

1. Record Nr.	UNINA9910280949703321
Titolo	Advances in The Human Side of Service Engineering : Proceedings of the AHFE 2016 International Conference on The Human Side of Service Engineering, July 27-31, 2016, Walt Disney World®, Florida, USA // edited by Tareq Z. Ahram, Waldemar Karwowski
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2017
ISBN	3-319-41947-1
Edizione	[1st ed. 2017.]
Descrizione fisica	1 online resource (356 p.)
Collana	Advances in Intelligent Systems and Computing, , 2194-5357 ; ; 494
Disciplina	620.82
Soggetti	Computational intelligence Engineering economy Economics - Sociological aspects Operations research Decision making User interfaces (Computer systems) Computational Intelligence Engineering Economics, Organization, Logistics, Marketing Organizational Studies, Economic Sociology Operations Research/Decision Theory User Interfaces and Human Computer Interaction
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references at the end of each chapters.
Nota di contenuto	People-Centered Service Systems -- Cognitive Workload to Performance During Human-Computer Interactions -- Data-Driven Services in Omni-Channel Customer Relations -- Multi-Sided Measurement of Service System -- Evaluation of Services: Methods, Tools and Approaches to Enhance Quality and Operational Sustainability of Services -- Centrality of Human-Side in Services: The Interface of Disruptive Technological Innovations and Consumer Face. .
Sommario/riassunto	This book explores the different ways in which human-factors engineering influences organizations' and enterprises' well-being and

competitiveness. It covers a wealth of interrelated topics such as service engineering, service science, human-computer interaction, service usability, attitude and opinion assessment, servicescape design and evaluation, and training for service delivery. Further topics include service systems modeling, anthropology in service science, and customer experience, as well as ethical issues and the impact of an aging society. Based on the AHFE 2016 International Conference on The Human Side of Service Engineering, held on July 27-31, 2016, in Walt Disney World®, Florida, USA, the book provides readers with a comprehensive, general view of current research and challenges in the important field of service engineering. It also provides practical insights into the development of services for different kinds of organizations, including health care organizations, aviation providers, manpower allocation, hospitality and entertainment, as well as banking and financial institutions.

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2. **Record Nr.** UNINA9910170623103321

**Titolo** Academic physician and scientist

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**Pubbl/distr/stampa** El Dorado Hills, CA, : Academic Physician Services

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**Soggetti** Medical education  
Physicians - Employment - United States  
Scientists - Employment - United States  
Education, Medical  
Medicine  
Physicians - Employment  
Scientists - Employment  
Medicina  
Ensenyament de la medicina  
Periodical  
Periodicals.  
Revistes electròniques.  
United States

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**Lingua di pubblicazione** Inglese

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Formato	Materiale a stampa
Livello bibliografico	Periodico
Note generali	Published: New York, NY : Lippincott-Raven, <Mar./Apr. 1997->.