanical Turk Through Platform Setup

Introducing relational dialectics on actor engagement in the social media ecosystem

Made for each other? Psychological contracts and service brands evaluations

Metrics on Restaurant Ordering Behavior

New York Restaurants: A Wine Odyssey Between 1865 and 1920

Old World and New World Sparkling Wines: Consumer Decisions and Insights for Retailers

Older consumers' reaction to a patronizing sales interaction

Service Priority Climate and Service Performance Among Hospitality Employees: The Role of Emotional Labor and Workload Pressure

The Success of Rosé Wine in France: The Millennial Revolution

Viewpoint: Service products, development of service knowledge and our community's target audience

When service technologies and human experiences intersect

Wine Terroir Commitment in the Development of a Wine Destination

Writing for Impact in Service Research

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