

Novedades en ‘Service Journals’

Estimados amigos,

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

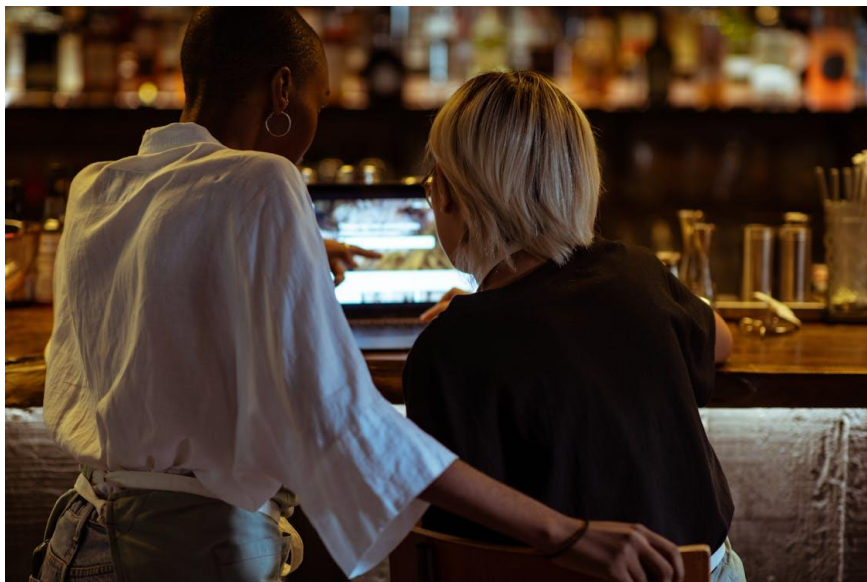
Al inicio de la lista estamos resaltando cinco artículos que creemos serán de su interés.

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Service Research Center

How does AI technology integration affect employees’ proactive service behaviors? A transactional theory of stress perspective

By Huang, Y., & Gursoy, D.



While AI technology is widely integrated into service creation and delivery processes, the empirical evidence about its impact on employees has been mixed. Based on transactional theory of stress, this study explores how service employees appraise and react to AI technology integration utilizing data collected from employees of service companies that integrated AI technologies into their operations. ...

[Más Detalle](#)



The effect of promotion regulatory focus on service performance

By Yan, J., Ali, M., Khan, Shah., & Butt, A. S.



An organizational behavior/human resource management perspective on the roles of people in a service organization context: frameworks and themes

By Bowen, D. E.



The Circular Economy: A Transformative Service Perspective

By Sönnichsen, S., de Jong, A., Clement, J., Maull, R., & Voss, C.



From feeling like home to being at home: The negative outcomes of attachment to commercial places

By Debenedetti, A., & Chaney, D.

Otros artículos publicados este mes:

- Hierarchical Time Series Forecasting in Emergency Medical Services
- AI Patent Approvals in Service Firms, Patent Radicalness, and Stock Market Reaction
- Simple Morning and Complex Night: Time of Day and Complex Sensory Experiences
- The Circular Economy: A Transformative Service Perspective
- An organizational behavior/human resource management perspective on the roles of people in a service organization context: frameworks and themes
- Designing the service delivery system for prevention-oriented goals: insights from two case studies
- Guest editorial: The sport x service experience: an opportunity for sport service management research
- Customer-to-customer interactions in the sport fan context: typology, framework (C2CIF) and directions for future research
- Who trusts whom? The case of immigrant service professionals

- Credit card churning customers, endowed loyalty, and protestant work ethic
- The effect of promotion regulatory focus on service performance
- Effect of social status signaling in an organic restaurant setting
- Service system resilience under resource scarcity: from vulnerability to balanced centrality
- Service mega-disruptions: a conceptual model and research agenda
- AI credibility and consumer-AI experiences: a conceptual framework
- Avoiding excessive AI service agent anthropomorphism: examining its role in delivering bad news
- Retail robots as sales assistants: how speciesism moderates the effect of robot intelligence on customer perceptions and behaviour
- How does AI technology integration affect employees' proactive service behaviors? A transactional theory of stress perspective
- Exploring the stimulating role of augmented reality features in E-commerce: A three-staged hybrid approach
- Customer definitions of moral value for retail brands: A qualitative understanding
- Virtually responsible? Attribution of responsibility toward human vs. virtual influencers and the mediating role of mind perception
- From feeling like home to being at home: The negative outcomes of attachment to commercial places
- The Manipulative Effects in the Technology-Facilitated Preservice Tipping Experience
- Performing Up to Par: Hospitality Firms After ASU 2016-02
- ChatGPT: It's Here, Whether We Want It or Not!
- Consumer Click Responses to Paid Ad Set Strategies of Search Platforms

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