

Preface

The 5th International Conference on the Human Side of Service Engineering (HSSE 2017) held at The Westin Bonaventure Hotel, Los Angeles, California, USA, from July 17 to 21, 2017. The conference was organized within the framework of the International Conference on Applied Human Factors and Ergonomics (AHFE) as an Affiliated Conference. If there is any one element to the engineering of service systems that is unique, it is the extent to which the suitability of the system for human use, human service, and for providing an excellent human experience has been and must always be considered. This conference included over 60 presentations during the three-day event in sessions including Gamification in Service Engineering, Advances in Health Care Facilities Design and Quality and Safety Practices, Shaping the Human Side of T-Shaped Professionals, Industry 4.0 and the Smart Service World, and Service Science and User Experience Design.

While many of the presentations were contributed as slides only, 21 of the presenters also submitted full papers that were reviewed and accepted by the co-editors for publication in this Proceedings. The book is divided into five major sections as follows:

Section 1: Gamification in Service Engineering

Section 2: Innovations in Quality and Safety Practices in Health Care Systems

Section 3: Smart Service World

Section 4: Service Science Education and T-Shaped Professionals

Section 5: Worker and Consumer Factors in Service Engineering

A major area of expansion in this conference is in Gamification in Service Engineering, led by Freimut Bodendorf and Christian Zagel, which appears as the first section of this Proceedings. As service systems look for new ways to engage participants, gamification has become a fruitful strategy for research. New applications of the concepts are reported in five full papers in this section.

New to the conference this year were two sessions led by Jim Spohrer focusing on the topic of the T-Shaped Professional. This has been a subject of substantial

interest in the areas of personnel development and education in recent years. The concepts of “depth in a discipline or system” and breadth across fields of study, cultures, organizational responsibilities, and other experiences contributing to managerial, empathy, communications, teamwork and similar skills have been leading topics in discussions about educating service systems professionals. Of the 11 presentations in these sessions, we are pleased to have two representative papers included in this Proceedings. We intend to expand our content in this field in the future.

Other major areas of discussions at this meeting were in the fields of service design and improvement in the healthcare sector, led by Lukasz Mazur, Kendra Johnson, Alison Amos, Gregg Tracton, and Carolyn Brown, and service innovations in industry (referred to as Industry 4.0) led by Walter Ganz. Other session chairs included Aura Matias, Regiane Romano, Shrikant Parikh, and Debra Satterfield. We are deeply indebted to all session chairs for their contributions to HSSE 2017. We hope that you find this volume useful and interesting, and invite all to join us for next year’s meeting. Information is available at www.ahfe-hsse.org.

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