

Volume 14, Special Issue 4, 2024

TITLE:

New Frontiers in Service Management: Disruptions and Opportunities

CALL FOR PAPERS

Dear Colleagues,

Business Excellence and Management journal is pleased to announce the launch of a Special Issue entitled **New Frontiers in Service Management: Disruptions and Opportunities**.

Service firms are facing nowadays radical changes due to technological innovation in all fields of their activity. Therefore, disruption in service management should be problematized, theorized and analyzed in times of widespread digital transformation, which has an undeniable impact on the service firms and their management.

Digital structures and the use of artificial intelligence lead to new processes and operations within service firms, to new ways of interaction among employees, as well as to new ways of providing services to clients, that could be theoretically and empirically explored. Furthermore, digital transformation opens unprecedented opportunities in terms of the spreading out of new services, the development of service firms, and the emergence of new markets for services.

Thus, the research topics of this Special Issue may include subjects on (but are not limited to): global service ecosystem, transformative service research, post-pandemic service management, applications of artificial intelligence in service firms, service strategies, self-service technology, digital solutions for business success, impact of IT technologies on service firms, markets, finances, industries, people psychology, education, universities, social development, companies, governments, service management innovation, service operations management, organizational transformation in times of digitalization, etc.

We consider this subject of great interest as well as the research on this topic being very important. Thus, we strongly encourage researchers, professors, students, engineers, academics, and industry professionals from all over the world to present their current observations and analysis by submitting their research in our special issue. Qualitative and quantitative research, reviews, syntheses, and all other original research are welcomed.

Papers will be peer-reviewed and **accepted papers will be published on a continuous basis (as soon as accepted)** and listed together on the special issue page of the journal. **Authors have the option to plan their papers by sending a title and short abstract (about 150 words)** to the Editorial Team. Papers can be submitted to the following email address: beman.journal@gmail.com.

Deadline for manuscripts submission – **30 September 2024**.

Our journal has **no APC or publication fee**.