

ICSSI 2016

Taipei, Taiwan June 23-24, 2016

Thursday June 23, 2016

08:30 am – 04:00 pm	Registration Opens (B1)		
09:00 am – 09:20 am	Opening Ceremony - (Sungreat International Convention Hall, B1)		
09:20 am – 10:20 am	<p>OPENING SESSION</p> <p>Keynote 1 : Service Science and Social Innovation (Sungreat International Convention Hall, B1)</p> <p>Speaker: Dr. Tamio Arai (Shibaura IT)</p>		
10:20 am – 10:40 am	Coffee Break		
10:40 am – 12:00 pm	<p>(Sungreat International Convention Hall, B1)</p> <p>Panel I: Users Experience and Service Design</p> <p>Moderator: Dr. Jiun-Yu Yu (NTU)</p> <p>Panelist: Dr. Gary Klein(UCCS) Dr. Yuriko Sawatani (TUT) Dr. Lex Wang(CCDM)</p>	<p>(Classroom B101, B1)</p> <p>10:40 am-11:00 am 2015 Sayling Wen Service Science Awards</p> <p>11:00 am- 12:00 pm Sayling Wen Service Science Awards presentations I: 2014 Sayling Wen Service Science International Collaboration Award</p>	
12:00 pm – 01:20 pm	Lunch (4F)		
01:20 pm – 02:00 pm	<p>Keynote 2 : Financial Innovation (Sungreat International Convention Hall, B1)</p> <p>Speaker: Dr. J. Leon Zhao (City U)</p>		
02:00 pm – 03:20 pm	<p>(Sungreat International Convention Hall, B1)</p> <p>Panel II: Service Science and Social Innovation</p> <p>Moderator: Dr. Stephen Kwan (SJSU)</p> <p>Panelist: Dr. Tamio Arai (Shibaura IT) Dr. Walter Fernandez (UNSW) Dr. Hung-Chang Chiu (NTHU) Dr. Yoshi Fujikawa (Hitotsubashi U)</p>	<p>(Classroom B101, B1)</p> <p>Sayling Wen Service Science Awards presentations II: 2014 Sayling Wen Service Science Junior Scholar Award</p>	
03:20 pm – 03:50 pm	Coffee Break		
03:50 pm – 05:00 pm	<p>Session 3A Thursday (B1 conference room) Topic(Track) : A-SS</p> <p>ASS-01: Value Co-creation in a Continuum of Co-production to Service Innovation: A Study of the Hotel Industry ASS-02: The changes in the music industry: service co-creation value view ASS-03: Getting Closer with Family: Constructing a Service for Family Sport Activity ASS-04 What do we get from the websites of 1999 citizen relationship management systems: The public service user's experience ASS-05: User Acceptance of watch-type wearable devices in a cost-benefit perspective ASS-06: Development of engineering services in the process of transformation towards the innovation economy</p>	<p>Session 3B Thursday (Sungreat International Convention Hall, B1) Topic(Track) : R-UE</p> <p>RUE-01: A Study on Experience Design of Interpretation Services in Tourism Factory RUE-02: Rediscovering Old Kaohsiung: Introduction and Experiences RUE-03: A patient-centered service design for hemodialysis RUE-04: Enhancing the trustworthiness of the cit research process in measuring service experience</p>	<p>Session 3C Thursday (Classroom B101, B1) Topic(Track) : R-SMI</p> <p>RSMI-01: The effect of experiential value on customer satisfaction and loyalty in medical clinics in taiwan - a case study of aesthetic medicine RSMI-02: Ervice innovation for patient-friendly hospital environment and healthcare improvement - a case of type 2 diabetics RSMI-03: Value Co-creation on Open Innovation Platform: Agent Based Modelling on Behavioral Patterns of Customer, Corporation, and Regulator RSMI-04: Using services for analyzing business-to-business competitions</p>
	<p>Evening Banquet</p>		
06:00 pm – 08:00 pm			

Friday June 24, 2016

08:30 am – 12:00 pm	Registration Opens (B1)		
09:20 am – 10:20 am	<p style="text-align: center;">OPENING SESSION</p> <p style="text-align: center;">Keynote 3 : Service Science and Project Benefit Realization (Sungreat International Convention Hall, B1)</p> <p style="text-align: center;">Speaker: Dr. Gary Klein (UCCS)</p>		
10:20 am – 10:40 am	Coffee Break		
10:40 am – 12:00 pm	<p>Session 1A Friday (B1 conference room)</p> <p>Topic(Track) : A-SMI</p>	<p>(Sungreat International Convention Hall, B1)</p> <p>Panel III: Data Analytics and Service Engineering</p>	<p>Session 1C Friday (Classroom B101, B1)</p> <p>Topic(Track) : R-TD</p>
	<p>ASMI-01: Study of need for care of the elderly living alone</p> <p>ASMI-02: Factors influencing customer behavior change: evidence from the co-cooking space</p> <p>ASMI-03: Investigating the feedback system for process improvement in banking</p> <p>ASMI-04: An exploratory study of online review management strategies in China</p> <p>ASMI-05: Optimal manufacturing target setting by considering process adjustment cost and quality loss</p>	<p>Moderator: Dr. Kenny Cheng (UF)</p> <p>Panelist:</p> <p>Dr. Chun-Yao Huang (NTU)</p> <p>Dr. Ling-Chieh Kung (NTU)</p> <p>Dr. Tswen-Gwo Wang (NCU)</p> <p>Dr. J. Leon Zhao (City U)</p>	<p>RTD-01: The roles of Education, Policies and Technologies in the Globalization Processes of Creative Industry</p> <p>RTD-02: Hr in innovative service economics: challenges and opportunities for management in taiwan</p> <p>RTD-04: Customer experience in business-to-business service systems</p> <p>FTD-05: Social Innovation and Social Enterprise: Integrating Mental Health Interventions</p>
12:00 pm – 01:20 pm	Lunch (4F)		
01:20 pm – 02:00 pm	<p style="text-align: center;">Keynote 4 : Talent Development in New Service Era (Sungreat International Convention Hall, B1)</p> <p style="text-align: center;">Speaker: Dr. Paul Evans (INSEAD)</p>		
02:00 pm – 03:20 pm	<p>Session 2A Friday (B1 conference room)</p> <p>Topic(Track) : A-SM</p>	<p>(Sungreat International Convention Hall, B1)</p> <p>Panel IV: Talent Development in New Service Era</p>	<p>Session 2C Friday (Classroom B101, B1)</p> <p>Topic(Track) : R-SE</p>
	<p>ASM-01: Omni-channel customer experience and the effects on perceived store image</p> <p>ASM-02: The market potentials of Taiwan' s senior consumers—An example of convenience stores</p> <p>ASM-03: How promotional strategies of mobile coupons affect consumers' purchase intention</p> <p>ASM-04: Individual Differences and Bias Identification</p> <p>ASM-05: The role of feedback from game testers: a way to increase product-market fit of innovative games</p> <p>ABSM-06: What drives smartwatch adoption? An extension of the technology acceptance model</p>	<p>Moderator: Dr. Yeh-Yun Lin (NCCU)</p> <p>Panelist:</p> <p>Dr. Aichia Chuang (NTU)</p> <p>Dr. Dorothy Tao (HSBC)</p> <p>Dr. Paul Evans (INSEAD)</p> <p>Dr. Swee-Huat Lee (NCCU)</p>	<p>RSE-01: Framework for storage allocation problem of automated warehouse: goods-to-man picking system</p> <p>RSE-02: Investigating the destination choices among taiwanese tourists</p> <p>RSE-03: Crops exchanging mechanism in plant factory contract farming</p> <p>RSE-04: Kansei engineering applications in service design evaluation screening regulations service trade as an example</p>
03:20 pm – 03:50 pm	Coffee Break		
03:50 pm – 05:00 pm	<p>Session 3A Friday (B1 conference room)</p> <p>Topic(Track) : A-SN</p>	<p>Session 3B Friday (Sungreat International Convention Hall, B1)</p> <p>Topic : (Track) : R-SS</p>	<p>Session 3C Friday (Classroom B101, B1)</p> <p>Topic : (Track) : R-BA</p>
	<p>ASN-01: Marketing Sports CoJia Yiaches on Social Network Sites: The Effect of Social Influence on Perception of Quality and Purchase Intention</p> <p>ASN-02: Improvements in Usability of Patent Database Services by Providing an Automatic Noise Filtering Function</p> <p>ASN-03: Does Social Buzz Affect Movie Box Office?: A Korean Case Study</p> <p>ABSN-04: A Study of Big Data Analytics to support SMEs : Case study of Distribution Industry in Korea</p> <p>ASN-05: Online Social Network Services to Globalize and Popularize Taiwanese Products</p> <p>ASMI-06: What Do We Share in Sharing Economy? An Examination of The Sharing Economy Initiatives in The East</p>	<p>RSS-01: Towards the new perspective on competitive advantage: a service dominant-logic view</p> <p>RSS-02: A system for Service of Technology-Market Analysis</p> <p>RSS-03: Festivalscape and Local Residents' Well-being: A Transformative Service Perspective</p> <p>RSS-05: Personalized marketing strategy for changing customers' behavior on omnichannel retailing</p>	<p>RBA-01: Management of Engineering Using IP Mining: A Case Study on Hot Press Forming Steel Technology</p> <p>RBA-02: Quantitativ stock price prediction considering technical skills of a comapny</p> <p>RBA-03: Clustering and Association Rule Mining to Analyze the Risk Factor of Liver Cancer</p> <p>FBA-04: A clustering analysis of concert ticket purchasing</p>