

Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de agosto 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

What (de) motivates customers to use AI-powered conversational agents for shopping? The extended behavioral reasoning perspective

By Ihsan Ullah Jan a, Seonggoo Ji a, Changju Kim



Artificial Intelligence (AI)-powered conversational agents have become ubiquitous tools in the digital transformation of conventional customer-company interactions. Despite the widespread implementation of Artificial Intelligence (AI)-powered conversational agents, there is still a limited understanding of how customers use and resist these technologies for shopping. customer motivation, attitudes, and behavioral intentions toward the use of AI-powered conversational agents in shopping...

Más Detalle



High-performance work system in service sector: review and framework development

By Dimple Y Vijay Kuriakoseb



The Role of Customer Relationship Vulnerability in Service Recovery

By Sadrac Cenophat , Martin Eisend, Tomás Bayón, and Alexander Haas



Well-being co-creation in service ecosystems: a systematic literature review

By Mikèle Landry, Olivier Furrer



Service encounter and value co-creation in fundraising activities at the NPO sector

By Renata Klafke, Andrés Barrios, Simone Regina Didonet

Otros artículos publicados este mes:

- How ethical leadership influences knowledge hiding? A sequential mediation model
- Systematic literature review and future research directions for service robots in hospitality and tourism industries
- The work–family spillover and crossover effects of negative workplace gossip
- In Reply: Where Reshaping Communications in Healthcare Service Begins
- Thirty Years of Service Failure and Recovery Research: Thematic Development and Future Research Opportunities From a Social Network Perspective
- Co-creation in healthcare: framing the outcomes and their determinants
- Some agents are more similar than others: customer orientation of frontline robots and employees

- Price elasticity of demand and its impact on hotel revenue performance during the COVID-19 pandemic
- Away From the Nightmare: Sexual Harassment, Leave Intention, and Job Search Behavior
- Public Policy Challenges and the Lodging Shared Economy
- The Importance of Green Certification Labels/Badges in Online Hotel Booking Choice: A Conjoint Investigation of Consumers' Preferences Pre- and Post-COVID-19
- Reducing inequalities through strengths-based co-creation: indigenous students' capabilities and transformative service mediator practices
- Usage behavior of mHealth service users in Australia: do user demographics matter?
- The role of market-based transformative service initiatives in service inclusion of refugees
- Wellbeing implications of BoP marketing: a service ecosystem approach
- Language-related stereotype threat, customers' well-being and its outcome
- The service empowerment model: a collaborative approach to reducing vulnerability
- #infertility: how patients can benefit from the public discussion of conversational taboos on social media
- Helping the organization but harming customers: a social identity perspective of unethical pro-organizational behavior
- Too real? The conflicting roles of adaptation and authenticity in intercultural service encounters
- Can you sense without being human? Comparing virtual and human influencers endorsement effectiveness
- Predicting sports fans' engagement with culturally aligned social media content: A language expectancy perspective
- Becoming a tree when I will be dead? Why not! Generation X, Y and Z, and innovative green death practices
- Do supermarkets' emails have any value for their customers? The effect of emails' content and interestingness on customers' attitude and engagement
- The formation of habit and word-of-mouth intention of over-the-top platforms
- Visualization service investment strategies for a self-operated fresh agricultural product e-tailer
- Is the system reliability profitable for retailing and consumer service of a dynamical system under cross-price elasticity of demand?

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