

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de abril 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

Understanding sustainable service ecosystems: a meso-level perspective

By Palakshappa, N., Dodds, S., & Stangl, L. M.



The world continues to grapple with grand challenges – climate change, pandemic, poverty, social injustice and diminishing resources – requiring mitigation if we are to focus on well-being....

[Más Detalle](#)



Customer Engagement in Utilitarian vs. Hedonic Service Contexts

By Barrett, J. A. M., Jaakkola, E., Heller, J., & Brüggem, E. C.



Work stress, ego depletion, gender and abusive supervision: A self-Regulatory perspective

By Saleem, S., Sajid, M., Arshad, M., Raziq, M. M., & Shaheen, S



Commentary: “Back to the future” or “trapped in the future”? The future of services practice and research

By Hollmann, T.



Point Redemption in Loyalty Programs: The Role of Customer Relationship Characteristics and Their Implications for Service Providers

By Li, C., Swaminathan, S., & Kim, J.

Otros artículos publicados este mes:

- Designing Collaborative Intelligence Systems for Employee-AI Service Co-Production
- The Influence of Market Entry Strategies on the Success of Digital Service Innovations in the Mobility Sector
- Point Redemption in Loyalty Programs: The Role of Customer Relationship Characteristics and Their Implications for Service Providers
- Customer Engagement in Utilitarian vs. Hedonic Service Contexts
- Designing Collaborative Intelligence Systems for Employee-AI Service Co-Production
- Examining the influence of multiple dimensions of authentic dining experiences

- [Conflict-solving as a mediator between customer incivility and service performance](#)
- [A moderated mediation model of knowledge hiding](#)
- [Work stress, ego depletion, gender and abusive supervision: A self-Regulatory perspective](#)
- [Ebullient supervision and employee life satisfaction: a moderated mediation model](#)
- [Does awe facilitate conformity in tourism consumption? Evidence from China](#)
- [Commentary: “Back to the future” or “trapped in the future”? The future of services practice and research](#)
- [How customer incivility affects organization citizenship behavior: roles of depersonalization, resilience, and caring climate](#)
- [Call it robot: anthropomorphic framing and failure of self-service technologies](#)
- [Understanding sustainable service ecosystems: a meso-level perspective](#)
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- [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](#)
- [Customers’ Cue Utilization in Delivery Restaurant Selection and Its Changes With Different Health Risks](#)

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