

BIBLIOGRAPHY

- Aytasova, A., Selezneva, Z., Belinskaia, I., & Evdokimov, K. (2019). Development of the process map “research and development” for agricultural organizations. *IOP Conference Series: Materials Science and Engineering*, 666(1). <https://doi.org/10.1088/1757-899X/666/1/012072>
- Dimock, M. (2019). Where Millennials end and Generation Z begins | Pew Research Center. *Pew Research Center*, 1–7. Retrieved from <https://www.pewresearch.org/fact-tank/2019/01/17/where-millennials-end-and-generation-z-begins/Vision>
- Doorn, J. van, Mende, M., Noble, S. M., Hulland, J., Ostrom, A. L., Grewal, D., & Petersen, J. A. (2016). Domo Arigato Mr. Roboto: Emergence of Automated Social Presence in Organizational Frontlines and Customers’ Service Experiences. *Journal of Service Research*. <https://doi.org/10.1177/1094670516679272>
- Falkner, L. (2020). An Exploratory Study of Generational Coffee Preferences. *Murray State’s Digital Commons*, 24–28.
- Hochman, D. (2018). This \$25,000 robot wants to put your Starbucks barista out of business. Retrieved March 6, 2022, from <https://www.cnbc.com/2018/05/08/this-25000-robot-wants-to-put-your-starbucks-barista-out-of-business.html>
- Joiner, I. A. (2018). Robotics: Robots to the Rescue. *Emerging Library Technologies*, 23–44. <https://doi.org/10.1016/B978-0-08-102253-5.00001-0>
- Khazaei, A., Manjiri, H., Samiey, E., & Najafi, H. (2014). The Effect of Service Convenience on Customer Satisfaction and Behavioral Intention in Bank Industry. *Internation Journal of Sciences: Basic and Applied Research*, 3(1), 16–23. <https://doi.org/10.47584/jfm.2021.24.4.73>
- Smith, T. A. (2020). The role of customer personality in satisfaction, attitude-to-brand and loyalty in mobile services. *Spanish Journal of Marketing - ESIC*, 24(2), 155–175. <https://doi.org/10.1108/SJME-06-2019-0036>
- Sung, H. J., & Jeon, H. M. (2020). Untact: Customer’s acceptance intention toward robot barista in coffee shop. *Sustainability (Switzerland)*, 12(20), 1–16. <https://doi.org/10.3390/su12208598>
- Wirtz, J., Patterson, P. G., Kunz, W. H., Gruber, T., Lu, V. N., Paluch, S., & Martins, A. (2018). Brave new world: service robots in the frontline. *Journal of Service Management*, 29(5), 907–931. <https://doi.org/10.1108/JOSM-04-2018-0119>

Yoo, S. R., Kim, S. H., & Jeon, H. M. (2022). How Does Experiential Value toward Robot Barista Service Affect Emotions, Storytelling, and Behavioral Intention in the Context of COVID-19? *Sustainability (Switzerland)*, 14(1). <https://doi.org/10.3390/su14010450>

