

INDEX

- Acculturation, 155
- Acquisition, 154, 158–159
- “Active” emotions, 196
- Adult Decision-Making Competence (A-DMC), 197–198
- Adult learning theory/
 - transformational learning, 73
- Affect-based attachment, 178–179
- Affective commitment, 175–176
- Affective events theory (AET), 158, 178–179, 199
- Affective organizational commitment, 174–181
- ANOVA, 146
- Anxiety, 78–79
- Approach motivation, 35–36
- Artificial intelligence (AI), 14–15, 28
 - AI-driven innovations, 15–16
 - algorithms, 15
- Assisted intelligence, 15
- Augmented intelligence, 15
- Augmented reality (AR), 20, 70
 - examples, 20–21
 - measuring and changing emotion-related phenomenon, 21–24
 - ways emotions researchers and practitioners, 24–25
- Autonomous intelligence, 15
- Average variance’s square root (AVE), 58–59
- Avoidance motivation, 35–36
- Bartlett’s test of sphericity, 58, 65
- Beck Depression Inventory, 79–80
- Belief assessment, 197–198
- Bem Sex Role Inventory (BSRI), 143–145
- BetterUp, 52
- Beyond Blue study, 81–82
- Biographical approach, 219–220
- Boredom, 203
 - boredom–emotion, 204–205
 - continuum, 202–203
 - at work, 196–197
- Burnout, 81–83
- Business family, 218, 231
- Business-to-business transactions (B2B transactions), 11
- Business-to-consumer transactions (B2C transactions), 11
- Case-based learning (CBL), 86
- Chat-based service conversations, 111–112
- Chatbots, 15
- Chi-square analysis, 146
- CoachBots, 13
 - for teams, 52
- CoachHub, 52
- Coaching, 73–76
 - intervention, 3
 - relationships, 2–3
- Cognition, 196
- Cognitive appraisal theory, 157–158
- Cognitive biases, 37–39
- Communication, 106–107
- Comparative fit index (CFI), 182–183
- Compassion, 55, 62
- Competencies, 60
- Composite reliability (CR), 58–59
- Computational social science, 108
- Confidence interval (C.I.), 182–183
- Configural invariance, 182–183
- Confirmatory factor analysis (CFA), 58–59, 182–183
- Connor-Davidson Resilient Beliefs Scale, 75
- Consistency in risk perception, 206
- Convergent validity, 58–59

- Coping strategies, 83–84
- Corporate social responsibility (CSR),
 - 5, 218, 229
 - to FBSR, 229–233
- Cronbach's alpha, 58, 205–206
- Crowdsourcing, 14
- Customer assessment of employee performance, 113
- Customer emotions, 118–121
 - in different industries, 125–126
- Customer satisfaction variables, 113
- Customer service, 12
 - customer emotions, 118–121
 - digital analyses of emotion in, 109–110
 - magnitude of data, 111
 - nature of variables available in digital traces data, 111–112
 - new insights from analyses of digital traces of emotions, 115–127
 - relating customer expression of emotion to service agents' behaviors, 126–127
 - studying emotion in, 111–112
- Cybersickness, 21
- Cynicism, 81–82
- Data analysis, 57
- Data-driven themes, 159–160
- Decision science, 197–198
- Decision-making, 197–198
 - process model, 199–200
- Decision-making competence (DMC), 195, 201, 213
 - augmenting cognitive calculation, 201
- Deichmann cases, 222–223
 - development over time, 223–229
- Depression, 79–80
- Depression Anxiety and Stress Scales 21 (DASS-21), 85, 87
- Descriptive accounts, 197–198
- Deterioration emotional climate, 165–166
- Diagnostic and Statistical Manual of Mental Disorders Fifth Edition (DSM-5), 78
- Digital age, 1–2, 11
 - adapting to, 2–4
 - approach, 130
 - conduct and application of emotions research, 13–14
 - impact of digital age on services, 12
 - emotion regulation in, 13
 - emotions and care in, 4–5
 - emotions and service in, 1
 - emotions in, 12–13
 - future of work, 14–16
 - service delivery, 107
- Digital analyses of emotion in customer service, 109–110
- Digital communication, 3, 70
 - effects of leaders' emotion display and social presence of, 72–73
 - leaders' emotion display in, 71–72
- Digital economy, 11
- Digital emotional expression, 13
- Digital literacy, 10
- Digital technology, 11, 13–14
- Digital trace(s), 3–4
 - analyses of over million service chat conversations, 112–127
 - data, 13
 - emotions in customer service conversations, 115–127
 - nature of variables in, 111–112
 - organic data, 106–107
- Digitalization, 4, 12, 194
- Doctor–patient interaction,
 - psychological androgyny and, 140–141
- Dropbox, 61
- Effective coaching, 52–53

- constructs and measures, 57–59
 - data collection, 56
 - future research, 61
 - hypothesized model, 54
 - limitations, 62
 - practical implications, 61–62
 - results, 59
 - sample, 57
 - survey instruments, 56
 - survey process, 56
 - theory development and hypotheses, 54–56
- Emoticons, 12, 13
- Emotional carrying capacity (ECC), 174, 181
- Emotional climate, 155–159
- analytical framework, 157–158
 - in Gamma–Delta acquisition, 161–165
 - managerial implications, 167–168
 - organizational culture to, 156
 - from organizational culture to, 156
 - positive emotional climate, 156–157
 - postacquisition integration, 155–156
 - qualitative case study design, 158–161
- Emotional Competence Scale, 144–145
- Emotional Intelligence Appraisal Questionnaires (EIA), 143
- trait scale, 144
- Emotional/emotions, 31, 72, 139, 154, 196
- assessments, 129–130
 - bored, 197, 200–201
 - and care in digital age, 4–5
 - contagion, 74–75
 - in digital age, 12–13
 - digital analyses of, 109–110
 - digital traces organic data, 106–107
 - displaying expectations, 139–140
 - expression, 179
 - fascinated, 197
 - future research, 128–130
 - intelligence, 53–54, 62, 141–142
 - management, 148
 - and moods, 196–197
 - regulation in digital age, 13
 - regulation theory, 70
 - relating customer expression of, 122–125
 - research, 20
 - in robotics and AI studies, 32–33
 - in service, 106, 127
 - and service in digital age, 1
 - studying in customer service by analyzing chat-based service conversations, 111–112
 - terms, resources, and tools for digital service research about, 107–109
- Empathy, 82–83
- Employee(s), 157, 176
- commitment, 176
 - employee–organization commitment, 187–188
 - reactions to changes at Delta, 162–163
 - reactions to Gamma, 161–162
 - turnover rate, 164
- Executive coaching, 52, 73
- Expanded decision-making process model, 210
- Expedia, 12
- Exploratory factor analysis (EFA), 58
- Eye tracking, 21, 24
- Face-to-face communication, 74
- Family, 218, 236
- business research, 218, 229–230
 - family-owned business, 218, 227
 - firms, 219–220
- Family business social responsibilities (FBSR), 5, 219
- cases, 222–238

- CSR to, 229–232
 - data analysis, 221
 - data collection, 221
 - Deichmann, Henkel, and Vorwerk, 222–223
 - Deichmann—development over time, 223–229
 - idiosyncratic and genuine SR vs. strategic and reputation-driven activities, 232–235
 - methodology, 219–221
 - transcending generations, 235–238
- Feeling bored, 195, 209–211
- Feeling robots, 35
- Feminine, 140
- Femininity, 140
- Financial capital, 229–230, 231
- First Call Resolution (FCR), 124–125
- First Contact Resolution (FCR), 113
- Followers
 - emotions in, 70, 74–75
 - leaders and, 71–72
- Functional theories of emotions, 72
- Future of work in digital age, 14–16
- Gamma–Delta acquisition, emotional climate in
 - employee reactions to changes at Delta, 162–163
 - employee reactions to Gamma, 161–162
 - evolving emotional climate at Delta, 164–165
- Gender
 - behavior, 140
 - socialization, 140
 - stereotypes, 139–140
- General educational stressors, 77
- Gig economy, 14
- Gig workers, 14
- Google Daydream View, 21
- Google docs, 61
- Google Glasses, 20
- Gross domestic product (GDP), 11
- Group emotions, 157
- Healthcare, 138–139
- Heinz-Horst Deichmann foundation, 231
- Henkel cases, 222–223
- Heritage, 237–238
- HoloLens, 20
- Human capital, 229–231
- Human integration, 155
- Humanistic psychology, 73
- Human–robot interaction (HRI), 31, 34
- Hybrid process decision-making model (HPDMM), 199
- Idiosyncratic
 - and genuine SR, 232–235
 - nature of FBSR, 229
- Implicit Association Test (IAT), 23–24
- Industry 4.0, 11, 52, 54
- Information age. *See* Digital age
- Integration, 197–198
 - management, 155
 - process, 167
 - research, 154–155
- International Coaching Federation (ICF), 60
- International Foundation of Robotics Research*, 29
- International Journal of Robotics Research*, 29
- International Journal of Social Robotics*, 30
- International Symposium of Robotics Research*, 29
- Internet of Things (IoT), 11–12
- Interpersonal behavior, 139
- Interpersonal competence
 - in Indian doctors, 138–139
 - psychological androgyny and, 141–142

- Interpersonal competency Scores (IEA Scores), 146–148
 - limitations and suggestions for future studies, 148–149
- Job satisfaction, 187–188
- Kaiser–Meyer–Olkin measure of sampling adequacy (KMO of sampling adequacy), 65
- Knowledge-creation capability, 177–178
- Labor-intensive process, 106–107
- Latent-difference-score approach (LDS approach), 173, 182
 - final structural model, 183
 - limitations and future research directions, 187–188
 - means, SD, and correlations, 184
 - measures, 181–182
 - method, 180–182
 - negative emotions in work relationships, 174–177
 - participants and data collection, 180–181
 - positive work relationships and affective organizational commitment, 177–180
 - results, 182–184
- Leaders' emotion expressions, 3, 70
 - display and social presence of digital communication, 72–73
 - display in digital communication, 71–72
 - effects on social distance, 70
 - leaders' emotion management with digital technologies, 72–73
- Leadership development, 61
- Linguistic Inquiry and Word Count tool (LIWC), 109–110
- LivePerson, 109
- Macro-organizational environment, 199
- Masculine traits, 140, 142
- Masculinity, 140
- Mechanic robots, 35
- Medicine, 141
- Mental health of medical students and doctors, 71–72
- Mental model, 75–76
- Metacognition, 197–198
- Metasystem approach, 5
- Metric invariance, 182–183
- Mixed emotions, 36
- Mixed reality (MR), 20
 - examples, 20–21
 - measuring and changing emotion-related phenomenon, 21–24
 - ways emotions researchers and practitioners, 24–25
- Mood(s), 197, 210–211
 - bored, 197
 - excited, 197
- MSCEIT, 144
- Multiple emotions, 115–116
- National Mental Health Survey of Doctors and Medical Students (NMHSD), 71–72
- Natural language processing (NLP), 13–14, 111
- Negative coping strategies, 83
- Negative emotions, 115–116, 174–177
 - in work relationships, 174–177
- Net Promoter Score (NPS), 113, 124
- Normative analysis, 197–198
- Oculus Go, 21
- Online coaching model
 - prior approaches to supporting well-being of medical staff, 72–73
 - coaching, 73–76

- development and evaluation of, 70
- implementation and evaluation of
 - online coaching, 85–86
- mental health and well-being of
 - medical students and doctors, 71–72
- method, 86–87
- proposed intervention, 84–85
- theoretical positioning, 72–73
- unpacking well-being issues for
 - medical students and doctors, 76–84
- Online panel data, 108
- Openness as moderator between
 - feeling bored and managers' DMC, 198–199, 212
- augmenting cognitive calculation, 201
- effect of boredom, 208
- boredom at work, 196–197
- contextual relevance of DMC, 201
- correlations between emotions/ moods, 206
- decision-making, 197–198, 199–200
- descriptive statistics for study variables, 206
- discussion, 209–213
- emotion bored, 200–201
- effect of excited on risk
 - perceptions, 209
- limitations, 213
- literature review, 196–202
- methods, 202–206, 203, 204
- moderation model of confidence, 207
- moderation models of risk
 - perception, 208
- personality, 198–199
- personality trait openness, 201–202
- practical implications for retail organizations, 212–213
- recommendations for future
 - research, 211–212
- results, 206–209
- Organic data, 107–108
- Organizational
 - climate, 156
 - commitment, 178
 - culture to emotional climate, 156
 - socialization, 155–156
- Pain©, 85
- Parasympathetic nervous system (PSNS), 55
- “Passive” emotion, 196
- Perceived quality of employee
 - coaching relationship scale (PQECR), 54–55, 57, 60
- Personality, 198–199, 207, 210–211
 - trait openness, 201–202, 205
- Perspective©, 85
- Physical service robots, 28–29
- Physician health, 72
- Physiology©, 85
- Pick-A-Mood instrument
 - (PAM instrument), 205
- Platform economy, 14
- Play©, 85
- Pokémon GO game, 20
- Positive Affect Negative Affect Schedule (PANAS), 85, 87
- Positive customer emotions, 129
- Positive emotion, 115–116, 174–175
- Positive emotional attractor (PEA), 55
- Positive emotional climate, 156–157, 166
- Positive organizational scholarship, 174
- Positive psychology, 73
- Positive work relationships, 177–180
- Positivity, 154–155
- Post-acquisition integration process, 4–5

- Postacquisition integration, 154, 155–156, 158–159
- PrEmo instrument, 204–205
- Psychological androgyny, 4, 140
 - Bem Sex Role Inventory scores, 145
 - demographic details, 145
 - and doctor–patient interaction, 140–141
 - in Indian doctors, 138–139
 - and interpersonal competence, 141–142
 - measures, 143–145
 - method, 142–145
 - participants, 142–143
 - procedure, 143
- Psychological capital (PsyCap), 87
- Psychological Capital Questionnaire (PCQ), 85, 87
- Psychological stress, 77
- Purpose in life, physiological well-being, play activities, pain, perspective (5P Model of Wellbeing©), 86
- Purpose©, 85
- Qualitative overload, 196, 201
- Qualitative underload, 196
- Quality of life (QOL), 71
- Questionnaire-and-experiment study, 12
- “Recurring positive experiences”, 179
- Recursive Neural Tensor Network model (RNTN model), 109
- Relational climate, 53–55
- Relational Climate Scale/Survey (RCS), 53–54, 57
- Relational energy, 56, 62
- Reputation, 234–235
- Retail organizations, practical implications for, 212–213
- Robo-Sapiens, 35
- Robot Manipulators: Mathematics, Programming, and Control*, 29
- Robotics, 28
- Robots. *See also* Service robots, 28, 31
- Root-mean-square error of approximation (RMSEA), 182–183
- Samsung Gear VR, 21
- Self-determination theory, 73
- Self-service, 12
- Sentiment analysis, 13–14, 109
 - tools, 109–110
- SentiStrength, 110
- Service robots, 28–30
 - capabilities and design attributes, 34–35
 - frontstage or backstage, 31–34
 - importance, 35–37
 - insights and directions for future research, 40–44
 - in organizations, 29–30
 - service settings and, 30–35
 - trust, 39–40
- Servicescape model, 34–35, 40–41
- Shared vision, 55
- 6-point frequency scale, 144
- Smartphone applications, 13
- Social capital, 231
- Social distance
 - effects of leaders’ emotion display and social presence, 72–73
 - leaders’ emotion effects on, 70
- Social robots, 13, 29–30
- Socialization, 155–156
- Socially assistive robots (SAR), 13
- Socially disengaging emotions, 76
- Socially engaging emotions, 76
- Soft skills, 16
- Standardized root-mean square residual (SRMR), 182–183
- Stanford tool, 110

- State Rating©, 84
- Stress, 77–78
- Structural equation modeling (SEM), 59, 182
- Succession, 225–227
- Suicidal ideation, 80–81
- Symbolic interactionist approach (Schein), 53–54
- Technologically altered realities, 20
- Telephone conferences, 70
- Text emotion mining, 14
- Text Sentiment Analysis, 14
- Theory-based themes, 159–160
- Thinking robots, 35
- Touch integration, 21–22
- Traditional focus of therapy-based interventions, 74
- Travelocity, 12
- Trust, 39–40
- Tucker Lewis index (TLI), 182–183
- Two-dimensional valence/activation continuum, 211
- Uncertainty-activated emotions, 210–211
- Under/overconfidence, 206
- Unstructured Data (UD), 108–109
- Valence-activation approach, 179
- Validation research, 129–130
- Value assessment, 197–198
- Virtual headsets, 21
- Virtual reality (VR), 20, 70, 74
 - examples, 20–21
 - measuring and changing emotion-related phenomenon, 21–24
 - ways emotions researchers and practitioners, 24–25
- Virtual service robots, 28–29
- Vorwerk cases, 222–223
- Well-being, 72
 - of medical students and doctors, 71–72
 - mental model, 75–76
 - unpacking well-being issues for medical students and doctors, 76–84
- Work relationships, 5
 - negative emotions in, 174–177
- World business council for sustainable development (WBCSD), 218