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

How autonomy-supportive leaders influence employee service performance: a multilevel study

By Chih-Ting Shih, Shu-Ling Chen & Minston Chao

Although self-determination theory has important implications for service management literature and implies that leader autonomy support is critical to facilitating successful service delivery, surprisingly, little is known about how leader autonomy support influences employees to enhance service performance...

Más Detalle

Analyzing antecedents and consequences of multidimensional green brand equity

By Chih-Ting Shih, Shu-Ling Chen & Minston Chao

Fostering engagement among emotionally exhausted frontline employees in financial services sector

By Gurjeet Kaur Sahi, Sanjit K. Roy, Tisha Singh

Service inclusion: the role of disability identity in retail

By Sarah Dodds, Nitha Palakshappa

Employee mindfulness and creativity: when emotions and national culture matter

By Huy Gip, Do The Khoa, Priyanko Guchait, R.L. Fernando Garcia & Aysin Pasamehmetoglu

Otros artículos publicados este mes:

- A conceptual framework for transformative gamification services
- A systematic review of creativity in tourism and hospitality
- Advancing knowledge through literature reviews: 'what', 'why', and 'how to contribute'
- Algorithmic branding through platform assemblages: core conceptions and research directions for a new era of marketing and service management
- An empirical analysis of self-service technologies: mediating role ofcustomer powerlessness
- Bereavement meanings and the conditions for successful social support service encounters
- Communication skills shape voice effects in organizations
- Conceptualizing Services and Service Innovation: A Practice Theory Study of the Swedish Music Market
- Consumer effort in service encounters: the overlooked impact of surface acting
- Consumers experiencing vulnerability: a state of play in the literature
- Coping with no-show behaviour in appointment services: a multistage perspective

- Customer engagement in online service brand communities
- Designing energy solutions: a comparison of two participatory design approaches for service innovation
- Driving Retail Cross-Selling
- Exploring the fit between mobile application service and application privacy
- Figures in the carpet of branding
- Giving form to future branding realities
- Green human resource management in service industries: the construct, antecedents, consequences, and outlook
- How and when does job crafting contribute to franchised restaurant managers' service performance? The moderation of headquarter control systems
- How does relationship length influence donation amount over time for regular members of nonprofit organizations – the moderating role of donation frequency
- Improving base-of-the-pyramid consumer welfare through mobile technology services
- Influence of social media posts on service performance
- It is Really Not a Game: An Integrative Review of Gamification for Service Research
- Leadership, green innovation, and green creativity: a systematic review
- Modular Service Design of Information Technology-Enabled Services
- Navigating the emergence of brand meaning in service ecosystems
- Patients' experience sharing with online social media communities: a bottom-of-the-pyramid perspective
- Servicing through digital interactions andwell-being in virtual communities
- Social Media Communication and Company Value: The Moderating Role of Industry Competitiveness
- The attribution effects of CSR motivations on brand advocacy: psychological distance matters!
- The intellectual structure of customer experience research in service scholarship: a bibliometric analysis
- The invisible leash: when human brands hijack corporate brands' consumer relationships
- The potential and constraint of work gamification for employees' creative performance
- Theories, constructs, and methodologies to study COVID-19 in the service industries
- To go or to let it go: A regulatory focus perspective on Bundle Consumption
- Toward Multisensory Customer Experiences: A Cross-Disciplinary Bibliometric Review and Future Research Directions
- Towards a theory of brand love in services: the power of identity and social relationships
- Towards a theory of well-being in digital sports viewing behavior