

Advances in Intelligent Systems and Computing

Volume 601

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Editors

Advances in The Human Side of Service Engineering

Proceedings of the AHFE 2017
International Conference on The Human Side
of Service Engineering, July 17–21, 2017,
The Westin Bonaventure Hotel,
Los Angeles, California, USA

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Advances in Human Factors and Ergonomics 2017

AHFE 2017 Series Editors

*Tareq Z. Ahram, Florida, USA
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***8th International Conference on Applied Human Factors and Ergonomics
and the Affiliated Conferences***

***Proceedings of the AHFE 2017 International Conference on the Human Side
of Service Engineering, July 17–21, 2017, The Westin Bonaventure Hotel,
Los Angeles, California, USA***

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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.

Our sincere thanks and appreciation go to the Board members listed below for their contribution to the high scientific standard maintained in developing this book.

Alison Amos, USA
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Freimut Bodendorf, Germany
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Ahmed Seffah, Finland

Jim Spohrer, USA
Kinley Taylor, USA
Gregg Tracton, USA
Christian Zagel, Germany

July 2017

Louis E. Freund
Wojciech Cellary

Contents

Gamification in Service Engineering

Using Gamification to Enhance User Motivation: The Influence of Gender and Age	3
Sophie Jent and Monique Janneck	
The Interaction of Causal Attribution of Performance and Compliance with Decision Support Systems in Cyber-Physical Production Systems - An Empirical Study Using a Business Simulation Game.	11
Philipp Brauner, Ralf Philipsen, André Calero Valdez, and Martina Ziefle	
Gamified Self-service Checkouts: The Influence of Computer-Related Causal Attributions on User Experience and Motivation.	24
Adelka Niels and Christian Zigel	
Defining Recrutainment: A Model and a Survey on the Gamification of Recruiting and Human Resources	37
Oliver Korn, Florian Brenner, Julian Börsig, Fabio Lalli, Maik Mattmüller, and Andrea Müller	
SciencOmat: A Gamified Research Platform for Evaluating Visual Attractiveness.	50
Christian Zigel, Alexander Piazza, Yoan Petrov, and Freimut Bodendorf	
Innovations in Quality and Safety Practices in Health Care Systems	
Alarm Management: A Systems Approach to Patient Safety.	63
Vinaya Sebastian and Carolyn Hamasaki Brown	

How Is the Quality of Life of Patients with Cerebral Palsy Improved? Qualitative and Quantitative Evaluation of a Communication and Learning Assistance System Based on ICTs.	73
Jonnathan Berrezueta-Guzman, Vladimir Robles-Bykbaev, and Luis Serpa-Andrade	
Prevalence and Risk Factors of Respiratory Problems Among Solid Waste Collectors in the Philippines.	82
Lizbeth A. Mariano and Aura C. Matias	
Prevalence, Severity, and Risk Factors of Work-Related Musculoskeletal Disorders Among Stevedores in a Philippine Break-Bulk Port Terminal	90
Keneth Sedilla and Aura Matias	
Smart Service World	
Applying Value Proposition Design for Developing Smart Service Business Models in Manufacturing Firms.	103
Jens Neuhüttler, Inka C. Woyke, and Walter Ganz	
Wisdom Service Systems: Harmonious Interactions Between People and Machine	115
Md. Abul Kalam Siddike, Kazuo Iwano, Kazuyoshi Hidaka, Youji Kohda, and Jim Spohrer	
Do You Like According to Your Lifestyle? A Quantitative Analysis of the Relation Between Individual Facebook Likes and the Users' Lifestyle	128
Alexander Piazza, Christian Zagel, Julia Haeske, and Freimut Bodendorf	
An Online Tool to Promote Citizenship Roles in Urban Community Organizations	140
Adrian Haurat and Li Liu	
Service Science Education and T-Shaped Professionals	
Factors Influencing Academic Success for Design Students: A Study of Curricular Expectations and Ethical Issues	153
Debra Satterfield	
Humanity-Embedded Service Science Education	162
Fu-Ren Lin	
Developing T-Shaped Civil Engineers Through Involvement in Out-of-Class Activities	173
Denise R. Simmons	

T-Shape Professionals Co-working in Smart Contexts: VEGA(ST) – Venice Gateway for Science and Technology	178
Paolo Piciocchi, James C. Spohrer, Linda Martuscelli, Maria Cristina Pietronudo, Michele Scocozza, and Clara Bassano	
Worker and Consumer Factors in Service Engineering	
Work-Related Factors Affecting Sustained Alert State Among Bank Security Personnel in the Philippines.	193
Yoshiki B. Kurata and Aura C. Matias	
The Negative Effect that Benefit Delay in Service Consumption Causes to a Customer and the Countermeasure Against It	203
Kazuhiro Fujimura	
A Task Analysis of Small-Scale Jewelry Craft Workers to Investigate the Effects of Work System Elements and Sitting Mobility on Body Discomfort	215
Hazel Caparas and Aura Matias	
The Consequences of Lean Six Sigma on Banking Improvement: A Study at a Front-Line Unit of a Bank Company in Indonesia.	227
Nilda Tri Putri, Andi Gunawan, and Agus Sutanto	
Author Index.	239