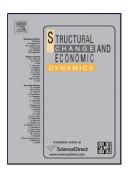
# Accepted Manuscript

Title: The informatics technology and innovation in the service production

Authors: Emerson Wagner Mainardes, Bruno Funchal, Jadir Soares



PII: DOI: Reference:	S0954-349X(17)30207-2 http://dx.doi.org/doi:10.1016/j.strueco.2017.06.004 STRECO 667				
To appear in:	Structural	Change	and	Economic	Dynamics
Received date: Revised date: Accepted date:	12-8-2015 26-6-2017 28-6-2017				

Please cite this article as: Mainardes, Emerson Wagner, Funchal, Bruno, Soares, Jadir, The informatics technology and innovation in the service production.Structural Change and Economic Dynamics http://dx.doi.org/10.1016/j.strueco.2017.06.004

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

## Informatics technology and innovation in service production

#### Author Details

Author 1 Name: Emerson Wagner Mainardes Department: Management University/Institution:FUCAPE Business School Town/City: Vitória Country: Brazil

Author 2 Name: Bruno Funchal University/Institution:FUCAPE Business School Town/City: Vitória Country: Brazil

Author 3 Name: Jadir Soares Department: Management University/Institution: University of Leuven (KU Leuven) Town/City: Leuven Country: Belgium

Corresponding author: Emerson Wagner Mainardes Corresponding Author's Email: <u>emerson@fucape.br</u>

#### **Biographical Details:**

Emerson Wagner Mainardes is Ph.D. in Management (UBI, Covilhã/Portugal, 2010), Associate Professor at FUCAPE Business School, Vitória/ES, Brazil. His academic background includes a Master's degree in Marketing Management (FURB, Blumenau/SC/Brazil, 2007), specialization in Management, and degree in Electrical Engineering. He is a teacher and researcher in Management and Marketing. He is a research fellow in NECE (Núcleo de Estudos em Ciências Empresariais). Expertise: Innovation and Marketing.

Bruno Funchal is Ph.D. in Economics at Getúlio Vargas Foundation, Brazil. Associate Professor at FUCAPE Business School. Brazilian Business Review Editor-in-Chief.

Jadir Soares is a researcher at the Leuven Centre for Global Governance Studies, University of Leuven. He works on data management and development of indicators on country level, and his research interest involves industrial policies, international trade and social network analysis.

### Highlights

- The use of informatics technology raised the use of analytical tasks;
- The use of Informatics technology changes the way of producing a service;
- Informatics technology tends to generate new jobs in the service sector;
- The service worker needs to expand his analytical skills.

#### Abstract

This paper aims to analyze how informatics technology affects the innovation of the service production process. As its main characteristic, the production of services is very intensive in human capital to produce outputs, and since the development of informatics technology affects certain tasks used to produce output, it will bring innovation to the procedures in the production of services. Thus, evaluating the use of informatics (e.g.,

# دريافت فورى 🛶 متن كامل مقاله

- امکان دانلود نسخه تمام متن مقالات انگلیسی
  امکان دانلود نسخه ترجمه شده مقالات
  پذیرش سفارش ترجمه تخصصی
  امکان جستجو در آرشیو جامعی از صدها موضوع و هزاران مقاله
  امکان دانلود رایگان ۲ صفحه اول هر مقاله
  امکان پرداخت اینترنتی با کلیه کارت های عضو شتاب
  دانلود فوری مقاله پس از پرداخت آنلاین
  پشتیبانی کامل خرید با بهره مندی از سیستم هوشمند رهگیری سفارشات
- ISIArticles مرجع مقالات تخصصی ایران