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From Goods to Services Consumption:
A Social Network Analysis on Sharing Economy
and Servitization Research

*Martin P. Fritze, Florian Urmetzer, Gohar F. Khan,
Marko Sarstedt, Andy Neely, and Tobias Schäfers*

The Moderating Effect of Customers' Willingness
to Participate in Service Recovery and its
Impacting Factors – An Empirical Analysis

Nicola Bilstein

Individual Drivers and Outcomes of Envisioned
Value in Use of Customer Solutions:
An Empirical Study in the Electric Mobility Context

Jennifer Hendricks

Examining the Effects of Employees' Behaviour
by Transferring a Leadership Contingency Theory
to the Service Context

Marion Popp and Karsten Hadwich

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Rostocker Dienstleistungstagung

6th Rostock Conference on Service Research September 13th and 14th, 2018

Research in individual services and service industries is of central importance in national as well as international contexts. The 6th Rostock Conference on Service Research will bring together European Researchers and practitioners from all areas of business administration and all disciplines researching in the field of services.

The conference serves business economists, economists, business psychologists, sociologists and other service-oriented researchers. The opening keynote speech will be given by Prof. Dr. Dr. h.c. Dr. h.c. Jörg Becker (European Research Center for Information Systems ERCIS, University of Münster).

We would like to invite all interested parties to participate in the sixth Rostock Conference on Service Research. Further information on the conference as well as the accompanying program for PhD students is available at

<http://www.dl-tagung.de>.

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