

M&SOM Special Issue on People-Centric Operations

Co-Editors:

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The goal of this special issue is to expand the boundaries of research on People-Centric Operations – *the study of how people affect the performance of operational processes*. Historically, research in operations management has typically treated people as fixed, unchanging, or exogenous entities. However, this assumption has been increasingly challenged, particularly with the rise of service and knowledge-intensive businesses where workers and/or customers fundamentally impact operational outcomes. In this special issue we seek papers that focus on the operational significance of having people (workers, customers, or both) interacting with and/or within an operational system. The special issue is not interested in papers studying behavior, solely for the sake of behavior, but rather how behavior changes the performance of operational processes.

We are open to analytical, empirical, experimental, and qualitative methods. The interactions within people-centric operations can be studied at the micro-level (e.g., cognitive – decision-making and learning, emotional, physiological), meso-level (e.g., social comparisons, trust, team familiarity), or macro-level (e.g., goals, culture, values). Questions on people-centric operations may be explored in many contexts, such as process management and improvement, service management, workforce management, supply chain management, platform management, new product development, and pricing and revenue management, among others. Existing research on topics such as learning, speed-quality tradeoffs, workload, operational transparency, customer experience, task assignment, collaboration, performance feedback, creativity, and team management has shown that the people side of an operational system can significantly alter its performance.

Timeline and Process

- Deadline for submission: October 1, 2018
- First-round decision and feedback: March 1, 2019
- Second-round submission (for those papers invited to revise): July 1, 2019
- Final decisions (subject to minor revisions): October 1, 2019

Authors wondering whether a current research project is a fit for the special issue are invited to email a short description (no more than one page) of their project to the co-editors. The co-editors will provide feedback on whether the topic meets the goals of the special issue. The co-editors will not evaluate the quality of the research based on the description; instead, that determination will be left to the review process. The review process will rely primarily on the existing *M&SOM* associate editors with special additions, as necessary. There is no requirement to submit a description before submitting a paper.