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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
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ISBN	3-319-41947-1
Edizione	[1st ed. 2017.]
Descrizione fisica	1 online resource (356 p.)
Collana	Advances in Intelligent Systems and Computing, , 2194-5365 ; ; 494
Disciplina	620.82
Soggetti	Computational intelligence Industrial Management Economic sociology Operations research User interfaces (Computer systems) Human-computer interaction Computational Intelligence Economic Sociology Operations Research and 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.
