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| 1. Record Nr.           | UNINA9910411935503321   |
| Titolo                  | Advances in the Human Side of Service Engineering : Proceedings of the AHFE 2020 Virtual Conference on The Human Side of Service Engineering, July 16-20, 2020, USA // edited by Jim Spohrer, Christine Leitner   |
| Pubbl/distr/stampa      | Cham : , : Springer International Publishing : , : Imprint : Springer, , 2020   |
| ISBN                    | 3-030-51057-3   |
| Edizione                | [1st ed. 2020.]   |
| Descrizione fisica      | 1 online resource (XV, 328 p. 68 illus., 45 illus. in color.)   |
| Collana                 | Advances in Intelligent Systems and Computing, , 2194-5365 ; ; 1208   |
| Disciplina              | 620.82  |
| Soggetti                | Cooperating objects (Computer systems)<br>Industrial Management<br>User interfaces (Computer systems)<br>Human-computer interaction<br>Operations research<br>Computational intelligence<br>Cyber-Physical Systems<br>User Interfaces and Human Computer Interaction<br>Operations Research and Decision Theory<br>Computational Intelligence   |
| Lingua di pubblicazione | Inglese   |
| Formato                 | Materiale a stampa  |
| Livello bibliografico   | Monografia  |
| Note generali           | Includes index.   |
| Nota di contenuto       | Identifying trendsetters in online social networks – a machine learning approach -- Consume less, create more – Digital services in the context of sustainability -- Influence of survey link locational placement on the user rating -- Toward a computable scholarly record -- Research approaches to service innovation: Organizational perspectives -- Innovation-as-a-service: Emergent lessons from an AI innovation management project -- Barriers to Service Innovation using Data Science -- Service design approaches to drive employee engagement. |
| Sommario/riassunto      | This book reports on cutting-edge research and best practices in  |

developing innovative service systems. It covers issues concerning the suitability of a given system for human use, human services, and excellent human experiences. It explores a wide range of ways in which human factors in engineering, ergonomics, human–computer interaction (HCI), cognitive engineering, and many other disciplines can contribute to the design and management of service systems. It considers aspects related to cost effectiveness, ethics, and privacy, among others, and covers applications in many areas, from healthcare to education, transportation, and the economy. Based on the AHFE 2020 Virtual Conference on the Human Side of Service Engineering, held on July 16–20, 2020, the book provides readers with a comprehensive overview of current research and future challenges in the field of service engineering, together with practical insights into the development of innovative services for various kinds of organizations. .

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