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Martin Benkenstein

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From Goods to Services Consumption:  
A Social Network Analysis on Sharing Economy  
and Servitization Research

*Martin P. Fritze, Florian Urmetzler, Gohar F. Khan,  
Marko Sarstedt, Andy Neely, and Tobias Schäfers*

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The Moderating Effect of Customers' Willingness  
to Participate in Service Recovery and its  
Impacting Factors – An Empirical Analysis

*Nicola Bilstein*

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Individual Drivers and Outcomes of Envisioned  
Value in Use of Customer Solutions:  
An Empirical Study in the Electric Mobility Context

*Jennifer Hendricks*

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Examining the Effects of Employees' Behaviour  
by Transferring a Leadership Contingency Theory  
to the Service Context

*Marion Popp and Karsten Hadwich*

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Rostocker Dienstleistungstagung

## **6th Rostock Conference on Service Research September 13th and 14th, 2018**

Research in individual services and service industries is of central importance in national as well as international contexts. The 6th Rostock Conference on Service Research will bring together European Researchers and practitioners from all areas of business administration and all disciplines researching in the field of services.

The conference serves business economists, economists, business psychologists, sociologists and other service-oriented researchers. The opening keynote speech will be given by Prof. Dr. Dr. h.c. Dr. h.c. Jörg Becker (European Research Center for Information Systems ERCIS, University of Münster).

We would like to invite all interested parties to participate in the sixth Rostock Conference on Service Research. Further information on the conference as well as the accompanying program for PhD students is available at

**<http://www.dl-tagung.de>**

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