

**PROGRAMM****1. Jahrestagung der WK DLM**  
15./16. September 2016, Universität Rostock**Thursday, September 15**

<b>11.00 a.m.</b>	Registration
<b>12.15 p.m.</b>	Welcome  Prof. Dr. Heike Trappe Dean of the Faculty of Economic and Social Sciences, University of Rostock  Prof. Dr. Andreas Diettrich Member of the Preparatory Committee of the Conference  Prof. Dr. Martin Benkenstein Chairman of the Section Service Management German Academic Association for Business Research
<b>12.30 p.m.</b>	Führung von Mitarbeitern mit Kundenkontakt Keynote Speech Prof. Dr. Friedemann Nerdinger, University of Rostock
<b>1.30 p.m.</b>	<b>Break</b>
<b>2.00 p.m. - 3.45 p.m.</b>	<b>Parallel Sessions</b> Session 1a: Section Service Management (R 134) Session Chair: Martin Benkenstein  <b>Service-Systeme und Service-Ökosysteme aus systemtheoretischer Sicht</b> Helge Löbler, Universität Leipzig  <b>Erfolgsfaktoren bei der Entwicklung neuer industrieller Dienstleistungen vs. Neuer physischer Produkte – eine Metaregression</b> Lukas Esser, Universität Ulm
<b>3.45 p.m.</b>	<b>Break and Poster Presentation</b>
<b>4.15 p.m. - 6.00 p.m.</b>	<b>Parallel Sessions</b> Session 2a: Section Service Management (R 134) Session Chair: Martin Benkenstein  <b>Customers' Reaction to Employees' Humour Use in Service Encounters</b> Kleinaltenkamp, Michael, Freie Universität Berlin, Mathies, Christine; Chiew, Tung Moi; Patterson, Paul, University of New South Wales (Australien)

	<p><b>Impacts of the Interpersonal Relationship on Interactive Patient Citizenship and Dysfunctional Behaviors: An Empirical Analysis in the Nursing Context</b></p> <p>Schmitz, Gertrud; Lerch, Jennifer, Universität Duisburg-Essen, Büttgen, Marion, Universität Hohenheim, Ates, Zelal, University of Liège (Belgien)</p>
<b>7.30 p.m.</b>	Conference Dinner (Borwin Hafenrestaurant, Stadthafen)
<b>Friday, September 16</b>	
<b>9.00 a.m. - 10.45 a.m.</b>	<p><b>Parallel Sessions</b></p> <p>Session 3a: Section Service Management (R 134) Session Chair: Helge Löbler</p> <p><b>Zusammenhänge zwischen dem Auftrag der IT und der IT-Architektur von Unternehmen</b> Nissen, Volker; Turner, Frank, TU Ilmenau</p> <p><b>Uncovering Unexpected Actors in an Educational Service Ecosystem</b> Rothe, Hannes; Gersch, Martin, FU Berlin</p>
<b>10.45 a.m.</b>	<b>Break and Poster Presentation</b>
<b>11.15 a.m. - 1.00 p.m.</b>	<p><b>Parallel Sessions</b></p> <p>Session 4a: Section Service Management (R 134) Session Chair: Helge Löbler</p> <p><b>Transparency and Accountability of Public Service Delivery in Financial Statements of Public Authorities – Citizens as Armchair Auditors?!</b> Haustein, Ellen; Lorson, Peter; Wigger, Christina, Universität Rostock</p> <p><b>Unternehmerisches Denken und Handeln in der Hotellerie – Eine empirische Analyse auf Individual und Organisationsebene</b> Männicke, Jörg; Baierl, Ronny, SRH Hochschule Berlin</p>
<b>1.00 p.m.</b>	<p><b>Best Paper Award, Best Poster Award</b></p> <p><b>Spokeswomen of the Institute of Business Administration, University of Rostock</b></p>
<b>1.30 p.m.</b>	<b>Farewell Buffet</b>
<b>2.00 p.m. - 3.00 p.m.</b>	Meeting of the Section Service Management (R 134)