



## CFP--Special Issue on:

### “Service Science Applications and Empirical Approaches”

Springer, Journal of Service Science Research

## Journal of Service Science Research

### Aims and Scope

The Service Science paradigm has emerged as a reaction on the global turn of a goods/manufacturing towards a service economics (Zhang *et al*, 2012)<sup>1</sup>. However, as it is noticed in (Domigall *et al*, 2013)<sup>2</sup> “Despite the fact that about 70% of the world’s gross value added can be attributed to the service sector, there is still an enormous need for research in this area to guide the service development process”. Besides, we have to consider the Service Science not just as a mergence of few different subjects or disciplines, but rather “a quest for a holistic integrative discipline” (Spohrer and Maglio 2010)<sup>3</sup>. And, what is more important “With the rise of technology-enabled services, there is growing recognition that in order to improve service operations, delivery, innovation and ultimate values to customers, it is critical to understand service science from the combination of information technology, business process and human behavior” (Zhang *et al*, 2012).

Thus, we try to discover, using an opportunity of organizing this special issue, what are the challenges with the empirical approaches within the Service Science research framework, as well as what are the most critical issue with implementation of emerging technology-enabled services.

### Suggested Topics

This special issue welcomes practical applications of Service Science notions developed out of theoretical frameworks, concepts. The empirical, experimental, or survey-based studies that make a significant novel contribution to the field are awaited. Submissions should describe original, previously unpublished research, not currently under review by another conference or journal. Topics include, but are not limited to the following:

- Service Science Models and Approaches (S-D Logic, Servitization, ...) and their practical Applications
- Services/Service Systems for Decision Support, Practical Cases
- Management as a Service (MaaS) and its Applications
- Services for Innovation Management
- Implementations of (Complex) Innovative Services, Case Studies, Prototyping

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<sup>1</sup> Han Zhang, Chih-Ping Wei, Patrick Y.K. Chau, Service science in information systems research, Decision Support Systems, Vol. 53, Iss. 4, Nov. 2012, pp. 770-771.

<sup>2</sup> Yannic Domigall, Antonia Albani, and Robert Winter, Towards an Innovative Service Development Process in the Electricity Industry, J. vom Brocke et al. (Eds.), DESRIST 2013, LNCS 7939, 2013, pp. 278–292.

<sup>3</sup> Spohrer, J. and Maglio, P. P. (2010) Service Science: Toward a Smarter Planet, in Introduction to Service Engineering (eds G. Salvendy and W. Karwowski), John Wiley & Sons, Inc., Hoboken, NJ, USA.

- Empirical Approaches to Service Frameworks and Systems
- Service Science and Business Ethics – Practical Evaluations

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**Submission Procedure:**

The special issue welcomes theoretical, experimental, or survey-based studies that make a significant novel contribution to the field. Submissions should describe original, previously unpublished research, not currently under review by another conference or journal.

Submitted papers will be carefully evaluated based on originality, significance, technical soundness, and clarity of exposition. Authors should follow the *Journal of Service Science Research (JoSS)* manuscript format as described in the *Instruction to Authors*:

<http://www.springer.com/business+%26+management/journal/12927>

The papers have to be submitted to the corresponding Guest Co-Editor N. Kryvinska directly (please send to both mentioned below addresses):

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**Tentative Schedule:**

Paper submission deadline:	May 20, 2014
Completion of first review cycle:	June 30, 2014
Deadline for submitting the revised papers:	July 10, 2014
2nd review completion:	July 25, 2014
Camera-ready Manuscript Due:	August 5, 2014