

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

The Interactive Influence of Frontline Employee Motivational Orientation and Service Climate/Strength Upon Employee Need Satisfaction and Performance

By Kearney, T., Coughlan, J. and Kennedy, A.



A frontline employee's motivational orientation toward the role s/he plays in an organization is an important determinant of the level of service that is ultimately provided to a customer. In this study, we propose and demonstrate that frontline employees possess two different forms of motivational orientation...

Más Detalle



The interplay between physical and social servicescape: investigating negative CCI

By Olivier Furrer, Mikèle Landry, Chloé Baillod, Jie Yu Kerguignas



Where is customer experience (CX) research heading? A personal commentary

By Phil Klaus



The influence of the physical work environment on retail employees

By Jin Ho Jung, Jaewon Yoo, and Seongmin Ryu.



Improving How Clinicians Communicate With Patients: An Integrative Review and Framework

By Tracey S. Danaher, Leonard L. Berry, Chuck Howard, Sarah G. Moore and Deanna J. Attai

Otros artículos publicados este mes:

- Digital service technologies, service robots, AI, and the strategic pathways to cost-effective service excellence
- A job demands-resources perspective on servant leadership and employee creativity
- Users' intention to adopt artificial intelligence-based chatbot: a meta-analysis
- The impact of social media use on customer experiences within physical service environments
- Guest Editorial: Investigating the effect of the physical context on customer experience

- Exploring servicescape experiences across museum types
Hasan Hüseyin Erdoğan, Ebru Enginkaya
- Servicescape insights in place of birth: from restorative servicescapes to co-curated transformative places
- Exploring interactions between commuters with disabilities and transport service providers
- It Never Ends: Vulnerable Consumers' Experiences of Persistent Liminality and Resource (Mis)Integration
- Shaping Circular Service Ecosystems
- Friend, mentor, lover: does chatbot engagement lead to psychological dependence?
- The Robotic-Human Service Trilemma: the challenges for well-being within the human service triad
- How does service robot anthropomorphism affect human co-workers?
- Self-service technology recovery: the importance of psychological need support
- Public Policy Challenges and the Lodging Shared Economy
- Price elasticity of demand and its impact on hotel revenue performance during the COVID-19 pandemic
- The Importance of Green Certification Labels/Badges in Online Hotel Booking Choice: A Conjoint Investigation of Consumers' Preferences Pre- and Post-COVID-19
- Away From the Nightmare: Sexual Harassment, Leave Intention, and Job Search Behavior

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