

Reading list for Digitalizing Stores (SMMM23), 7,5 credits.

The reading list was approved by the Board of the Department of Service Studies 2024-11-13.

The reading list is valid from 2024-11-13

- Alexander, Bethan & Blazquez Cano, Marta. (2020). Store of the future: Towards a (re)invention and (re)imagination of physical store space in an omnichannel context. *Journal of Retailing and Consumer Services*, 55, p. 101913. Doi.org/10.1016/j.jretconser.2019.101913
- Alexander, Bethan & Kent, Anthony. (2021). Tracking technology diffusion in-store: a fashion retail perspective. *International Journal of Retail & Distribution Management*. 49 (10), pp. 1369-1390. Doi: 10.1108/ijrdm-05-2020-0191
- Bulmer, Sandy. Elms, Jonathan & Moore, Simon. (2018). Exploring the adoption of self-service checkouts and the associated social obligations of shopping practices. *Journal of Retailing and Consumer Services*, 42, pp. 107-116. Doi: 10.1016/j.jretconser.2018.01.016
- Bäckström, Kristina & Johansson, Ulf. (2017). An exploration of consumers' experiences in physical stores: Comparing consumers' and retailers' perspectives in past and present time. *The International Review of Retail, Distribution and Consumer Research*, 27, pp. 241-259. Doi: 10.1080/09593969.2017.1314865
- Bäckström, Kristina. (2023). New technology and in-store service encounters: An analysis of coping practices and work experiences among frontline employees. *International Review of Retail, Distribution & consumer research*, 33 (5), pp. 494-518.
- Egan-Wyer, Carys. Jane, Burt, Steve, Hultman, Jens, Johansson, Ulf, Beckman, Alice & Michelsén, Clara. (2021). Ease or excitement? Exploring how concept stores contribute to a retail portfolio. *International Journal of Retail & Distribution Management*, 49 (7), pp. 1025-1044. Doi.org/10.1108/IJRDM-10-2020-0407
- Fuentes, Christian & Samsioe, Emma. (2021). Devising Food Consumption: Complex households and the socio-material work of meal box schemes. *Consumption Markets and Culture*, (24), 5, pp. 492-511. Doi.org/10.1080/10253866.2020.1810027
- Gasparin, Isadora, Panina, Ekaterina, Becker, Larissa, Yrjölä, Mika, Jaakkola Elina & Pizzutti, Cristiane. (2022). Challenging the "integration imperative": A customer perspective on omnichannel journeys. *Journal of retailing and consumer services*, 64, 102829. Doi: 10.1016/j.jretconser.2021.102829
- Gauri, Dinesh. K, Jindal, Rupinder P., Ratchford, Brian, Fox, Edward, Bhatnagar, Amit, Pandey, Aashish, Navallo, Jonathan R., Fogarty, John, Carr, Stephen & Howerton, Eric. (2020). Evolution of retail formats: Past, present, and future. *Journal of Retailing*, 97 (1), pp. 42-61. Doi.org/10.1016/j.jretai.2020.11.002
- Grewal, Dhruv, Benoit, Sabine, Noble, Stephanie M., Guha, Abhijit. Ahlbom, Carl-Philip, & Nordfält, Jens. (2023). Leveraging In-Store Technology and AI: Increasing Customer and Employee Efficiency and Enhancing their Experiences. *Journal of Retailing*, 99, pp. 487–504. Doi: 10.1016/j.jretai.2023.10.002
- Hagberg, Johan & Jonsson, Anna. (2022). Exploring digitalisation at IKEA. *International Journal of Retail & Distribution Management*, 50 (3), pp. 59-76. Doi: 10.1108/IJRDM-12-2020-0510
- Helm, Sabrina, Kim, Soo Hyun & Can Riper, Silvia. (2020). Navigating the 'retail apocalypse': A framework of consumer evaluations of the new retail landscape. *Journal of Retailing and Consumer Services*, 54, 101683. Doi.org/10.1016/j.jretconser.2018.09.015
- Hultman, Jens, Johansson, Ulf, Wispeler, Aylin, & Wolf, L. (2017). Exploring store format development and its influence on store image and store clientele - the case of IKEA's development of an inner-city store format. *The International Review of Retail, Distribution and Consumer Research*, 27(3), pp. 227-240. Doi: 10.1080/09593969.2017.1314867
- Huré, Elodie. Picot-Coupey, Karine & Ackermann, Clarie-Lise. (2017). Understanding omni-channel shopping value: A mixed-method study. *Journal of Retailing and Consumer Services*, 39, pp. 314-330. Doi: 10.1016/j.jretconser.2017.08.011

- Kokho Sit, Jason, Hoang, Anna & Inversini, Alessandro. (2018). "Showrooming and retail opportunities: A qualitative investigation via a customer experience lens". *Journal of retailing and consumer services*, 40, pp. 163-174. Doi: 10.1016/j.jretconser.2017.10.004
- Nöjd, Sture, Westman Trischler, Jessica, Otterbring, Tobias, Andersson, Pernille. K., Wästlund, Erik. (2020). Bridging the valuescape with digital technology: A mixed methods study on customers' value creation process in the physical retail space. *Journal of Retailing and Consumer Services*, 56, 102161. Doi.org/10.1016/j.jretconser.2020.102161
- Pangarkar, Aniruddha, Arora, Vibha & Shukla, Yupal. (2022). Exploring phygital omnichannel luxury retailing for immersive customer experience: The role of rapport and social engagement. *Journal of Retailing and Consumer Services*, 68, 103001.
- Pantano, Eleonora. (red), (2020). *Retail Futures: The Good, the Bad and the Ugly of the Digital Transformation*. Emerald Publishing limited.
- Pantano Eleonora, Pedeliento, Giuseppe & Christodoulides, George. (2022). A strategic framework for technological innovations in support of the customer experience: A focus on luxury retailers. *Journal of Retailing and Consumer Services*, 66, 102959. Doi.org/10.1016/j.jretconser.2022.102959
- Pantano, Eleonora & Gandini, Alessandro. (2018). Shopping as a "networked experience": An Emerging framework in the retail industry. *International Journal of Retail & Distribution Management*, 46 (7), pp. 690-704. Doi: 10.1108/IJRDM-01-2018-0024
- Saarijärvi, Hannu, Sparks, Leigh, Närvänen, Elina, Erkkola, Maijaliisa, Fogelholm, Mikael & Nevalainen, Jaakko. (2023). From transactions to transformations: exploring transformative food retailing. *The international review of retail, distribution and consumer research*, 34 (1), pp. 104-121. Doi.org/10.1080/09593969.2023.2213423
- Saarijärvi, Hannu, Mitronen, Lasse & Yrjölä, Mika. (2014). From selling to supporting – Leveraging mobile services in the context of food shopping. *Journal of Retailing and Consumer Services*, 21, pp. 26-36. Doi: 10.1016/j.jretconser.2013.06.009
- Samsioe, Emma & Fuentes, Christian. (2022). Digitalizing Shopping Routines: Re-organizing household practices to enable sustainable food provisioning. *Sustainable Production and Consumption*, (29), pp. 807-819. Doi: 10.1016/j.spc.2021.07.019
- Stoopendahl, Patrik. (2024). *Tracing Smartphone-Enabled Customer Journeys: A Socio-Material Approach*. Doctoral Thesis, The Swedish School of Textiles, University of Borås.
- Willems, Kim, Verhulst, Nanouk, De Gauquier, Laurens & Brengman, Malaika. (2023). Frontline employee expectations on working with physical robots in retailing. *Journal of Service Management*, 34 (3), pp. 467-492. Doi: 10.1108/JOSM-09-2020-0340

Students must choose their own literature, approximately 200 pages, in connection with the project work.

Total amount of pages: Approx. 1000