

## EDITORS

---

Martin Benkenstein

Manfred Bruhn

Marion Büttgen

Andreas Eggert

Heiner Evanschitzky

Christiane Hipp

Helmut Krcmar

Martin Matzner

Friedemann W.  
Nerdinger

Blockchain in Service Management and Service  
Research – Developing a Research Agenda and  
Managerial Implications

*Marion Büttgen, Julia Dicenta, Kai Spohrer,  
Viswanath Venkatesh, Raji Raman, Hartmut Hoehle,  
Arne De Keyser, Cédric Verbeeck, Thijs J. Zwiienenberg,  
Kim Peiter Jørgensen, Roman Beck, Olivier Rikken,  
Marijn Janssen, Zenlin Kwee, and Fabian Schär*

---

Working Conditions and Health of Leaders in  
Three Service Sectors

*Franziska Pundt and Marcel Lüch*

---

Quality or Quantity? The Power of Expert  
Reviews in the Presence of Conflicting  
Aggregated Ratings

*Anna Naujoks*

---

When Do You Trust Your Doctor More?  
A Comparison between Korea to Germany

*Su Jin Yang, Janice Hyungyoon Han, and Jae Il Kim*

Volume 5

2/2021

C.H.BECK · Vahlen · Munich

[www.journal-smr.de](http://www.journal-smr.de)



Q650202102

## 7<sup>th</sup> Rostock Conference on Service Research



September, 9 - 10<sup>th</sup> 2021

**REGISTER NOW!**  
[www.dl-tagung.de](http://www.dl-tagung.de)

Topics could cover,  
but are not limited, to

- Functional Aspects of Services such as Work System Design, Customer-Employee Interactions, the Design of Innovative Services, Services Controlling and/or
- Institutional Perspective on Specific Services such as Financial Services Providers, Tourism Enterprises, Tax Advisors, Auditors, or Logistics Companies

**Faculty of Economic and Social Sciences**  
Department of Business Administration

## Managing Editors

*Martin Benkenstein*, University of Rostock/Germany

*Marion Büttgen*, University of Hohenheim/Germany

## Editorial Board

*Manfred Bruhn*, University of Basel/Switzerland

*Andreas Eggert*, Paderborn University/Germany

*Heiner Evanschitzky*, Alliance Manchester Business School/UK

*Christiane Hipp*, Brandenburg University of Technology/Germany

*Helmut Krcmar*, Technical University of Munich/Germany

*Martin Matzner*, Friedrich-Alexander University Erlangen-Nürnberg/Germany

*Friedemann W. Nerdinger*, University of Rostock/Germany

## Advisory Board

*Sabine Benoit*, Surrey Business School/UK

*Jörg Finsterwalder*, University of Canterbury/New Zealand

*Dwayne Gremler*, Bowling Green State University/USA

*Joachim Hüffmeier*, TU Dortmund/Germany

*Michael Kleinaltenkamp*, FU Berlin/Germany

*Werner H. Kunz*, University of Massachusetts Boston/USA

*Michael Leyer*, University of Rostock/Germany

*Peter Magnusson*, Karlstad University/Sweden

*Martin Mende*, Florida State University/USA

*Kathrin Möslin*, Friedrich-Alexander University Erlangen-Nürnberg/Germany

*Andy Neely*, University of Cambridge/UK

*Frank Piller*, RWTH Aachen/Germany

*Anat Rafaeli*, Technion Haifa/Israel

*Sven Tuzovic*, QUT Business School/Australia

*Florian von Wangenheim*, ETH Zürich/Switzerland

*Jochen Wirtz*, NUS Business School/Singapore

## CONTENT

Editorial . . . . .	70
Blockchain in Service Management and Service Research – Developing a Research Agenda and Managerial Implications <i>By Marion Büttgen, Julia Dicenta, Kai Spohrer, Viswanath Venkatesh, Raji Raman, Hartmut Hoehle, Arne De Keyser, Cédric Verbeeck, Thijs J. Zwienerberg, Kim Peiter Jørgensen, Roman Beck, Olivier Rikken, Marijn Janssen, Zenlin Kwee, and Fabian Schär . . . . .</i>	71
Working Conditions and Health of Leaders in Three Service Sectors <i>By Franziska Pundt and Marcel Lück . . . . .</i>	103
Quality or Quantity? The Power of Expert Reviews in the Presence of Conflicting Aggregated Ratings <i>By Anna Naujoks . . . . .</i>	119
When Do You Trust Your Doctor More? A Comparison between Korea to Germany <i>By Su Jin Yang, Janice Hyungyoon Han, and Jae Il Kim . . . . .</i>	130
Imprint . . . . .	118