

Call for Chapters

“HANDBOOK ON ARTIFICIAL INTELLIGENCE AND SERVICES”

to be published by Edward Elgar latest in April 2024

Abstracts should be about 500 words

Final Chapters should be about 5,000-8000 words

Background

Artificial intelligence (AI) is increasingly attracting scholarly attention in service research. AI, in fact, is getting more and more applied and used in service organizations, both private and public, thus impacting both the organizations and their interactions with customers/citizens. Although research on the intersection between AI and services is increasing, it remains an emerging and unexplored research field in terms of conceptual clarity, theoretical understanding and empirical studies as well as ethical, legal and policy issues. This handbook aims to provide a comprehensive overview and understanding of AI in service industries by collecting a rich body of studies investigating the phenomenon from theoretical and empirical perspectives. This handbook especially aims to provide state of the art conceptual and empirical research concerning uses and applications of AI in different service sectors and from different perspectives.

Topics of Interest

We seek chapters providing state of the art research within, but not limited to, the following broad themes. Both conceptual and empirical papers are welcome.

PART I: MAPPING CONCEPTUAL RESEARCH ON AI AND SERVICES

- Understanding the Intersection between Services and Artificial Intelligence
- Conceptualizing and Theorizing Artificial Intelligence and Services
- Analyzing Artificial Intelligence and Services
- AI and Value Creation
- Others

**PART II: FRAMING ARTIFICIAL INTELLIGENCE TECHNOLOGIES IN THE
CONTEXT OF SERVICES**

- AI and customer relationship management
- AI and Service encounter
- AI, services and the sociology of technology
- AI and service innovation
- AI and Back Office
- AI and Front Office (e.g. Chat bot)
- AI and self service
- AI and Augmented Intelligence
- AI and Employment in Services

PART III: EMPIRICAL STUDIES OF AI IN SERVICE SECTORS

- AI and Manual services (e.g., repairing and maintenance of technical equipment, facilities management)
- AI and Business Services (e.g., lawyers, accountant, etc.)
- AI and Public services (e.g., elderly care, state and municipal services, libraries, education, health care services, taxation, etc.)
- AI and Personal Services (e.g., tourism, medical services)
- AI and service design

PART IV: AI AND ETHICAL ISSUES

- Algorithmic transparency/accountability/ explainability
- Privacy and data protection issues
- AI and Human Rights

PART V: AI AND POLICY AND GOVERNANCE ISSUES

- Governing AI
- AI risks and guidelines for AI
- Data-driven policy making
- AI-adoption and public value perspectives
- AI and representation of constituencies in public administration
- AI guidelines and compliance
- AI policy and regulation

PART VI: EMERGING THEMES

The chapters will undergo a review process where the authors may be invited to review other chapters.

Important Dates

Abstracts of 500 words due: September 1, 2022

Acceptance of Abstracts: October 1, 2022

Full Chapters due: February 1, 2023

Reviews to authors: May 1, 2023

Final Chapters due August 1, 2023

Final Acceptance October 1, 2023

Book published in Spring 2024

We consider organizing a workshop online or hybrid to discuss the abstract and/or the full chapters. Authors of accepted abstracts will be notified about this at a later point.

To submit your abstracts/chapters or for any question, please email one of the editors:

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