



Novedades en ‘Service Journals’

Estimados amigos,

Les presentamos las novedades de investigación publicadas el mes de enero 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

Leadership matters in crisis-induced digital transformation: how to lead service employees effectively during the COVID-19 pandemic

By Bartsch, Weber, Büttgen and Huber.



The COVID-19 pandemic has, besides the health concerns, caused an unprecedented social and economic crisis that has particularly hit service industries hard. Due to extensive safety measures, many service employees have to work remotely to keep service businesses running. With limited literature on leadership and virtual work in the service context, this paper aims to report on leadership...

[Más Detalle](#)



Customer self-determination in value co-creation.

By Lenna V. Shulga and James A. Busser.



Sources and categories of well-being: a systematic review and research agenda.

By Arafat Rahman.



Beyond panic buying: consumption displacement and COVID-19.

By Michael C. Hall, Girish Prayag, Peter Fieger and David Dyason.



Customer delight during a crisis: understanding delight through the lens of transformative service research

By Donald C. Barnes, Jessica Mesmer-Magnus, Lisa L. Scribner, Alexandra Krallman, Rebecca M. Guidice

Otros artículos publicados este mes:

More than a feeling? Toward a theory of customer delight

Customer participation risk management: conceptual model and managerial assessment tool

Enterprise feedback management (EFM): what lies beyond the hype?

How Michelin-starred chefs are being transformed into social bricoleurs? An online qualitative study of luxury foodservice during the pandemic crisis

Reframing service innovation: COVID-19 as a catalyst for imposed service innovation

Effect of frontline employee's hope and consumer failure during consumer-created emergencies

The impact of termination severity on customers' emotional, attitudinal and behavioral reactions

Paranoid personality and frontline employee's proactive work behaviours: a moderated mediation model of empathetic leadership and perceived psychological safety

The tipping point: mitigating the curvilinear effect of frontline service employee's perception of leadership humility on frontline service performance

Robotizing shared service centres: key challenges and outcomes

Brand anthropomorphism, love and defense: does attitude towards social distancing matter?

The need to belong: how to reduce workplace ostracism

Masked smiles matter – employee verbal expertise and emotion display during COVID-19

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