

The logo for IDOCAL features the word "idocal" in a lowercase, sans-serif font. The letters "i", "d", "c", and "a" are dark brown, while the "o"s are a golden-brown color. The "o" in the middle is positioned higher than the others, and a smaller "o" is placed below the "c". The logo is set against a white background within a square frame that has a blue-to-orange gradient border.

idocal

NOVEDADES IDOCAL

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A horizontal decorative bar with a blue-to-orange gradient, matching the IDOCAL logo's border.

1. **PUBLICACIONES: LINKING EMPLOYEE'S EXTRA-ROLE EFFORTS TO CUSTOMER SATISFACTION. MARTÍNEZ-TUR ET AL.**
2. **CONGRESOS: IV JORNADAS CIENTÍFICO-TÉCNICAS DE INVESTIGACIÓN EN TURISMO**
3. **RECURSOS: VÍDEO "INTRODUCTION TO SOCIAL MEDIA FOR RESEARCHERS"**
4. **RECURSOS: WEBINAR "LESSONS FROM BEHAVIORAL ECONOMICS FOR UNDERSTANDING CONSUMERS" - PROF. RAVI DHAR**
5. **CONVOCATORIAS: CALL FOR PAPERS - CREATIVITY IN TEAMS AND ORGANIZATIONS MINITRACK**

1. Publicaciones: Linking employee's extra-role efforts to customer satisfaction. Martínez-Tur et al.

Nos complace anunciar que se ha publicado en *Social Psychology* el siguiente artículo:



Martínez-Tur, V., Estreder, Y., Moliner, C., García-Buades, E., Ramos, J., & Peiró, J. M. (2017). Linking employee's extra-role efforts to customer satisfaction. *Social Psychology*, 48(2), 104-112.

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Resumen:

Our main goal was to test the moderating role of customer complaints (“presence” vs. “absence”) in the links from extra-role customer service (ERCS) to customer satisfaction. To this end, we conducted two independent survey studies in two service settings: hotels and service-centers for individuals with intellectual disability. A total of 571 hotel customers and 876 legal guardians of individuals with intellectual disability participated in the studies. We found that the magnitude of the relationship between ERCS and customer satisfaction was higher for presence of complaints than for absence in both service settings. Results are discussed in terms of compensation-seeking, reciprocity, generous behavior, and characteristics of service encounters between employees and customers.

¡Enhorabuena a los autores!

Para más información, pincha [aquí](#).

2. Congresos: IV Jornadas Científico-Técnicas de Investigación en Turismo

En breve se celebrarán las **IV Jornadas Científico-Técnicas de Investigación en Turismo** en la Facultat d'Economia de la Universitat de València, en colaboración con la Asociación de Expertos Científicos en Turismo (AECIT). Se celebrará el 1 y 2 de junio de 2017. Si estáis interesados en participar, podéis cumplimentar este [formulario](#) antes del 10 de mayo. Para cualquier duda, podéis poneros en contacto con Luisa.Andreu@uv.es



AECIT
Asociación Española
de Expertos Científicos
en Turismo

Para más información, pincha [aquí](#).

3. Recursos: Vídeo “Introduction to Social Media for Researchers”

Amy Mollett and Cheryl Brumley discuss how to use **social media** in research. When used effectively, social media can help researchers reach new audiences with their work and increase their connections within the academic community.



Para acceder al vídeo, pincha [aquí](#).

4. Recursos: Webinar “Lessons from Behavioral Economics for Understanding Consumers” - Prof. Ravi Dhar

International Interdisciplinary Business-Economics Advancement Conference Lecture series proudly presents Prof. **Ravi Dhar**, George Rogers Clark Professor of Management and Marketing and director of the Center for Customer Insights at the Yale School of Management, Yale University for a lecture:



"**Lessons from Behavioral Economics for Understanding Consumers**" on May 22, 2017 at 11am EST.

This webinar is available and free of charge to Association of North America Higher Education International (ANAHEI) members. ANAHEI is a non-profit organization that aims connect campuses across the globe. To attend the webinar, you need to have access to a computer with an internet access.

To Register for this conference, you must be an ANAHEI member. If you are not an ANAHEI member, you can become a member for free to by registering for the webinar [here](#). Please note that if the timing is not good for you to attend this session live, please register to receive the recorded version of this webinar.

Para más información, pincha [aquí](#).

5. Convocatorias: Call for papers - Creativity in teams and organizations Minitrack

As part of the “Collaboration Systems and Technology”, in the **Hawaii International Conference on System Sciences (HICSS)**, they seek papers to improve creativity and innovation through all phases of problem-solving: Understanding a problem, devising potential solutions, evaluating alternatives, making choices, making plans, taking action, and after-action review, papers addressing creativity in all patterns of collaboration: Generating ideas, converging on those deemed worthy of more attention, organizing ideas, evaluating ideas, and building consensus. Also papers that suggest improvements for realizing creative ideas in the workforce as innovations, for an organization cannot benefit from its creativity until its ideas are implemented.



Thus, the “Creativity in Teams and Organizations” minitrack focuses on:

- ✚ Methods & techniques to improve creativity in co-located and distributed groups
- ✚ Creativity in crowds and through social media
- ✚ Systems and Technology for Enhancing Creativity
- ✚ Challenges and opportunities for creativity in teams
- ✚ Theoretical foundations for creativity at individual, group and organizational levels
- ✚ Practical approaches to foster creativity at individual, group and organizational levels
- ✚ The creation and implementation of innovations in organizations
- ✚ Factors affecting creativity in teams and organizations
- ✚ Building team-based organizations
- ✚ Creativity and innovation concepts, theories, and practices for product or service development

Important dates:

- ✦ **May 15:** OPTIONAL: Abstracts submitted to Minitrack Chairs for guidance, indication of appropriate content and to receive instructions on submitting full paper.
- ✦ **June 15:** Full papers uploaded in the directory of the appropriate minitrack.
- ✦ **August 15:** Notification of accepted papers mailed to authors.
- ✦ **September 15:** Accepted manuscripts, camera-ready, uploaded; author(s) must register by this time.

Para más información, pincha [aquí](#).

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