



Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de enero en las revistas académicas relacionadas con el servicio.

Al inicio de la lista estamos resaltando cinco artículos que creemos serán de su interés.

Si desean conocer más del *Service Research Center* y nuestras actividades, pueden hacer clic [aquí](#).

Service Research Center

Co-creation in healthcare: framing the outcomes and their determinants

By Floriana Fusco, Marta Marsilio, Chiara Guglielmetti



Understanding the outcomes of co-creation (CC) in healthcare is increasingly gaining multidisciplinary scientific interest. Although more and more service management scholars have pointed out the benefits of cross-fertilization between the various research fields, the literature on this topic is still scattered and poorly integrated. This study...

Más Detalle



Hi, May AI help you? An analysis of the barriers impeding the implementation and use of artificial intelligence – enabled virtual assistants in retail

By Sana Zehra Kamoonpuri, Anita Sengar



Revenge buying after the lockdown: Based on the SOR framework and TPB model

By Yanfeng Liu, Lanhui Cai, Fei Ma, Xueqin Wang



Came and gone? A longitudinal study of the effects of COVID-19 on tourism purchasing intentions

By Nikolaos Pappas



Chatbots or me? Consumers' switching between human agents and conversational agents

By Chia-Ying Li, Jin-Ting Zhang

Otros artículos publicados este mes:

- The role of organizational justice and social interaction in mitigating the negative effects of high-performance member retailers on strategic integration
- Personal values and impulse buying: The mediating role of hedonic shopping motivations
- Do you think that the home delivery is good for retailing?
- Collective-based ad transparency in targeted hotel advertising: Consumers' regulatory focus underlying the crowd safety effect
- An investigation of two remedial measures for retailers to address the impact of disease threat on sustainable consumption: A moderated moderated mediation model
- Building organizational resilience with digital transformation

- Theorising brand aura
- Immersive netnography: a novel method for service experience research in virtual reality, augmented reality and metaverse contexts
- Designing augmented reality services for enhanced customer experiences in retail
- Augmented reality magic mirror in the service sector: experiential consumption and the self
- Experiential AR/VR: a consumer and service framework and research agenda
- The extended reality technology (ERT) framework for designing customer and service experiences in phygital settings: a service research agenda
- A tribute to Dr Pierre Eiglier: a service field founder with timeless service wisdom
- Coping strategies and intended change of shopping habits after the Corona pandemic – insights from two countries in Western and Eastern Europe
- Is algorithm aversion WEIRD? A cross-country comparison of individual-differences and algorithm aversion
- The role of time convenience and (anticipated) emotions in AR mobile retailing application adoption
- Requirement analysis and service optimization of multiple category fresh products in online retailing using importance-Kano analysis
- Dispositional awe, meaning in life, and socially responsible consumption
- Adverse effect of social media on generation Z user's behavior: Government information support as a moderating variable
- Test of a sequential mediation model of green management innovation
- Workplace bullying, psychological distress, job performance and employee creativity: the moderating effect of psychological resilience
- When and how digital platforms empower professional service firms: an agility perspective
- The influence of the physical work environment on retail employees
- Exploring consumers' usage intention of reusable express packaging: An extended norm activation model
- Effects of in-store live stream on consumers' offline purchase intention
- Customer showrooming behavior, customer orientation, and emotional labor: Sales control as a moderator
- The effect of place attachment of geographical indication agricultural products on repurchase intention
- Antecedents of mobile payment loyalty: An extended perspective of perceived value and information system success model
- My new financial companion! Non-linear understanding of Robo-advisory service acceptance
- Curvilinear relationship between customer engagement and responses to service failures
- Critical insights of nano-based pharmaceutical, cosmeceutical and nutraceutical products: Empirical evidence from the consumption values perspective
- Retailers, don't ignore me on social media! The importance of consumer-brand interactions in raising purchase intention - Privacy the Achilles heel
- The dark side of multiunit discounts: Multiunit discounts reduce rest of basket revenue
- Exploring the factors that drive consumers to use contactless delivery services in the context of the continued COVID-19 pandemic

- The role of market-based transformative service initiatives in service inclusion of refugees
- Social robot-delivered customer-facing services: an assessment of the experience
- Envy: definitions, approaches and implications
- Unpacking the relationship between customer citizenship behavior and dysfunctional customer behavior: the role of customer moral credits and entitlement

Si no desea recibir este boletín del *Service Research Center* en su correo o ha recibido este mensaje por error, responda a este email indicando en el asunto la palabra **REMOVER**. Si tuviera alguna consulta, la puede hacer llegar al correo src@udep.edu.pe