

## Novedades en ‘Service Journals’

Estimados amigos,

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

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

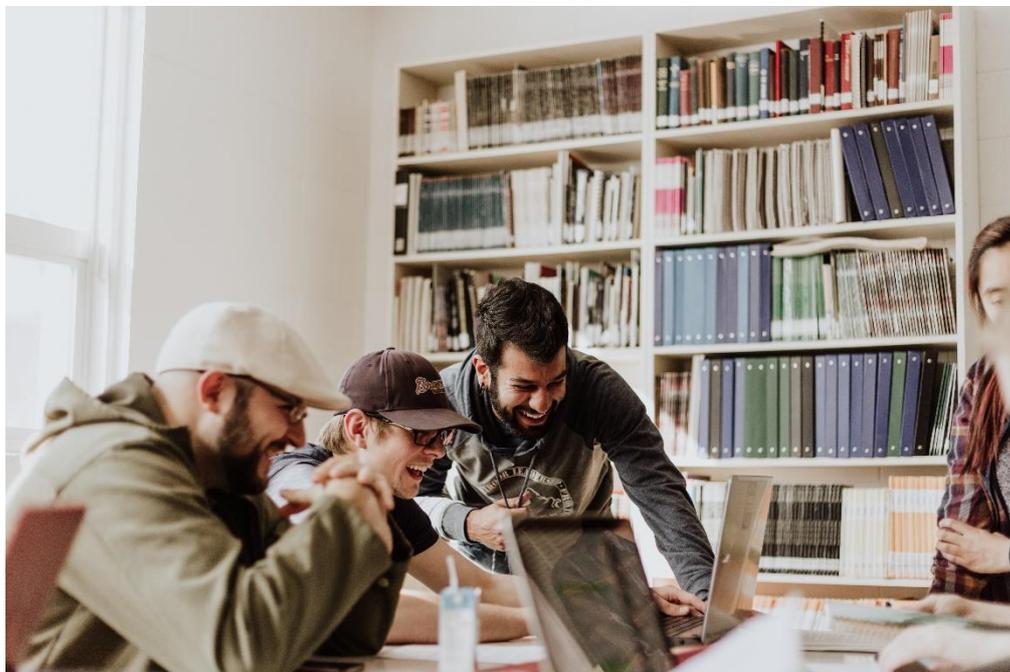
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### Managing engagement in an emerging economy service

By Yi Wang, Si Shi, Yang Chen & Dogan Gursoy



The purpose of this paper is to offer a better understanding of managing engagement in an emerging economy service. It explores the role of organisational climates for initiative and psychological safety as the key

drivers of employee engagement (EE). It also examines the effects of EE on...

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By Benedettini, O. and Neely, A.



### The dynamic outcomes of service quality: a longitudinal investigation

By Hussain, K., Jing, F., Junaid, M., Bukhari, F. and Shi, H.



### Examining the role of customer engagement in augmenting referral value: The moderated-mediation of relational and expertise value

By Sahi, G., Devi, R. and Dash, S.

## Otros artículos publicados este mes:

Reacting to negative online customer reviews: Effects of accommodative management responses on potential customers

Cyborgs as frontline service employees: a research agenda

Friend or foe? Chat as a double-edged sword to assist customers

Volunteer engagement: conceptual extensions and value-in-context outcomes

Role of commercial friendship, initiation and co-creation types

Service research in emerging markets: business as usual?

Influence of service-entry waiting on customer's first impression and satisfaction: The moderating role of opening remark and perceived in-service waiting

Managing customer relationships in emerging markets: Focal roles of relationship comfort and relationship proneness

Mediation effects of service features on rapport-dependency link in emerging market

To fly or not to fly? An empirical study of trust, post-recovery satisfaction and loyalty of Malaysia Airlines passengers

What to say on social media and how: Effects of communication style and function on online customer engagement in China

Commentary: transformative service research and social marketing – converging pathways to social change

Viewpoint: the role of cancer resource center services on men's health

Viewpoint: a practitioner's response to overcoming barriers to access by male participants at cancer resource centers

Non-medical health centers – directions for service researchers

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A continuum of transformative service exchange: insights for service and social marketers

Health service literacy: complementary actor roles for transformative value co-creation

Visual storytelling and vulnerable health care consumers: normalising practices and social support through Instagram

Exploring the role of family in enhancing the well-being of patients with developmental disorders

Social well-being and transformative service research: evidence from China

Moving forward and making an impact in service research: from research priorities to research methodologies

Designing, writing-up and reviewing case study research: an equifinality perspective

Advancing service design research with design science research

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Neuroscience in service research: an overview and discussion of its possibilities

An update on customer value: state of the art, revised typology, and research agenda

Leveraging service design as a multidisciplinary approach to service innovation

Investigating the on-demand service characteristics: an empirical study

Service system well-being: conceptualising a holistic concept

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