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Novedades en 'Service Journals'

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de noviembre 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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The Impacts of Supervisor Support on Employee Service Performance: A Change Perspective

By Liu, X., Mao, J.-Y., Ni, D., Quan, J., & Zheng, X.



Predominantly based on a static perspective, existing studies have documented that supervisor support is a key facilitator of front-line employees' service behaviors. Incorporating a change perspective, our study examines the effects of daily shift and variability in supervisor support on employees' service performance at both the within- and between-person levels. We draw on affective events theory to propose positive affect as the underlying mediating mechanism and examine the moderating role of employee self-control capability...

[Más Detalle](#)



Why do customers choose online or offline channels? A framework of motives and its application in an international context

By Zielke, S., & Komor, M.



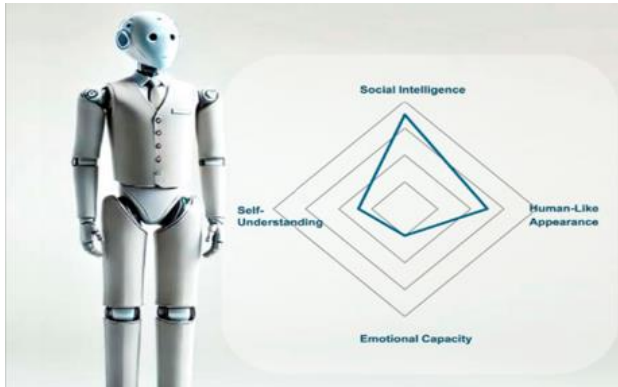
Consumer preferences for unmanned stores: A choice experiment study

By Nam, Y., Lee, S., & Lee, H.



Explanation of time perspectives in adopting AI service robots under different service settings

By Dang, S., Quach, S., & Roberts, R. E.



Seeing Personhood in Machines: Conceptualizing Anthropomorphism of Social Robots

By Chi, O. H., Chi, C. G., & Gursoy, D.

Otros artículos publicados este mes:

- The role of micro-franchising in supporting women retailers in the energy sector in sub-Saharan Africa: The case of the Mivo Energie network in Togo
- Retail franchise ecosystem dynamics: Insights from countries of varied development levels
- Metaverse consumer behavior: Investigating factors driving consumer participation in the transitory metaverse, avatar personalization, and digital fashion adoption
- Using necessary condition analysis to complement multigroup analysis in partial least squares structural equation modeling
- Linking short- and long-term impacts of the government, consumers, and manufacturers on NEV sales and market share in China
- Research on the driving factors and impact mechanisms of green new quality productive forces in high-tech retail enterprises under China's Dual Carbon Goals
- Redefining retail catchment with mobile geolocation data: Insights from New Zealand
- Relationships among consumer innovativeness, learning, and global product purchases: Store manager perspectives in retailing
- Food provenance assurance and willingness to pay for blockchain data security: A case of Australian consumers
- The effects of footstep sounds on impression formation and persuasion
- To offer or not to offer? Bullet screen strategies for competing video platforms with vertical differentiation
- Revolutionizing retail: The transformative power of service robots on shopping dynamics
- The role of behavioral decision-making in panic buying events during COVID-19: From the perspective of an evolutionary game based on prospect theory
- Ecological consciousness, moral self-identity and green conspicuous behavior: Moderating role of religiosity
- The key opinion leader introduction and pricing strategy for live streaming e-commerce platforms considering the impact of network effects
- Online and offline delivery qualities: O2O satisfaction and loyalty through technology acceptance model
- When should the fresh-food retailer embrace near-expired food commercialization?
- Consumer segmentation with large language models
- Are food retailers resilient amid crisis? A cultural resource-based exploration of Lebanese consumers' engagement with the food retail landscape

- Exploring the effect of empathic response and its boundaries in artificial intelligence service recovery
- The inverted U-shape of consumer reviews and conversion rates: The moderating role of store longevity and transaction volume on service-selling platforms
- Customer adoption of robot: Synergizing customer acceptance of robot-assisted retail technologies
- Avoid following individual shopping time habit to promote new products: Evidence from a randomized field experiment
- Give me a second life! Extending the life-span of luxury products through repair
- Unveiling the drivers of satisfaction in mobile trading: Contextual mining of retail investor experience through BERTopic and generative AI
- Quality-differentiated distribution strategies between live streaming and online channels
- From online reviews to smartwatch recommendation: An integrated aspect-based sentiment analysis framework
- The social assumption in service redefined by AI-mediated zero-social-touch services
- Brexit and the Services Trade—A Longitudinal Analysis
- Human-Machine Engagement (HME): Conceptualization, Typology of Forms, Antecedents, and Consequences
- Societal Attitudes Toward Service Robots: Adore, Abhor, Ignore, or Unsure?
- I Care That You Don't Share: Confidentiality in Student-Robot Interactions
- Commentary: The Future of Human-Robot Interactions
- The Service Robot Customer Experience (SR-CX): A Matter of AI Intelligences and Customer Service Goals

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