

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.

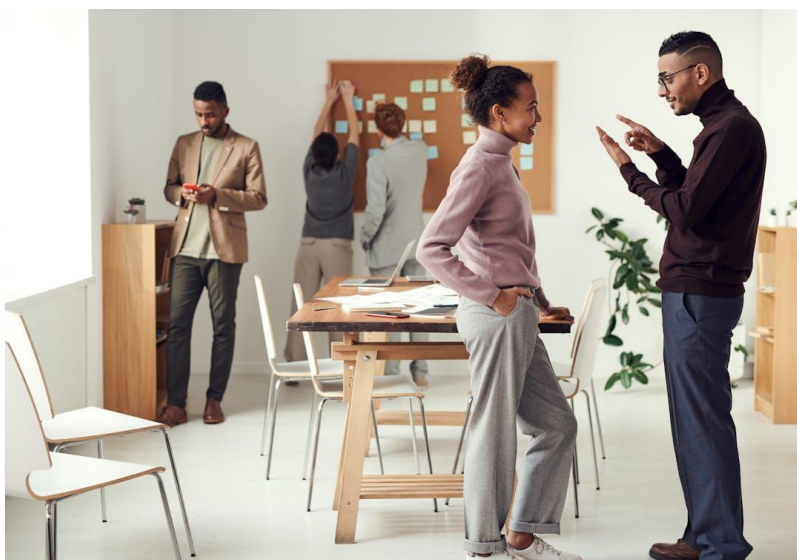
Al inicio de la lista estamos resaltando cinco artículos que creemos serán de su interés.

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Service Research Center

Servant leadership and employees’ performance: organization and information structure perspective

By Khan, F., Arshad, M., Raoof, R., & Farooq, O.



Prior research has established the relationship between servant leadership and employees’ task performance; however, these studies have ignored the boundary conditions under which this relationship can be sustained. The current study bridges this gap by examining the moderating role of task interdependence and information asymmetry on the relationship between servant leadership and employees’ task performance...

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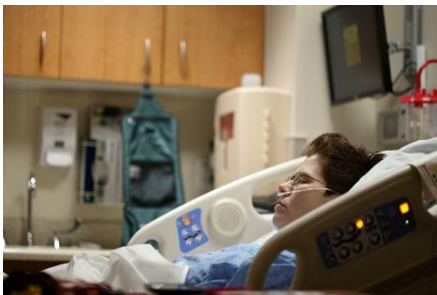
Atmospherics fosters customer loyalty: Exploring the mediating effects of memorable customer experience and customer satisfaction in factory outlet malls in Taiwan

By Chen, C. T.



Conceptualization, measurement and theorization of green innovation in hospitality and tourism: looking back to move forward

By Gürlek, M., & Kılıç, İ.



Men's transformative health service use: rethinking customer experience of vulnerability

By McGraw, J., Russell-Bennett, R., & White, K. M.



Spoken service language for customer well-being in a transformative service context: residential aged care

By Scerri, M. A., & Presbury, R.

Otros artículos publicados este mes:

- The AR Cloud: Navigating Metaverse Augmentation Technologies for Enhanced Co-Creation of Value Within Services
- Design Principles for Virtual Reality Applications Used in Collaborative Service Encounters
- Steady Hand at the Wheel: How Perceived Movement Influences Consumer Responses to Brand Failures
- An Inconvenient Truth: Understanding Service Inconvenience in Digital Platforms
- How do you treat your 'big fish'? The joint effect of perceived subordinates' overqualification and managers' personalities on knowledge hiding
- Employees' foe or friend: artificial intelligence and employee outcomes
- Leveraging TSR and social innovation for social inclusion via platforms
- Presence: consumers' different reactions to service and manufacturing firms with low CSR in social conduct

- Filling in the gaps: a service ecosystem perspective on purchase groups as interstitial markets
- The transformative potential of AI-enabled personalization across cultures
- Understanding Muslim frontline employees' perceived religious discrimination and emotional exhaustion
- Exploring the role of the service provider in sharing economy services
- Improving health service design and delivery for men: does gender targeting matter?
- Determinants of disengagement and negative customer engagement behaviour: expectancy disconfirmation and justice perspectives
- Misery loves company: evaluation of negative e-WOM effects at the post-service recovery stage
- The effect of service recovery on socially distant third-party customers: an experimental research on emotions, forgiveness, repatronage intention and WoM
- Financial performance response of manufacturers to servitization: curvilinear relationship mediated by service business focus and moderated by digital technology application
- How to respond to negative online reviews: language style matters
- Comparing three contract types to optimize profits in service firm – digital service platform relationships
- Prominent or subtle: The impact of brand prominence on social media advertisement engagement
- A holistic framework for consumer usage modes of augmented reality marketing in retailing
- How to obtain customer requirements for each stage of the product life cycle from online reviews: Using mobile phones as an example
- Should live-streaming platforms nonexclusively promote brands from traditional retail platforms?
- The impact of the Seller's facial image on consumer purchase behavior in peer-to-peer accommodation platforms
- Intention to adopt services by AI avatar: A protection motivation theory perspective
- Firm engagement: Scale development and verification
- Atmospherics fosters customer loyalty: Exploring the mediating effects of memorable customer experience and customer satisfaction in factory outlet malls in Taiwan
- Sustainable service product design method: Focus on customer demands and triple bottom line
- How do customers react to preferential treatment? An affective events theory and time-lagged survey
- Evaluating regression techniques for service advisor performance analysis in automotive dealerships
- The role of digital orientation and strategic emphasis in creating brand competitiveness
- Necessarily Optimistic? Upper Echelons' Social Capital and IPO Valuation in the Hospitality Industry
- Employee Recommendation and Financial Performance: Evidence From Tourism and Hospitality Industry
- Effects of Consumer–Host Social Interaction and Trust on Peer-to-Peer Accommodation Consumers' Repurchase Intentions: A Trust-Transfer Perspective
- The Influence of Hotel Characteristics on Debt Servicing and Default in the U.S. Lodging Sector

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