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Blockchain in Service Management and Service
Research – Developing a Research Agenda and
Managerial Implications

*Marion Büttgen, Julia Dicenta, Kai Spohrer,
Viswanath Venkatesh, Raji Raman, Hartmut Hoehle,
Arne De Keyser, Cédric Verbeeck, Thijs J. Zwienenberg,
Kim Peiter Jørgensen, Roman Beck, Olivier Rikken,
Marijn Janssen, Zenlin Kwee, and Fabian Schär*

Working Conditions and Health of Leaders in
Three Service Sectors

Franziska Pundt and Marcel Lüick

Quality or Quantity? The Power of Expert
Reviews in the Presence of Conflicting
Aggregated Ratings

Anna Naujoks

When Do You Trust Your Doctor More?
A Comparison between Korea to Germany

Su Jin Yang, Janice Hyungyoon Han, and Jae Il Kim

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