

EMOTIONS AND SERVICE IN THE DIGITAL AGE

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RESEARCH ON EMOTION IN ORGANIZATIONS VOLUME 16

EMOTIONS AND SERVICE IN THE DIGITAL AGE

EDITED BY

CHARMINE E. J. HÄRTEL

Monash University, Australia

WILFRED J. ZERBE

Fairleigh Dickinson University, Canada

NEAL M. ASHKANASY

The University of Queensland, Australia



United Kingdom – North America – Japan
India – Malaysia – China

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INVESTOR IN PEOPLE

This volume is dedicated to

Love, time, inclusion are the greatest things we can give or receive. I take this moment to thank those I have received these from, and as always to express my gratitude for being graced with my beautiful family and my forever love. Life is truly beautiful because of you.

CEJH

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LIST OF CONTRIBUTORS

<i>Jeremy Albright</i>	Methods Consultants of Ann Arbor, USA
<i>Daniel Altman</i>	The Faculty of Industrial Engineering and Management, Technion – Israel Institute of Technology, Israel
<i>Shelly Ashtar</i>	The Faculty of Industrial Engineering and Management, Technion – Israel Institute of Technology, Israel
<i>Prisca Brosi</i>	Kühne Logistics University, Germany
<i>Daphna Brueller</i>	Bar-Ilan University, Israel
<i>Nir N. Brueller</i>	University of Haifa, Israel
<i>Olof Brunninge</i>	Jönköping International Business School, Jönköping University, Sweden
<i>Etti Doveh</i>	Technion – Israel Institute of Technology, Israel
<i>Magda M. du Preez</i>	Hudson Business School, Long Island University, USA
<i>Uwe Dulleck</i>	Centre for Behavioural Economics, Society and Technology (BEST), School of Economics and Finance, QUT Business School, Crawford School of Public Policy, Australian National University, CESifo, Germany
<i>Riikka Harikkala-Laihin</i>	Turku School of Economics, The University of Turku, Finland
<i>Charmine E. J. Härtel</i>	The University of Queensland, Australia and Monash Business school, Monash University, Australia
<i>Gunter F. Härtel</i>	The University of Queensland, Australia and QIMR Berghofer Medical Research Institute, Australia
<i>Jameson B. G. Härtel</i>	The University of Sydney, Australia
<i>Jasmin C. R. Härtel</i>	School of Ecosystem and Forest Sciences, The University of Melbourne, Australia

<i>Jennifer D. Jasinski</i>	UQ Business School, University of Queensland, Australia
<i>John C. Jasinski</i>	UQ Business School, University of Queensland, Australia
<i>Hendrik S. Kriek</i>	IEDC-Bled School of Management, Slovenia and Wits Business School, University of the Witwatersrand, South Africa
<i>Kate Letheren</i>	Centre for Behavioural Economics, Society and Technology, Queensland University of Technology, Australia
<i>Jennifer Nash</i>	Jennifer Nash Coaching & Consulting, USA
<i>Markus Plate</i>	Jönköping International Business School, Jönköping University, Sweden
<i>Anat Rafaeli</i>	The Faculty of Industrial Engineering and Management, Technion – Israel Institute of Technology, Israel
<i>Marcela Ramirez-Pasillas</i>	Jönköping International Business School, Jönköping University, Sweden
<i>Sunita Ramam Rupavataram</i>	Bharati Vidyapeeth University Medical College, India
<i>Rebekah Russell-Bennett</i>	Centre for Behavioural Economics, Society and Technology (BEST), School of Advertising, Marketing and Public Relations, Queensland University of Technology, Australia
<i>Marvin Schuth</i>	Technical University of Munich, Germany
<i>Lucas Whittaker</i>	Centre for Behavioural Economics, Society and Technology, Queensland University of Technology, Australia
<i>Stephen Whyte</i>	Centre for Behavioural Economics, Society and Technology, Queensland University of Technology, Australia
<i>Galit Bracha Yom Tov</i>	The Faculty of Industrial Engineering and Management, Technion – Israel Institute of Technology, Israel

ABOUT THE EDITORS

Charmine E. J. Härtel is a Distinguished Professor of Management at Monash Business School (Monash University, Melbourne, Australia). She is a leading global authority on inclusive work design and workforce integration, co-founder of the study of emotions in organizations, and pioneer in the newly developing field of fostering employment and entrepreneurship of underrepresented groups. Her basic and applied research programs integrate Strengths-Oriented HRM, Positive Organizational Scholarship, and Occupational Health Psychology to uncover new knowledge about how context (such as organizational culture, workgroup climate, traditional employment practices, societal norms, national culture, labor regulatory frameworks) constrains or enables sustainable employment opportunities and inclusion of un(der)employed sub-populations (such as autistic individuals, migrants, individuals from low socioeconomic backgrounds) and, in turn, sustainable organizations. She has extensive experience in senior management roles and management consulting and is recognized internationally as one of the originators of the study of emotion in organizations, positive leadership, and the strategies, systems, and practices underpinning positive organizations. She is a Fellow of the Australian Academy of Social Sciences (ASSA), the Society for Industrial and Organizational Psychology, the Australian and New Zealand Academy of Management (also past President), the Australian Human Resources Institute (AHRI), Queensland Academy of Arts and Sciences (QAAS), and the Society for Organizational Behavior in Australia (SOBA). Her awards include the Inaugural Australian Human Resource Institute Academic of the Year Award, Australian Psychological Society's Elton Mayo Award for scholarly excellence, the Martin E. P. Seligman Applied Research Award, 19 best paper awards, and 5 awards for innovation in organizational practice. Her work appears in over 200 publications including leading journals such as *Academy of Management Review*, *Journal of Applied Psychology*, *Leadership Quarterly*, *Human Relations*, and *Journal of Management*. Her textbook *Human Resource Management* (Pearson) emphasizes HRM as a process and viewing the employment relationship from a well-being perspective.

Neal M. Ashkanasy OAM, PhD is a Professor of Management at the UQ Business School, the University of Queensland, Australia. He came to academe after an 18-year career in water resources engineering. He received his PhD in social/organizational psychology from the same university. His research is in leadership, organizational culture, ethics, and emotions in organizations, and his work has been published in leading journals including the *Academy of Management*

Journal and Review, the *Journal of Organizational Behavior*, and the *Journal of Applied Psychology*. He is an Associate Editor for *Emotion Review* and a Series Co-Editor of *Research on Emotion in Organizations*. He has served as an Editor-in-Chief of the *Journal of Organizational Behavior* and an Associate Editor for the *Academy of Management Review* and *Academy of Management Learning and Education*. Prof. Ashkanasy is a Fellow of the Academy for the Social Sciences in the United Kingdom (AcSS) and Australia (ASSA); the Association for Psychological Science (APS); the Society for Industrial and Organizational Psychology (SIOP); Southern Management Association (SMA); and the Queensland Academy of Arts and Sciences (QAAS). In 2017, he was awarded a Medal of the Order of Australia and in 2019 he was named the Academy of Management's Managerial and Organizational Cognition Division Distinguished Scholar.

Wilfred J. Zerbe is a Vancouver Campus Executive at Fairleigh Dickinson University. Prior to joining Fairleigh Dickinson University, he was a Professor of Organizational Behavior and a Dean in the Faculty of Business Administration at Memorial University of Newfoundland. His research interests focus on emotions in organizations, organizational research methods, service sector management, business ethics, and leadership. His teaching specialties include leadership, managerial skill development, business negotiations, cross-cultural leadership, and organizational behavior. He currently teaches on an adjunct basis in Simon Fraser University's Executive MBA program. He is co-chair of the bi-annual *Conference on Emotions in Organizational Life* and Series Co-Editor of *Research on Emotion in Organizations*.

ABOUT THE CONTRIBUTORS

Jeremy Albright holds a PhD in Political Science from Indiana University and is currently CEO and Senior Data Scientist at Methods Consultants of Ann Arbor. He has co-authored over 20 peer-reviewed manuscripts in a variety of disciplines including Political Science, Epidemiology, Psychology, and Biomedical Research. Dr Albright has also taught statistics and programming courses to faculty and PhD students, advises on Statistical Analysis Plans for FDA submission, and is repeatedly called on to serve as an expert witness in court cases involving complex data. His research interests focus on potentials of machine learning for causal inference, solving missing data problems, and improving predictions of the effectiveness of interventions.

Daniel Altman is a PhD candidate at the Industrial Engineering and Management Faculty at the Technion advised by Prof. Anat Rafaeli and Dr Galit Bracha Yom Tov. His dissertation deals with the effects of Emotional Load of employees on their performance, combining insights from quantitative Big Data analysis, experiments, and qualitative methods. Daniel holds an MSc in Organizational Behavior from the Technion (Summa Laude) and a BA in Psychology Sociology and Anthropology from the Max Stern Yezreel Valley College.

Shelly Ashtar is a PhD Candidate at the Industrial Engineering and Management Faculty at the Technion, jointly supervised by Prof. Anat Rafaeli and Dr Galit Bracha Yom Tov. In her dissertation, she examines the effects of emotion dynamics within an interaction on multiple participants. Shelly has an MSc in Behavioral and Management Sciences—Organizational Psychology from the Technion and a BA in Psychology, Cognition, and Neuroscience from Ben-Gurion University of the Negev.

Prisca Brosi is an Associate Professor of Human Resource Management at the Kühne Logistics University in Hamburg, Germany. She studied Industrial Engineering at the Karlsruhe Institute of Technology and did her Doctorate on the influence of positive emotions on pay perceptions, leadership, and helping behaviors in organizations followed by her habilitation studies on leadership, innovation, and organizations at the Technical University of Munich, Germany. Her research focuses on the human side of human resource management. Thereby, she particularly looks into how emotions shape perceptions and interpersonal relationships and how stereotypes affect decisions in selection and evaluation decisions in organizations. She examines these fields with a particular focus on the digital transformation in organizations. Resulting research topics include the examination of emotion expressions and emotional labor in

digital communication, stereotypes against the background of the digital transformation, and employees' coping with challenges of "new work" such as the increasing cognitive complexity in knowledge work and automation of work.

Daphna Brueller is a lecturer at the Graduate School of Business Administration, Bar Ilan University. She received her PhD from Bar Ilan University. Her current research interests include positive organizational psychology, behavioral micro-foundations of strategy, and service management.

Nir N. Brueller is a lecturer at the University of Haifa, Graduate School of Business Administration. He received his PhD from Tel Aviv University. His current research interests include corporate strategy, diversification, and mergers and acquisitions.

Olof Brunninge is an associate professor in Business Administration at Jönköping International Business School (JIBS), where he is affiliated to the Center for Family Enterprise and Ownership as well as the Media, Management, and Transformation Center. He earned his doctoral degree from JIBS with a dissertation entitled "Organizational self-understanding and the strategy process." His main research and teaching interests are in the fields of strategic management, organizational identity, family business, and social memory in organizations. Olof Brunninge's work has been published in journals including *Small Business Economics*, *Long-Range Planning*, *Journal of Family Business Strategy*, *Marketing Theory*, and *Journal of Organizational Change Management*.

Etti Doveh is a staff member of the Statistics Laboratory in the Faculty of Industrial Engineering and Management at the Technion – Israel Institute of Technology. She received her PhD in statistics from the Technion – Israel Institute of Technology. Her research field is statistical methodology and its applications in behavioral sciences, with a particular focus on multilevel, generalized linear, and nonlinear models.

Magda M. du Preez is an Assistant Professor of Management (part time) at Long Island University in the greater New York City area where she teaches executive MBA courses on strategy implementation and organizational development. She is also President and Founder of Informed Talent Decisions, an organizational development consulting firm specializing in leadership and team selection and development, transition management, and performance culture building. Dr du Preez has provided consultation to Fortune 500 companies, startups, and not-for-profit organizations internationally. She is an affiliate of the Society for Industrial and Organizational Psychology and the American Psychological Association, and she serves on the advisory board of the South Africa Chamber of Commerce in America. She holds a master's degree in psychology from University of the Orange Free State, South Africa, and a PhD from the Wits Business School, Johannesburg, South Africa.

Professor Uwe Dulleck is the Director of QUT's Centre for Behavioural Economics, Society, and Technology (BEST), Professor of Economics at the QUT Business School and honorary Professor of Behavioral Economics at ANU's Crawford School of Public Policy, and a Research Fellow at CESifo Munich. He currently serves on the academic advisory board of the Australian Government's Behavioral Economics Team (BETA) based in the Department of Prime Minister and Cabinet. Uwe received his PhD from Humboldt University Berlin in 1999 and held positions of Professor of Economics at the University of Linz, Austria, and Assistant Professor at the University of Vienna. His publications can be found in the "American Economic Review," "Journal of Economic Literature," the "Economic Journal," the "Journal of Public Economics," and *Nature Biotechnology* and JAMA Open Network among others. His research has been covered by the Economist and the Australia ABC's series The Checkout among others. He is an active public speaker on Behavioral Economics and its applications to Public Policy, Business Decision-Making, and Regulation.

Dr Riikka Harikkala-Laihinen is a University Teacher in the International Business faculty at Turku School of Economics at the University of Turku. In her previous work, she has focused on the power of positive emotions in bringing about postacquisition organizational change. Her research interests include employee emotions, change management, mergers and acquisitions, and cross-cultural encounters. She is a member of the Academy of International Business and European International Business Academy. Her previous works have been published in Cross-Cultural and Strategic Management as well as past volumes of Research on Emotion in Organizations.

Charmine E. J. Härtel is a Full Professor and Chair of Inclusive Organizational Leadership and Employment at the University of Queensland Business School in Brisbane, Australia. Her basic and applied research programs integrate Strengths-Oriented HRM, Positive Organizational Scholarship, and Occupational Health Psychology to uncover new knowledge about how context (such as organizational culture, workgroup climate, traditional employment practices, societal norms, national culture, labor regulatory frameworks) constrains or enables sustainable employment opportunities and inclusion of un(der)employed subpopulations (such as autistic individuals, migrants, individuals from low socioeconomic backgrounds) and, in turn, sustainable organizations. She has extensive experience in senior management roles and management consulting and is recognized internationally as one of the originators of the study of emotion in organizations, positive leadership, and the strategies, systems and practices underpinning positive organizations. She is a Fellow of the Australian Academy of Social Sciences (ASSA), the Society for Industrial and Organizational Psychology, the Australian and New Zealand Academy of Management (also past President), the Australian Human Resources Institute (AHRI), Queensland Academy of Arts and Sciences (QAAS), and the Society for Organizational Behavior in Australia (SOBA). Her awards include the Australian HR Academic Award, Australian Psychological Society's Elton Mayo Award for scholarly excellence, the Martin E. P. Seligman Applied Research Award, 19 best paper awards, and 5 awards for innovation in organizational

practice. Her work appears in over 200 publications including leading journals such as *Academy of Management Review*, *Journal of Applied Psychology*, *Leadership Quarterly*, *Human Relations*, and *Journal of Management*. Her textbook *Human Resource Management* (Pearson) emphasizes HRM as a process and viewing the employment relationship from a well-being perspective.

Gunter F. Härtel is Head of the Statistics Unit at QIMR Berghofer, where he leads a team consulting and collaborating on a wide variety of clinical and medical research projects at QIMRB, as well as MNHHS and Mater research hospitals. He also has adjunct A/Professor appointments with the School of Nursing at QUT and with the School of Public Health at UQ. A/Prof. Härtel earned his PhD in Statistics from Colorado State University and is an expert Biostatistician with over 25 years' experience in medical statistics and clinical trials in industry and academics, spanning a broad array of disciplines, including genetics, epidemiology, 'omics, clinical trials, infectious diseases, mental health and experimental sciences, using multivariate methods, mathematical statistics, psychometrics, econometrics, or other numerically intensive methods.

Jameson B. G. Härtel graduated from the Engineering Faculty at Queensland University of Technology in 2016 with a Bachelor of Games and Interactive Entertainment. He is an experienced mobile, game, and VR developer and has designed and published original games and free open source software. His passion is to apply his technical and software development skills to implement innovative applications of game-related software and technology, such as virtual reality, to create positive social and practical impact. Some of his recent projects include development of VR and mobile applications for performing clinical tests with vestibular patients.

Jasmin C. R. Härtel is a Research Assistant for the University of Melbourne. She completed her MS (Ecosystem Science) at the University of Melbourne and a BSc with a double major in Zoology and Marine and Freshwater Biology at Monash University. Her research experience spans both the social and biological sciences including urban ecology, management, social marketing, and psychology. She adopts a multidisciplinary focus to advance practices relating to human and environmental well-being, with a particular focus on the conservation of native Australian wildlife, including communicating relevant science to policy makers and the public.

Jennifer D. Jasinski is a PhD candidate at the University of Queensland and has a BSc (Kinesiology) from Simon Fraser University (SFU), Canada (2003). She is a Certified Professional Co-Active Coach (CPCC) through the Coaches Training Institute (2010), a Professional Certified Coach (PCC) through the International Coach Federation (2016), and a Mental Health First Aid instructor through Mental Health First Aid Australia (2017). Her research is focused on how adults modulate emotion and the influence that has on sustainable self-care habit formation. She has presented the pilot study for her research at *The Coaching in Leadership and Healthcare Conference*, McLean Hospital, Harvard Medical School Affiliate. She also currently enjoys facilitating mental health and well-being programs for university students at the University of Southern Queensland.

John C. Jasinski is a PhD candidate at the University of Queensland and a recent RACGP academic registrar at Bond University with an interest in medical practitioner mental health. He has trained in Biology (BSc, University of Western Ontario (UWO), Canada, 1998), Physical Therapy (BSc, UWO, 2002), and Medicine (MBBS, UQ, 2013). His current research involves studying the effects of a new coaching protocol on psychological distress, anxiety, depression, and burnout in medical students and general practice trainees. The pilot study of this protocol was presented at *The Coaching in Leadership and Healthcare Conference*, McLean Hospital, Harvard Medical School Affiliate. John also works as a general practice registrar in Toowoomba, QLD.

Hendrik Sebastiaan Kriek is Dean of the IEDC-Bled School of Management in Bled, Slovenia and also Associate-Professor in Human Resource Management and Leadership at the Wits Business School, University of the Witwatersrand, South Africa. He received his MA and MBA degrees cum laude from the Rand Afrikaans University and the University of Stellenbosch, respectively. Prof. Kriek received his Doctorate from the University of Pretoria and is a graduate from Yale University in the United States. He was named Researcher of the Year for 2006/7 at the SBL and his latest book is “Creative Problem-Solving Techniques for South African Teams.” His research, publications, and teaching focus on team development and leadership. He consults in the field of Organization Development. He speaks regularly on team building and leadership internationally, has published widely in popular and accredited journals, and has presented his research to international forums.

Dr Kate Letheren is a researcher in the *Centre for Behavioural Economics, Society and Technology* at QUT. She is an active researcher in the areas of consumer psychology and service interactions, with a specific focus on how consumers engage with humanized technologies like artificial intelligence and robotics. Her work has been published in journals such as the *European Journal of Marketing* and *Tourism Management*. Dr Letheren also holds a research interest in marketing education and sits on the editorial board for the *Journal for the Advancement of Marketing Education* and the *Marketing Education Review*. Dr Letheren is also a Fellow of the Higher Education Academy.

Dr Jennifer Nash, PhD, MBA, ACC, BCC is the founder and CEO of Jennifer Nash Coaching & Consulting, a global executive coaching and consulting firm that helps leaders and organizations get better at the human element of business. Prior to launching her firm in 2018, Jennifer held executive and leadership roles at Deloitte Consulting, Ford Motor Company, Kelly Services, and Electronic Data Systems throughout her 25-year career. Dr Nash is a Research Fellow at Case Western Reserve University and has presented her ground breaking leadership and coaching research at Harvard University and Columbia University. She is an Executive, Leadership and Career Coach for the University of Michigan and holds an MBA from Michigan’s Ross School of Business. Dr Nash’s work has been published by Harvard Business Review Ascend, Thrive Global, Emerald Insight Publishing, at iTunes U and in the Academy of Management. Dr Nash’s

book on the powerful dynamics of emotional intelligence, leadership, coaching and relationships will be published in 2021.

Markus Plate is an assistant professor in Business Administration at Jönköping International Business School (JIBS), where he is affiliated to the Center for Family Enterprise and Ownership (CeFEO). He has a degree in psychology (Diploma in Psychology) and earned his doctoral degree in the Witten Institute for Family Business (WIFU), Witten/Herdecke University. His main research interest is about the interplay of identity, relationships, and emotions in the owning family, with a focus on ownership and succession.

Professor Anat Rafaeli is the Yigal Alon Chair for Study of People at Work in Technion, Israel's Institute of Technology. Her research examines multiple aspects of customer service delivery. Her early work developed the theory of "Emotional Labor" inherent to service work and the effects of symbols and artifacts in service delivery. Her recent research examines effects of anger and aggression of customers on service agents, in face-to-face, telephone, and online service interactions. Most recently she has integrated research using big data archives and tools for automated research of organic data extracted from digital traces to study emotion dynamics and other aspects of service delivery. Prof. Rafaeli has published extensively in leading journals, including *Frontiers in Psychological Science*, *Journal of Service Research*, *Journal of Applied Psychology*, *Academy of Management Journal*, *Academy of Management Review*, *Organization Science*, and *Personnel Psychology*. She is a Fellow of the Academy of Management, the Society of Organizational Behavior, the American Psychological Association, and the Association of Psychological Science.

Marcela Ramirez-Pasillas is an assistant professor of entrepreneurship and sustainability. She is affiliated to the Center for Family Enterprise and Ownership (CeFEO) at the Jönköping International Business School (JIBS), Jönköping University, Sweden. She has served as a manager of the United Nations Principles of Responsible Management Education (PRME) and BA Bachelor Program Director at JIBS. She has worked as an assistant professor in entrepreneurship and as director of Master in Business Management at EGADE Business School in Tecnológico de Monterrey, Estado de Mexico, Mexico. She has published articles in the *Entrepreneurship and Regional Development Journal*, and the *European Planning Studies Journal*, the *Corporate Communications: An International Journal*, *International Journal of Entrepreneurial Behavior & Research*, and *International Entrepreneurship Journal and Small Business*.

Dr Sunita Ramam Rupavatham (MD Psychiatry; PhD Organizational Psychology) is an Associate Professor of Psychiatry at Bharti Vidyapeeth Medical College Pune, India. Her focus areas are preventive Psychiatry and neurobiological aspects of personality. She also teaches Organizational Behavior and psychological aspects of Human Resource Management at premier business schools in Pune as a visiting faculty. She has over a decade experience as a leadership coach, behavioral consultant, and corporate trainer for reputed corporates in India. Her areas of research interest are emotional intelligence and gender behavior with

specific focus on the interactions, implications, and applications of these aspects on organizational productivity, performance, and leadership behavior across sectors.

Professor Rebekah Russell-Bennett has an international reputation for research and industry relevance in the field of Social Marketing (using commercial marketing to address social problems such as alcohol consumption, chronic disease, water usage, electricity use, public transport, and diet). She is the Deputy Director of the Centre for Behavioural Economics, Society, and Technology and immediate past National President of the Australian Association of Social Marketing (the peak industry body for social marketing in Australia). Rebekah is the most cited marketing academic in Australia and is also a leading educator in the field of marketing and is responsible for the development of the award-winning QUTopia role-play simulation at QUT. Rebekah holds a PhD in brand loyalty for the services sector, is the co-editor for the *Journal of Services Marketing*, and has published over 300 peer-reviewed articles with more than 75 articles in international journals.

Marvin Schuth, MSc is a PhD candidate at the Chair of Strategy and Organization of the Technical University of Munich, Germany. Before starting his PhD, he studied Management with Technology (MSc) at the Technical University of Munich and Business Administration and Economics: Economics (BSc) at the University of Hohenheim, Germany. His research interests circle around human resource management and organizational behavior topics. Thereby, he focuses on areas such as performance evaluation, social identity theory in organizations, recruitment signals, and applicant attraction, as well as image perceptions of organizations. To test his hypotheses, he applies a combination of different quantitative research methods including word analyses, experimental conjoint analysis, and (massive) archival data from organizations and professional sports. In the area of recruitment and applicant perceptions, he particularly looks into how organizations can attract students and professionals in the field of information technology to address the challenges of the digital transformation.

Lucas Whittaker is a Research Student at the Centre for Behavioural Economics, Society, and Technology (BEST) at the Queensland University of Technology. His research focuses on understanding how emerging technologies and novel application of these technologies can influence human behavior and the way in which we communicate. Specifically, his work examines how the sophisticated application of artificial intelligence to create “deepfakes” can influence perceptions of messaging. He has presented his work to scholarly and practitioner audiences at conferences both nationally and internationally.

Dr Stephen Whyte is a Postdoctoral Research Fellow in the Centre for Behavioural Economics, Society, and Technology (BEST) at the Queensland University of Technology. His research focus explores large-scale decision-making in mate choice settings. His work takes a multidisciplinary approach in studying key sex differences in human behavior, with work that bridges the fields of applied microeconomics, personality and social psychology, and evolutionary biology. His

most recent research has explored such diverse topics as sex differences in nonbinary gender identification, male and female decision-making in assisted reproductive and donor insemination medical environments, and preferences versus choice in cyber dating markets.

Galit Bracha Yom Tov is an Assistant Professor at IE&M faculty of the Technion. Her research focuses on operations of service systems, in particular, healthcare and contact centers. Dr Yom Tov is the co-director of the SEE-Lab (Service Engineering Enterprise)—a worldwide hub for research and teaching in Service Engineering. Her research aims to build models for understanding the impact of customer and agent behavior on service systems and to incorporate these behaviors into operational models of such systems. Her multidisciplinary research approach applies a combination of Data Science and Stochastic Modeling to archives of digital traces from service systems. Her recent work used such data to study the dynamics of customer emotions in contact centers, the reaction of customers to waiting announcements in emergency departments, and other aspects of service delivery. Dr Yom Tov has published her work in leading operations research journals, including *Management Science*, *M&SOM*, *OR*, and *Stochastic Systems*.