

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

Mindfulness, resilience and the happiness of service employees working from home

By Le, N. H., Mai, M. Q. T., & Le, K. G.



The work-from-home scheme (WFH) is increasingly being adopted in service firms. However, the blurred border between employees' work and life can create work–life conflict (WLC) that negatively affects their well-being. Therefore, identifying factors that help employees overcome WLC and nurture their well-being is imperative...

[Más Detalle](#)



Customer experience (CX), employee experience (EX) and human experience (HX): introductions, interactions and interdisciplinary implications

By Gustafsson, A., Caruelle, D., & Bowen, D. E.



The role of employee empathy in forming brand love: customer delight and gratitude as mediators and power distance belief as a moderator

By Choi, L., Kim, M., & Kim, S.



Hospitality Front-line Employees: A Meta-Analysis of Emotion Management at Work

By Shulga, L. V., Busser, J. A., & Molintas, D. H.



Cultural change in servitization – a conceptual review and framework

By Biesinger, B., Hadwich, K., & Bruhn, M

Otros artículos publicados este mes:

- Customer-Perceived Innovation: Considerations for Financial Performance and Methodological Approaches
- Perceiving Innovation: Unveiling the Impact on Market Performance
- Countering Virtual Brand Sabotage: The Power of Informative Responses
- Company Innovativeness — A Radically New Perspective on an Old Concept
- Understanding and managing engagement journeys
- The role of employee empathy in forming brand love: customer delight and gratitude as mediators and power distance belief as a moderator
- Conceptualizing digital service: coconstitutive essence and value cocreation dynamics
- Leveraging artificial intelligence in firm-generated online customer communities: a framework and future research agenda
- Unraveling women (in) leadership in tourism and hospitality: a retrospect and outlook
- Health and fitness marketing appeals to older consumers

- Corporate social responsibility in hospitality and tourism: a systematic review
- How does AI agent (vs. IVR system) service failure impact customer purchase behavior: mediating effect of customer involvement
- Editorial: Service resilience in an increasingly ambiguous, dynamic and complex world – absorb, adapt and transform
- Commentary: developing a deeper understanding of resilience in service contexts
- The possibilities of resilience for service organisations
- Reconfiguration and transformation for resilience: building service organizations towards sustainability
- Service employees' STARA awareness and proactive service performance
- The role of organizational resilience in SME service innovation and value cocreation
- How can service organizations build resilience by leveraging capabilities and service worker team knowledge?
- How do service innovation practices develop frontline employee resilience capabilities in not-for-profits?
- Guest editorial: Service-driven business transformation – stimulating uplifting change through service
- Business model innovation through the adoption of service logic: evolving to servification
- Exploring power strategies for transformation in a service-ecosystem
- Finding the best creation strategy: How influencer's photo-editing behavior affects consumer's engagement intention
- Sonic sensations: Navigating the mixed outcomes of ASMR in retail advertising
- Understanding consumers' acceptance of edible food packaging: The role of consumer innovativeness
- Seeking stability or change? Retailers' organizational legitimacy, strategic orientation and cross-channel integration
- The vulnerability and resilience of service quality management in food supply chains: Lessons from unstructured data on food-safety cases
- The power of endorsement in upcycled food promotion: Investigating the moderating effect of perceived food familiarity
- Informing or persuading? Unveiling the complex dynamics of live chat in online labor markets
- How do consumers' attitudes differ across their basic characteristics toward live-streaming commerce of green agricultural products: A preliminary exploration based on correspondence analysis, logistic regression and decision tree
- Antecedents and consequences of perceived helpfulness of extremely positive and exaggerated reviews
- Gaining insights for service improvement through unstructured text from online reviews
- Sexual Harassment, Negative Emotions, and Turnover Intention in the Restaurant Industry: The Moderating Effect of Pay Satisfaction
- A Systematic Literature Review of Authentic Leadership in Tourism and Hospitality: A Call for Future Research

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