

CHIMSPAS 2022 Program

(CEST applies for all provided conference times)

Date/Time	Session
Thursday, 25 August	
08:30 a.m.	Start of registration (ZiF building)
09:00 a.m.-09:30 a.m.	Welcome notes: <i>Nicola Bilstein, Christian Stummer, and Hermann Jahnke</i>
Session 1	Session Chair: Nicola Bilstein (Bielefeld University)
09:30 a.m.-10:10 a.m.	Bridging the material, social, and psychological world along the smart wearable engagement journey in high-touch services <i>Bieke Henkens</i> (Ghent University) <i>Katrien Verleye</i> (Ghent University) <i>Bart Larivière</i> (KU Leuven) <i>Martin Mende</i> (Florida State University)
10:10 a.m.-10:50 a.m.	Smart service for predictive maintenance on the energy distribution grid <i>Jennifer Priefer</i> (Paderborn University) <i>Philipp zur Heiden</i> (Paderborn University) <i>Daniel Beverungen</i> (Paderborn University)
10:50 a.m.-11:20 a.m.	Short break
Session 2	Session Chair: Carsten Schultz (University of Hagen)
11:20 a.m.-12:00 p.m.	Selling ownership or selling access? Examining salespersons' preferences and capabilities <i>Tobias Schäfers</i> (TH OWL) <i>Mark Groza</i> (Northern Illinois University)
12:00 p.m.-12:40 p.m.	Capturing value from digital services: A framework for implementing value-based pricing <i>Christoph Tienken</i> (University of St. Gallen) <i>Carl Bodo Zülich</i> (University of St. Gallen) <i>Jonathan Rösler</i> (University of St. Gallen) <i>Thomas Friedli</i> (University of St. Gallen)
12:40 p.m.-01:40 p.m.	Lunch break
01:40 p.m.-02:00 p.m.	Sports and relaxation exercises (<i>online as well via Zoom</i>)
02:00 p.m.-03:00 p.m.	Poster presentation session (<i>for more details see below</i>)
03:00 p.m.-03:30 p.m.	Joint coffee break (<i>online as well via Zoom</i>)
Session 3	Session Chair: Tobias Schäfers (TH OWL)
03:30 p.m.-04:10 p.m.	Entry-level scenarios for smart service systems engineering in SMEs <i>Daniel Heinz</i> (Karlsruhe Institute of Technology) <i>Yevgeni Paliyenko</i> (University of Stuttgart) <i>Christian Schiller</i> (Fraunhofer Institute for Industrial Engineering) <i>Carina Benz</i> (Karlsruhe Institute of Technology) <i>Daniel Roth</i> (University of Stuttgart)
04:10 p.m.-04:50 p.m.	Digitalization the other way around: New business models based on digital services <i>Ingo Kaiser</i> (Weidmüller Interface)
06:00 p.m.-07:00 p.m.	Social program
07:30 p.m.-11:00 p.m.	Conference dinner at Sparrenburg Castle (on-site for in person participants) Online networking event (online for hybrid participants)

Date/Time	Session
Friday, 26 August	
08:50 a.m.-09:00 a.m.	Get started
Session 1	Session Chair: Christian Stummer (Bielefeld University)
09:00 a.m.-09:40 a.m.	Consumers' desire to use AR apps: The role of positive emotions <i>Sonjaya Gaur</i> (New York University) <i>Pei-Shan Soon</i> (Sunway College)
09:40 a.m.-10:20 a.m.	Trust at first talk: The role of delight and trustworthiness in voice-assisted smart service encounters <i>Timna Bressgott</i> (Maastricht University) <i>Jonas Föhr</i> (University of Bayreuth) <i>Dominik Mahr</i> (Maastricht University) <i>Claas Christian Germelmann</i> (University of Bayreuth) <i>Martin Wetzels</i> (EDHEC Business School)
10:20 a.m.-10:50 a.m.	Short break
Session 2	Session Chair: Jonas Föhr (University of Bayreuth)
10:50 a.m.-11:30 a.m.	Traveling in the post-COVID era: The role of intelligent technologies in enhancing travelers' service experience <i>Heiko Holz</i> (RWTH Aachen University) <i>Stefanie Paluch</i> (RWTH Aachen University)
11:30 a.m.-12:10 p.m.	A practice theory integration of industrial ecology and logistics for ports innovation transition <i>Adriana Saraceni</i> (University of Maastricht) <i>Lieven Quintens</i> (University of Maastricht)
12:10 p.m.-01:10 p.m.	Lunch break
01:10 p.m.-01:30 p.m.	Sports and relaxation exercises (<i>online as well via Zoom</i>)
01:30 p.m.-01:50 p.m.	Joint coffee break (<i>online as well via Zoom</i>)
Session 3	Session Chair: Daniel Beverungen (Paderborn University)
01:50 p.m.-02:30 p.m.	Smart service co-creation: Understanding how the smartness of smart services impacts customer's activities <i>Stefan Dyck</i> (University of Hagen)
02:30 p.m.-03:10 p.m.	How product characteristics shape the perception of product smartness <i>Antje Fricke</i> (Technical University of Braunschweig) <i>Nadine Pieper</i> (Technical University of Braunschweig) <i>David M. Woisetschläger</i> (Technical University of Braunschweig)
03:10 p.m.-03:45 p.m.	Closing (<i>including award presentation</i>)

The poster presentation session will take place on Thursday from 2:00-3:00 pm. In this time you will have the chance to view as many poster as possible and ask questions. Afterwards, a best poster award will be rewarded.

Poster session	
No. 1	A roadmap for future research on automation and robotization in last mile delivery <i>Adriana Saraceni</i> (University of Maastricht) <i>Rozali Oleko</i> (University of Maastricht) <i>Lisi Guan</i> (University of Maastricht) <i>Grant Davis</i> (University of Maastricht) <i>Lieven Quintens</i> (University of Maastricht)
No. 2	Practices and barriers of service portfolio management in mechanical engineering <i>Mark Hoebertz</i> (Ruhr-University Bochum) <i>Jens Pöppelbuß</i> (Ruhr-University Bochum)
No. 3	Consumer acceptance of online grocery shopping: A replication and extension <i>Gertrud Schmitz</i> (University of Duisburg-Essen) <i>Stephanie Engelmann</i> (University of Duisburg-Essen) <i>Jennifer Hendricks</i> (University of Duisburg-Essen)
No. 4	Automation in last mile delivery : A flexible cost analysis <i>Adriana Saraceni</i> (University of Maastricht) <i>Adarsh Bagaria</i> (University of Maastricht)
No. 5	Smart products as hidden drivers for business model innovation and transformation <i>Philipp Hansmeier</i> (Paderborn University) <i>Christian Bartelheimer</i> (Paderborn University)
No. 6	Blaming the butler? Consumer responses to service failures of smart voice-interaction technologies <i>Timo Koch</i> (University of Bayreuth) <i>Jonas Föhr</i> (University of Bayreuth) <i>Claas Christian Germelmann</i> (University of Bayreuth)
No. 7	The role of technology affinity and data privacy in the acceptance of cashierless systems in stationary retailing <i>Carsten Schultz</i> (University of Hagen) <i>Friederike Paetz</i> (Clausthal University of Technology)
No. 8	Constituting comfortable intelligent service experiences via augmented reality <i>Tseng-Lung Huang</i> (National Pingtung University) <i>Hsin-Yu Chen</i> (National Pingtung University) <i>Yi-Jyun Cai</i> (National Pingtung University) <i>Tong-Sin Hong</i> (National Pingtung University)
No. 9	Artificial intelligence and perils of hyper-personalisation <i>Prabirendra Chatterjee</i> (Cardiff University)
No. 10	Consumers' continuance intention for mobile wallet usage <i>Sanjaya Gaur</i> (New York University) <i>Rachel Louis Vincent</i> (Monash University)

No. 11	<p>Up to date: The legal right to obtain updates for smart products, voluntary extensions, and how this can affect consumers' purchase intention</p> <p><i>Melina Schleef</i> (Bielefeld University) <i>Christian Stummer</i> (Bielefeld University) <i>Nicola Bilstein</i> (Bielefeld University)</p>
No. 12	<p>Let me show you how to build this! An experimental study on how augmented reality can further customer participation by decreasing cognitive load</p> <p><i>Kira Heimann</i> (Bielefeld University) <i>Nicola Bilstein</i> (Bielefeld University) <i>Mohamed Souka</i> (Bielefeld University) <i>Reinhold Decker</i> (Bielefeld University)</p>