

Emerald eJournals

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Your guide to getting the
best from Emerald insight



The screenshot shows the Emerald Insight Home Page. At the top, there is a navigation bar with links for Log in, Register, Help, Cart, Admin, and Blog. Below this is the Emerald Insight logo and a main navigation menu with links for HOME, JOURNALS & BOOKS, and CASE STUDIES. A search bar is located in the top right, with a dropdown menu for 'Resource areas' currently set to 'Emerald Resources'. Below the search bar is a large search input field with a dropdown for 'Articles and Chapters' and an 'Advanced Search' button. The main content area is titled 'Discover new things' and features a grid of 13 subject-based journal browsing sections, each with an icon and a title: Accounting, Finance & Economics; Business, Management & Strategy; Education; Engineering; Health & Social Care; HR, Learning & Organization Studies; Information & Knowledge Management; Library Studies; Marketing; Operations, Logistics & Quality; Property Management & Built Environment; Public Policy & Environmental Management; and Sociology. A dropdown menu for 'Resource areas' is shown on the right, listing various resource categories: Emerald Resources, For Authors, For Librarians, For Engineers, Research Zone, Learning Zone, Teaching Zone, and Multimedia Zone. Annotations A, B, and C are placed on the page to highlight specific features.

A. 간편검색 & 고급검색

B. 대학라이선스선정 4개 섹션의 주제별 저널 브라우징 (총 110종) - 클릭하면 해당 주제에 속한 저널 리스팅 페이지로 이동

C. 저자, 교수, 학생 등을 위한 다양한 자료 제공

HOME **JOURNALS & BOOKS** CASE STUDIES

Resource areas: Emerald Resources

Articles and Chapters

HOME / BROWSE JOURNALS & BOOKS

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Icon key: You have access Partial access

Results: 1-20 of 649 Page: 1 2 3 4 5 6 7 8 9 10 Next >

Select All For selected items: Add to favourites

| Publication | Access | ISSN/ISBN | Content |
|--|-------------------------------------|-------------------|---------|
| <input type="checkbox"/> Academia Revista Latinoamericana de Administración | <input checked="" type="checkbox"/> | 1012-8255 | Journal |
| <input type="checkbox"/> Academic and Library Computing | <input checked="" type="checkbox"/> | 1055-4769 | Journal |
| <input type="checkbox"/> Acceptability of Transport Pricing Strategies | <input checked="" type="checkbox"/> | 978-1-78635-950-6 | Book |
| <input type="checkbox"/> Access to Destinations | <input checked="" type="checkbox"/> | 978-0-08-046055-0 | Book |
| <input type="checkbox"/> Accounting Research Journal | <input checked="" type="checkbox"/> | 1030-9616 | Journal |
| <input type="checkbox"/> Accounting, Auditing & Accountability Journal | <input checked="" type="checkbox"/> | 0951-3574 | Journal |
| <input type="checkbox"/> Advanced Modeling for Transit Operations and Service Planning | <input checked="" type="checkbox"/> | 978-0-585-47522-6 | Book |
| <input type="checkbox"/> Advanced Series in Management | | | |

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Browse by Subject

All Subjects

- + Accounting, Finance & Economics
- + Business, Management & Strategy
- Economics
- + Education
- + Engineering
- + Health & Social Care
- + HR, Learning & Organization Studies
- + Information & Knowledge Management
- + Library Studies
- + Marketing
- + Operations, Logistics & Quality
- + Property Management & Built Environment
- + Public Policy & Environmental Management

Click!

A

B

A. 자료 유형 또는 도서관 구독분으로 한정하여 브라우징
 B. 알파벳 또는 주제 선택 후, 좌측에서 저널 브라우징



Search bar with 'This Journal' dropdown and 'Advanced Search' button.

HOME / BROWSE JOURNALS & BOOKS / JOURNAL OF SERVICE MANAGEMENT



Journal of Service Management

ISSN: 1757-5818
 Previously published as: International Journal of Service Industry Management
 Online from: 2009
 Subject Area: Operations, Logistics & Quality

Current Issue | Available Issues | Most Cited | Most Read | ToC Alert | RSS
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Volume List

Issue(s) available: 44 - from Volume 20 Issue 1, to Volume 27 Issue 5



Icon key: You have access Partial access Backfile Earlycite Abstract only

| | | |
|-----------|---------|------|
| Volume 28 | Issue 1 | 2017 |
| Volume 27 | Issue 5 | 2016 |
| | Issue 4 | 2016 |
| | Issue 3 | 2016 |
| | Issue 2 | 2016 |
| | Issue 1 | 2016 |
| Volume 26 | Issue 5 | 2015 |

A. 저널 내 키워드 검색
B. 이전 서명으로 발행된 저널 페이지로 이동
C. E-mail Alerts, RSS, My Profile에 즐겨찾기 추가
D. Most Read 최근 7일간 가장 인기 있는 / Most Cited 최근 3년간 가장 많이 인용된 기사 브라우징
E. 우리 도서관 구독분은 로 표시됩니다!
F. Further Infomation 저널에 대한 상세 정보

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MOST READ MOST CITED RELATED

The most popular papers from this title in the past 7 days:

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The relationships of customer satisfaction, customer loyalty, and profitability: an empirical study

Does the Internet encourage consumers to shop online? A review

Consumer perceptions of online convenience

From Strategic Management to Service Management: A Management Perspective on the Evolution of Service Competition

Further Information





언어 선택

Want to know about our research as soon as

A. Abstract 클릭하여 아티클의 자세한 서지정보 확인
B. 아티클의 참고문헌 인용정보 및 관련 콘텐츠로 연결
C. Marked list에 아티클 세션 저장, 인용정보 저장 등
D. 초록, 원문(HTML) 페이지서 103개 언어로 구글번역 연동

Journal of Service Management
 ISSN: 1757-5818
 Previously published as: International Journal of Service Management
 Online from: 2009
 Subject Area: Operations, Logistics & Quality Management
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Table Of Contents: Volume 27 Issue 5

Published: 2016, Start page: 678

Icon key: ■ You have access to this item



Customer experience formation in today's service landscape

Article Options and Tools

View: [HTML](#) | [PDF](#)

[References \(84\)](#)

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Author(s): Michaela Lipkin, (Department of Marketing, Centre for Relationship Marketing and Service Management (CERS), Hanken School of Economics, Helsinki, Finland)

Citation: Michaela Lipkin, (2016) "Customer experience formation in today's service landscape", Journal of Service Management, Vol. 27 Iss: 5, pp.678 - 703

DOI: <http://dx.doi.org/10.1108/JOSM-06-2015-0180>

Downloads: The fulltext of this document has been downloaded 1128 times since 2016

Abstract: Purpose
 The purpose of this paper is to review customer experience formation (CXF) by first locating and analyzing how researchers approach CXF in the service literature and the theoretical underpinnings of these approaches, and then assessing which approaches are best suited for



[Abstract](#) | [HTML](#) | [PDF \(363 KB\)](#) | [Reprints and Permissions](#)

■ **Customer experience formation in today's service landscape**
 Michaela Lipkin (pp. 678 - 703)
 Keywords: Individual level, Systematic literature review, Service landscape
 Type: Literature review

Advanced Search

Search for

Clear search



ADVANCED SEARCH TIPS

BOOLEAN SEARCH

Use the Boolean Operators AND (also + or &), OR, and NOT (also -) in search terms to specify logical relationships between terms. By default, the AND relationship is used. For example, to search for publications with the keyword "computer" but without the keyword "software", enter the text "computer NOT software", select "Keyword", and click "Search".

AUTHOR SEARCHING

Author search includes exact matching. For example, a search for James Smith returns results for James H. C. Smith and James G. Smith, but not for J. Smith. If an initial search using the full author name does not return the desired results, try revising your search to include only the first initial and full last name. You can search for multiple authors using Boolean Operators between author names, for example, "John Smith OR Sally Baker" or "Smith AND Baker" or "John Smith NOT Baker".

PHRASES

WILD CARDS

REFINING YOUR SEARCH WITH SEARCH

ARCHES

ISTORY SAVED SEARCHES

history

Activity



Enter search term

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- Abstract
- Publication title
- Sp Issue/Vol title
- Content Item title
- Keywords
- ISSN/ISBN/EISBN
- Volume
- Issue
- Page
- Caption

AND

Enter search term

Anywhere



+

INCLUDE:

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- Accepted Articles Backfiles



NARROW BY:

- | | |
|--|--|
| Content type: | Publication date: |
| <input checked="" type="radio"/> Articles and Chapters | <input checked="" type="radio"/> All dates |
| <input type="radio"/> Case studies | <input type="radio"/> Last month |
| | <input type="radio"/> Last 6 months |

- A. 검색필드 제한하여 정확한 검색 결과 도출
- B. INCLUDE : 모든 콘텐츠 또는 우리 도서관 구독분으로 제한 및 Accepted Articles, Backfiles 로 검색범위 제한
- C. NARROW BY : 콘텐츠 유형, 발행일로 검색범위 제한
- D. Search Help : 자세한 검색 도움말 제공

Search Results

ARTICLES/CHAPTERS (10015) CASE STUDIES (109)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 10015

1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▾

Icon key: You have access Partial access Backfile Earlycite Abstract only

SEARCH HISTORY SAVED SEARCHES

Recently Searched

- Anywhere: black consumer (Articles/Chapters - 10015)

Refine Search

FILTERS APPLIED:

None

Keyword

Consumer Beha
United States Of
United Kingdom
Internet (165)
+More

Publication Date

Last Year (535)
Last 6 Months (2
Last 3 Months (1
Last Month (32)

Publication

British Food Jou
Int J Productivity
Int J of Social Ec

Search For Clear search

BLACK CONSUMER

Anywhere ▾

AND ▾

Enter search term

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Search

1 Realizing marketplace opportunity: How research consumer market influenced mainstream markete

Type: Research paper

Judy Foster Davis

Journal of Historical Research in Marketing, Volume: 5 Issue: 4, 2013

▼ Preview | Abstract | HTML | PDF (292 KB) | References | Reprints and Permissions

2 Changing Political Fortunes: Race, Class, and "Black Power" in the Rise and Fall of a Black Urban Regime in Oakland

Type: Chapter Item

A. 검색결과 재정렬: 적합성, 최근 또는 오래된 순 정렬

B. My profile에 검색결과 저장, 이메일전송 등

C. Type : 아티클 타입 안내 (다음 슬라이드 참조)

D. Refine Search : 검색결과 내 제한

E. Search for : 새로 검색 (검색결과 화면 우측 하단에 위치)

16 ■ □ Control and Power in Online **Consumer Tribes: The Role of Confessions**
 Type: Chapter Item
 Anna Fyrberg-Yngfalk , Bernard Cova , Stefano Pace , Per Skålén
 Series: Research in Consumer Behavior, v. 15, 2013
 ▼Preview | Abstract | HTML | ePub (300 KB) | PDF (472 KB) | References | [Reprints and Permissions](#)

17 ■ □ Modelling **consumer choice of distribution channels: an illustration from financial services**
 Type: Research paper
 Nancy Jo Black, Andy Lockett, Christine Ennew
 International Journal of Bank Marketing, Vol. 29, No. 4, 2007
 ▼Preview | Abstract | HTML | PDF (288 KB)

18 ■ □ Nostalgic marketing, perceived value and purchase decisions
 Type: Research paper
 Ilyoung Ju, Jihye Kim, Mark Jaewon Cha
 Management Decision, Volume: 54 Issue: 10, 2016
 ▼Preview | Abstract | HTML | PDF (401 KB)

19 ■ □ The **Black Sea Encyclopedia**
 Type: Review
 Stuart James
 Reference Reviews, Volume: 30 Issue: 6, 2016
 Abstract | HTML | PDF (56 KB) | Reference

20 ■ □ Hashtags and handshakes in brand-**consumer interaction**
 Type: Research paper
 Mitchell Hamilton , Velitchka D. Kaltcheva ,
 Journal of Consumer Marketing, Volume: 33, No. 4, 2016
 ▼Preview | Abstract | HTML | PDF (208 KB) | Reference

- * **Research paper** : 저자에 의해 수행된 모든 형태의 연구-모델이나 프레임워크의 검증, 행동 연구, 데이터 검증, 시장 조사, 설문 조사, 경험적 또는 과학적, 임상학적 연구-를 보고하는 논문
- * **Viewpoint** : 저자의 견해와 해석에 의존하는 모든 논문 또는 저널리스트의 기사
- * **Technical paper** : 기술적 상품, 프로세스 또는 서비스를 기술하고 평가하는 논문
- * **Conceptual paper** : 연구의 기초가 되는 것이 아니라 가설을 세우는 것으로, 논변적이고 철학적인 토론과 다른 사람들의 작업과 사고의 비교연구를 포함
- * **Case study** : 사례연구는 실제 조직 내 개입 또는 경험을 기술하며, 교수활동으로써 사용된 법적 또는 가상의 사례연구들이 포함
- * **Literature review** : 특정 주제분야에서 주석 또는 비평이 주 목적인 논문이 포함되며, 정보자원에 조언을 제공하는 선택적 참고문헌이 되거나, 연구의 목적이 토픽을 개발하고 다른 관점을 탐구하는데 주요 원인을 포함한다는 점에서 포괄적임
- * **Review** : 개요 또는 어떤 개념, 기법, 현상의 역사적인 조사를 제공하는 논문을 포함하여, 논변적이기보다 좀더 서술적이고 교육적임

Welcome: Mr [REDACTED] Log out Help Cart Admin Blog
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HOME JOURNALS & BOOKS CASE STUDIES

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- * **Alerts** : 관심 아티클의 목차 알림, 구독 뉴스레터 확인
- * **Marked list** : 관심 저널, 아티클 목록 확인
- * **Searches** : 검색 결과 기록 관리

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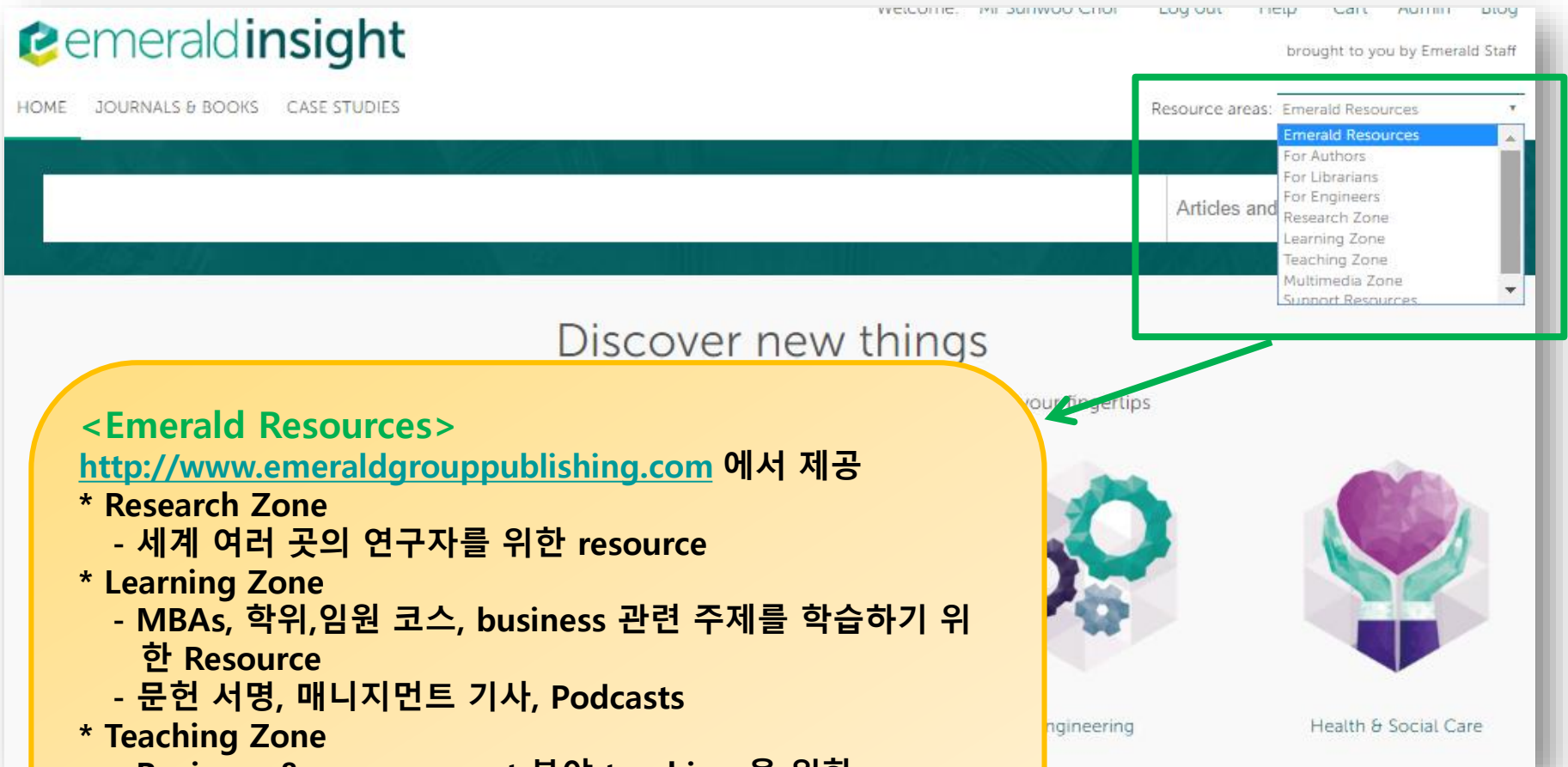
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- * **Searches** : 검색 결과 기록 관리



<Emerald Resources>

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- * **Research Zone**
 - 세계 여러 곳의 연구자를 위한 resource
- * **Learning Zone**
 - MBAs, 학위, 임원 코스, business 관련 주제를 학습하기 위한 Resource
 - 문헌 서명, 매니지먼트 기사, Podcasts
- * **Teaching Zone**
 - Business & management 분야 teaching 을 위한 resource
 - 2001년부터 현재까지의 중요 Case Study
 - 유명인사 인터뷰, 도서 리뷰
- * **Multimedia Zone**
 - 초록, 전문가 인터뷰, 에디터/저자 인터뷰, Emerald 상품/서비스에 대한 소개를 동영상으로 제공

Home > Teaching Zone


Login
 Username:
 Password:

- OpenAthens login
 - Shibboleth login
 - Forgot password?

Welcome:

Teaching Zone

Resources for teaching faculty and students in business and management



Emerald's Teaching Zone is designed to provide support and ideas for faculty involved in teaching business and management. It offers helpful and usable information to anyone in the business and academic fields. Emerald also provides depth reviews of management books and interviews with leading figures. For more information, visit the GFME website.

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For Books

For Case Studies

Regional information


Services

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For Authors

For Editors


Teaching Insights

 Teaching insights into writing and running courses, schemes of work for existing courses, and tips on conducting lectures and tutorials.

Issues in Education

 What's new in education? What are the current hot topics and who is adopting them? Visit our Issues in Education section to keep up to date with the latest developments.

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 Suitable for learning and teaching, an assortment of case studies that are ideal to use as illustrations of business and management issues.

Interviews Collection

 Interviews with leading figures – lively conversations with people who shape the business and academic fields.

*** Teaching Insights**
강의 계획서 작성, 강의 진행, 강의&지도 수행에 관한 팁 제공

*** Case Studies Collections**
경영&관리 이슈의 실례로 사용하기에 학습과 교수에 적합한 자료 제공

*** Issue in Education**
교육분야에 최신 핫토픽과 인물 소개

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Teaching Zone

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Featured video: Online social networks and learning

Published in *On the Horizon*, this viewpoint essay seeks to argue that young people's online social networking can serve as sites for and supports for student learning in ways not currently assessed.

This work presents concrete examples of how social network sites, typically seen as a distraction, might be re-envisioned as supports for revised student learning outcomes.



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Luxury brands go back to nature



A mountain, a forest, a river and a basic wood make-up free and casually dressed Angelina J... hair blowing gently in the breeze; if you want the latest trend in advertising, look no further than Louis Vuitton.

Video Channels

01: Video Abstracts

We are delighted to present video abstracts of recently published and notable Emerald articles filmed by the articles' authors.

02: Talking Management

The Talking Management Series features insightful interviews with leading business figures and management writers.

03: Emerald Channel

This channel features short videos and seminars introducing the key benefits of Emerald products and services.

04: Writing Teaching Cases

Engaging talk split into 8 short videos, by Editor-in-Chief Dr Bachani, on preparing teaching

* Multimedia Zone

- 저자가 직접 자신의 아티클에 대해 설명하거나, 인터뷰 형식으로 아티클에 대해 논의된 질의 & 응답을 동영상으로 제공
- 이 외에 전문가 인터뷰, 에디터/저자 인터뷰, Emerald 상품/서비스에 대한 소개도 동영상으로 제공

Home > For Authors

For Authors
Support and services

Do you want to publish with Emerald?
Find out how here

Use the For Authors section to find information on all aspects of writing. Get practical tips and guidance on how to get your – or your students' – work published and maximize dissemination.

Hear what editors themselves look for in papers, contact experienced copy editors help improve your paper, or read our extensive "How to ..." guides.

Book authors: see also our books section.

Impact of Research
Emerald's philosophy concerning impact of research is explained. Discover what Emerald means by impact, how Emerald measures impact and what impact information Emerald provides, as well as links to further information sources.

Writing for Emerald
If you are researching, teaching or consulting in management, or are yourself a manager with something to say, we aim to be your publisher of choice. Discover the benefits and opportunities in our Writing for Emerald section.

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Emerald's partnership with Peerwith offers an author services platform providing editorial support (including language editing and translation, visuals, and consulting) to help academics get their research submission-ready.

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Find out who has won one of our prestigious Emerald Literati Network awards. These awards recognize the efforts of authors and editors and celebrate the outstanding contributions many have made, not only to our journals, but to the body of knowledge itself.

Guide to Getting Published
Emerald's Guide to Getting Published initiative – advice on how to get published from the publisher. Why not host a presentation at your institution?

Editor Interviews
What are, and what will be, the hot topics in your interest areas? What criteria do editors and reviewers use to select papers? How could you increase your chances of publication? Find out by hearing what our editors have to say.

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For Editors

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* **Guides to Getting Published**
- 투고를 위한 안내 자료 등이 포함
- GGP (Guide to Getting Published) 세션의 비디오 영상의 다운로드 제공함

Thank you!

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