

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) Industrial Management User interfaces (Computer systems) Human-computer interaction Operations research Computational intelligence Cyber-Physical Systems User Interfaces and Human Computer Interaction Operations Research and Decision Theory 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. .
