

Online Library Call
For Papers Sage
Pub
Call For
Papers Sage
Pub

Quality underpins the success (or failure) of any piece of qualitative research. In this book, Uwe Flick takes you through the steps in method

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and design to ensure quality and reliability throughout the entire research process. Showing hands-on what it means to 'manage' quality, this book puts the spotlight on practical questions and steps researchers can use to continually

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interrogate, improve
and demonstrate
quality in your
research.

Considering
studying history at
university?

Wondering whether
a history degree will
get you a good job,
and what you might
earn? Want to know
what it's actually like

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to study history at degree level? This book tells you what you need to know. Studying any subject at degree level is an investment in the future that involves significant cost. Now more than ever, students and their parents need to

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weigh up the potential benefits of university courses. That's where the Why Study series comes in. This series of books, aimed at students, parents and teachers, explains in practical terms the range and scope of an academic subject

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at university level and where it can lead in terms of careers or further study. Each book sets out to enthuse the reader about its subject and answer the crucial questions that a college prospectus does not.

Brazilian Elites and

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their
PhilanthropyWealth
at the Service of De
velopmentRoutledg
e

A trusted editor
turns his attention to
the most important
part of writing:
revision. So you've
just finished writing
something?
Congratulations!

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Now revise it.

Because revision is about getting from good to better, and it's only finished when you decide to stop. But where to begin? In *On Revision*, William Germano shows authors how to take on the most critical stage of writing

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anything: rewriting
it. For more than
twenty years,
thousands of writers
have turned to
Germano for his
insider's take on
navigating the world
of publishing. A
professor, author,
and veteran of the
book industry,
Germano knows

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what editors want
and what writers
need to know:

Revising is not just
correcting typos.

Revising is about
listening and seeing
again. Revising is a
rethinking of the
principles from the
ground up to
understand why the
writer is doing

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something, why they're going somewhere, and why they're taking the reader along with them. On Revision steps back to take in the big picture, showing authors how to hear their own writing voice and how to reread their work as

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if they didn't write it.

On Revision will
show you how to
know when your
writing is actually
done—and, until it
is, what you need to
do to get it there.

Unlocking the
Information Society
Rethinking
Communication,
Technology, and

Online Library Call
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Ourselves

Suggestions to

Medical Authors and

A.M.A. Style Book

Operations

Research: Theory

and Practice

A Guide to

Academic

Publishing Success

Managing Quality in

Qualitative

Research

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Strategic Social
Marketing

Action Research in
Healthcare is a
practical guide to
using research for
improving practice in
healthcare contexts.

As an increasingly
popular method of
inquiry, action
research is widely
used in healthcare to
investigate

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professional practice
and patients'
experience while
simultaneously: -
introducing
innovations -
planning, actioning
and evaluating new
ideas - seeking to
improve patient care
- working
collaboratively.

Taking you through
the process step-by-

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step, Action
Research in
Healthcare explains
how to tackle each
stage of your project
- from planning the
study and
undertaking a
literature review,
through to gathering
and interpreting data
and implementing
findings. Examples of
action research

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projects are included throughout to illustrate how the method works in practice. Action Research in Healthcare assumes no previous knowledge of the subject and is the ideal resource for anyone about to start or already involved in a project.

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A doctoral dissertation is arguably the most important journey that students will embark upon in their professional careers, so smart travelers will want E. Alana James and Tracesea H. Slater's *Writing Your Doctoral Dissertation or Thesis Faster: A*

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Proven Map to
Success at their
fingertips. James and
Slater identify the
key places and
challenges that
create extra stress
during the
dissertation process,
and offer effective
strategies and tools
to address those
challenges and
ensure academic

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success. Their map walks readers through each step of the process, including: • determining the research topic, • choosing appropriate methods, • turning a hypothesis into a study, • completing a literature review, • writing and defending a proposal,

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- collecting and analyzing data,
- writing up the study, and
- ultimately defending the dissertation. Building on years of experience with doctoral students, the authors provide a comprehensive, yet easy-to-use tool that encourages student reflection; includes

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Pub

student stories, hints, and writing tips; and provides end-of-chapter checklists and ideas for incorporating social media. With the proven techniques and guidance of this indispensable and applied book, doctoral students will finish their thesis or

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dissertation—faster!
This book serves as
an introduction to
HMC as a specific
area of study within
communication and
to the research
possibilities of HMC.
The research
presented here
focuses on people's
interactions with
multiple technologies
used within different

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contexts from a variety of epistemological and methodological approaches.

In the context of profound transformations in the professional, business, technological and social context of journalism, it is crucial for journalism

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studies and education to move beyond limited approaches to the discipline. Among the most significant changes affecting journalism worldwide is the emergence of startup culture, as more and more journalists strike out on their own. In *Beyond Journalism,*

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Deuze and Witschge combine extensive global and comparative fieldwork. Through rich case studies of journalism startups around the world, they provide deep insight into the promises and pitfalls of media entrepreneurship. Ultimately, they aim

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to recognize new and emerging voices as legitimate participants in the discourse about what journalism is, can be and should be. A bold manifesto as well as an in-depth empirical study, this book is essential reading for students and scholars of journalism, media,

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communication, and
related disciplines.

Deviant Leisure

The Academy of

Management Annals

Constructing

Research Questions

Why Study History?

Human-Machine

Communication

Research for

Designers

Online Library Call
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***Portfolios in
Education: A
Guide to
Reflection,
Inquiry, and
Assessment,
Second Edition
takes preservice
and inservice
teachers through
the process of
developing a***

Online Library Call
For Papers Sage
Pub

***professional
portfolio. It is
designed to teach
readers how
traditional and
electronic
portfolios are
defined,
organized, and
evaluated. The
text also helps
teachers to use***

Online Library Call
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Pub

***their portfolios as
an action
research tool for
reflection and
professional
development.
The first book to
systematically
discuss the skills
and literacies
needed to use
digital media,***

Online Library Call
For Papers Sage
Pub

***particularly the
Internet, van Dijk
and van
Deursen's clear
and accessible
work
distinguishes
digital skills,
analyzes their
roles and
prevalence, and
offers solutions***

Online Library Call
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Pub

***from individual,
educational,
sociological, and
policy
perspectives.
Intended as an
invitation to an
alternative way of
life, this
anthology,
released by
Wanganui***

Online Library Call
For Papers Sage
Pub

***publishers Stead
and Daughters,
brings together
some of the most
important
literature on the
post-consumerist
living strategy
known as
'voluntary
simplicity.' By
examining afresh***

Online Library Call
For Papers Sage
Pub

***our relationship
with money,
material
possessions, the
planet, ourselves
and each other,
the simple life of
voluntary
simplicity is
about
discovering the
freedom and***

Online Library Call
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Pub

***contentment that
comes with
knowing how
much
consumption is
truly enough.
And this might be
a theme that has
something to say
to everyone,
especially those
of us who are***

Online Library Call
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Pub

***everyday
bombarded with
thousands of
cultural
messages
insisting that
'more is always
better.' Voluntary
simplicity is an
art of living that
is aglow with the
insight that 'just***

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Pub

enough is plenty.'
The contributors
to this anthology
- all leading
figures in the
voluntary
simplicity
movement - are
highly
distinguished
scholars,
activists,

Online Library Call
For Papers Sage
Pub

***educators, and
artists. Brought
together so
comprehensively
for the first time,
the result is a
collection of the
very best writing
on one of today's
most important
but neglected
ideas. This***

Online Library Call
For Papers Sage
Pub

***progressive book
is essential
reading for the
thoughtful non-
conformist.***

***The subject of
Convergence is
the creative,
social, political
and pedagogical
issues raised by
the advent of new***

Online Library Call
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Pub

media

technologies.

Key Issues, Key

Texts

Tourism

Management

Spaces and

Practices of

Incarceration

Service Profit

Chain

Business

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Pub

***Success through
Sustainability
Voluntary
Simplicity
Settings for
Health Promotion***

**This book traces
the turbulent
history of queer
visibility in the
Irish media to
explore the**

Online Library Call
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Pub

**processes by
which a
regionally based
media system
shaped queer
identities within a
highly
conservative and
religious
population. The
book details the
emergence of an**

**LGBTQ rights
movement in
Ireland and
charts how this
burgeoning
movement
utilised the media
for the liberatory
potential of
advancing
LGBTQ rights.
However,**

Online Library Call
For Papers Sage
Pub

**mainstream
media
institutions also
exploited queer
identities for
economic
purposes, which,
coupled with the
eruption of the
AIDS pandemic in
the 1980s,
disrupted the**

Online Library Call
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Pub

**mainstreaming
goals of queer
visibility. Drawing
on industrial,
societal and
production
culture
determinants, the
author identifies
the shifting
contours of queer
visibility in the**

Online Library Call
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Pub

**Irish media,
uncovering the
longstanding
relationship
between LGBTQ
organising and
the Irish media.
This book is
suitable for
students and
scholars in
gender studies,**

Online Library Call
For Papers Sage
Pub

**media studies,
cultural studies
and LGBTQ
studies.**

**For many
researchers, the
need to present
relevant and
engaging
material in the
most effective
way in an**

Online Library Call
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Pub

**unfamiliar setting
presents a
potential barrier
to their success
as professionals.
This handy guide
tackles the
obstacles to
effective and
successful
presentations,
considering the**

Online Library Call
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Pub

**range of material
which might be
presented, the
occasions which
suit different
types of material
and the skills
needed to
present research
in a way that is
engaging and
persuasive. This**

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**book addresses
questions such
as: Why should I
give a paper and
where might I
give a paper?
How does the
conference
system works?
How do I prepare
an abstract/outlin
e/synopsis? How**

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Pub

**do I chose my
material and
prepare it for a
conference
presentation?
How can I
prepare effective
conference aids?
How can I
overcome my
nerves? How can
I prepare and**

Online Library Call
For Papers Sage
Pub

**present effective
posters for
poster
presentations?
As with the other
titles in the
Success in
Research series,
this guide takes a
hands-on
approach and
includes**

Online Library Call
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Pub

**checklists, top
tips, exercises
and examples to
help you
remember what
you have read
and put it
immediately to
work! The
Success in
Research series,
from Cindy**

Online Library Call
For Papers Sage
Pub

**Becker and Pam
Denicolo,
provides short,
authoritative and
accessible
guides on key
areas of
professional and
research
development.
Avoiding jargon
and cutting to the**

Online Library Call
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Pub

**chase of what
you really need to
know, these
practical and
supportive books
cover a range of
areas from
presenting
research to
achieving impact,
and from
publishing**

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Pub

**journal articles to
developing
proposals. They
are essential
reading for any
student or
researcher
interested in
developing their
skills and
broadening their
professional and**

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Pub

**methodological
knowledge in an
academic
context.**

**The dominant
shareholder-
value model has
led to
mismanagement,
market failure
and a boost to
regulation, as**

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Pub

**spectacularly
demonstrated by
the events
surrounding the
recent financial
crisis.**

**Stakeholders
Matter challenges
the basic
assumptions of
this model, in
particular**

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Pub

**traditional
economic views
on the theory of
the firm and
dominant
theories of
strategic
management, and
develops a new
understanding of
value creation
away from pure**

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Pub

**self-interest
toward mutuality.
This new
'stakeholder
paradigm' is
based on a
network view,
whereby
mutuality
enhances
benefits and
reduces risks for**

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Pub

the firm and its stakeholders. The understanding of mutual value creation is operationalized according to the license to operate, to innovate and to compete. The book develops a

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Pub

**vision for a
strategy in
society in which,
rather than the
invisible hand of
the market, it the
visible hands of
the firm and the
stakeholders that
lead to an overall
increase in the
welfare of**

Online Library Call
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Pub
society.

**This is the most
comprehensive
guide to the
current uses and
importance of
case study
methods in social
research. The
editors bring
together key
contributions**

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**from the field
which reflect
different
interpretations of
the purpose and
capacity of case
study research.
The address
issues such as:
the problem of
generalizing from
study of a small**

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Pub

**number of cases;
and the role of
case study in
developing and
testing theories.
The editors offer
in-depth
assessments of
the main
arguments. An
annotated
bibliography of**

Online Library Call
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Pub

**the literature
dealing with case
study research
makes this an
exhaustive and
indispensable
guide. `This is a
worthwhile book
which will be
useful to readers.
It collects
together key**

Online Library Call
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**sources on a
topic which is a
"hardy
perennial",
guaranteeing its
relevance for
academics,
researchers, and
students on
higher level
methods
programmes. The**

Online Library Call
For Papers Sage
Pub

**editorial
contributions are
by well-known
authorities in the
field, are carefull
y-constructed,
and take a clear
position. I would
certainly want
this book on my
shelf' - Nigel
Fielding,**

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**University of
Surrey
Wealth at the
Service of
Development
Rational Choice
in an Uncertain
World
Writing Your
Journal Article in
Twelve Weeks
Brazilian Elites**

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Pub

**and their
Philanthropy
Criminological
Perspectives on
Leisure and Harm
Developing
Portfolios in
Education
Conferences,
Symposiums,
Poster
Presentations**

Online Library Call
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and Beyond

Tourism

Management:

managing for

change is a

complete

synthesis of

tourism, from its

beginnings

through to the

major impacts it

has on today's

Online Library Call For Papers Sage

Pub

global

community, the
environment and
economy.

Provocative and
stimulating, it
challenges the
conventional
thinking and
generates
reflection,
thought and

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debate. This bestselling book is now in its third edition and has been fully revised and updated to include complete set of brand new case studies, a new four colour page design to enhance learning

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and improved
online
companion
resources
packed with must
have information
to assist in
learning and
teaching.

Tourism
Management
covers the

Online Library Call For Papers Sage Pub

fundamentals of
tourism,
introducing the
following key
concepts: * The
development of
tourism *
Tourism supply
and demand *
Sectors involved:
transport,
accommodation,

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Pub

government * The
future of tourism:
including
forecasting and
future issues
affecting the
global nature of
tourism In a user-
friendly,
handbook style,
each chapter
covers the

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material required for at least one lecture within a degree level course. Written in a jargon-free and engaging style, this is the ultimate student-friendly text, and a vital introduction to

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this exciting, ever-changing area of study. The text is also

accompanied by a companion website packed with extra resources for both students and lecturers, including

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learning
outcomes for
each chapter,
multiple choice
questions, links
to sample
chapters of
related titles and
journal articles
for further
reading, as well
as downloadable

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PowerPoint
materials and
illustrations from
the text.
Accredited
lecturers can
request access to
download
additional
material by going
to <http://textbooks.elsevier.com> to

Online Library Call
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Pub

request access.

In this

pathbreaking

book, world-

renowned

Harvard Business

School service

firm experts

James L. Heskett,

W. Earl Sasser,

Jr. and Leonard

A. Schlesinger

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reveal that
leading
companies stay
on top by
managing the
service profit
chain. Why are a
select few
service firms
better at what
they do -- year in
and year out --

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Pub

than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of

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Pub

painstaking
research, the
authors show
how managers at
American
Express,
Southwest
Airlines, Banc
One, Waste
Management,
USAA, MBNA,
Intuit, British

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Pub

Airways, Taco
Bell, Fairfield
Inns, Ritz-Carlton
Hotel, and the
Merry Maids
subsidiary of
ServiceMaster
employ a
quantifiable set
of relationships
that directly links
profit and growth

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to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1)

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profit and
customer loyalty;
(2) employee
loyalty and
customer loyalty;
and (3) employee
satisfaction and
customer
satisfaction.

Moreover, these
relationships are
mutually

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reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model

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on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating

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divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led

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the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer

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satisfaction
ratings
outperform their
other stores on
all measures. At
American
Express Travel
Services, offices
that ticket quickly
and accurately
are more
profitable than

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Pub

those which
don't. With
hundreds of
examples like
these, the
authors show
how to manage
the customer-
employee
"satisfaction
mirror" and the
customer value

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equation to
achieve a
"customer's eye
view" of goods
and services.

They describe
how companies
in any service
industry can (1)
measure service
profit chain
relationships

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across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system

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tied to
established
measures; (5)
communicate
results company-
wide; (6) develop
an internal "best
practice"
information
exchange; and (7)
improve overall
service profit

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Pub
chain

performance.

What difference
can service profit
chain

management
make? A lot.

Between 1986
and 1995, the
common stock
prices of the
companies

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studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-

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achieving
companies will
make The Service
Profit Chain
required reading
for senior,
division, and
business unit
managers in all
service
companies, as
well as for

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students of
service
management.
Italy is not a
country for
young people.
Why? This book
provides a
unique and in-
depth collection
of empirical and
theoretical

Online Library Call For Papers Sage

Pub

material
providing
multiple answers
to this question
whilst
investigating the
living conditions
of young people
in Italy today. By
bringing together
a variety of
approaches and

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methods, the
authors of this
collection
analyze Italian
youth through
the lenses of
three
dimensions:
'Activism,
participation and
citizenship',
'Work,

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Employment and
Careers' and
'Moves,
Transitions and
Representations'
. These
dimensions are
the analytical
building blocks
for challenging
stereotypes and
unveiling misinte

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interpretations and
taken-for-granted
assumptions that
portray young
people in Italy as
selfish,
'choosy', and
unwilling to make
sacrifices,
commit and
manage an
independent life.

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These prejudices often underplay the role of constraints they are facing in the transition to adulthood.

Studying Italian youth, therefore, not only allows us to capture their peculiar

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characteristics
but also to reflect
more broadly on
the conceptual
toolbox we need
in order to
understand
contemporary
youth more
generally. By
doing so, the
volume aims to

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contribute to
international
discussion on the
youth condition
in Europe.

The 'punitive
turn' has
brought about
new ways of
thinking about
geography and
the state, and has

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highlighted
spaces of
incarceration as
a new terrain for
exploration by
geographers.
Carceral
geography offers
a geographical
perspective on
incarceration,
and this volume

Online Library Call For Papers Sage Pub

accordingly
tracks the ideas,
practices and
engagements
that have shaped
the development
of this new and
vibrant
subdiscipline,
and scopes out
future research
directions. By

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conveying a sense of the debates, directions, and threads within the field of carceral geography, it traces the inner workings of this dynamic field, its synergies with

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criminology and
prison sociology,
and its likely
future
trajectories.
Synthesizing
existing work in
carceral
geography, and
exploring the
future directions
it might take, the

Online Library Call
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Pub

book develops a
notion of the
'carceral' as
spatial,
emplaced,
mobile, embodied
and affective.

Convergence
A Proven Map to
Success

Italian Youth in
International

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Context

Research Design

Sociology in

Action

Writing

Differently

PAIS Bulletin

The assessment

of local,

regional or

national

impacts of an

Online Library Call For Papers Sage

Pub

influx of
tourists - of
different kind
and origin -
has in recent
years become a
new challenge
for economics
research in the
tourism sector.
There is a
clear need to
develop solid

Online Library Call For Papers Sage Pub

methodologies through which the socio-economic impacts of tourism can be assessed.

Tourism impact assessment - as a systematic approach to the estimation of socio-economic

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effects of
tourism on
relevant parts
of the economy
- has become a
timely response
to the need for
appropriate
information for
stakeholders,
both public and
private. The
present volume

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brings together
a set of recent
impact studies
- of both a the
oretical-
methodological
and an applied
policy-oriented
nature - ,
which have been
selected on the
basis of their
originality or

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novel

contribution to
the research in
this field.

In this book
the authors
describe the
theory and
pracice of
health
promotion in
various
programs

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including case studies.

Outlined are health

promotion

programs in the following

settings: Homes & families;

schools; the

workplace;

health care

institutions;

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clinical
practice; the
community; the
State.

This book
brings together
a collection of
critical essays
that challenge
the existing
dogma of
leisure as an
unmitigated

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social good, in order to examine the commodification and marketisation of leisure across a number of key sites. Leisure and consumer culture have become symbolic

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of the
individual
freedoms of
liberal
society,
ostensibly
presenting
individuals
with the
opportunity to
display
individual
creativity,

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cultural
competence and
taste. This
book
problematizes
these
assertions, and
considers the
range of harms
that emerge in
a consumer
society
predicated upon

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intense

individualism

and symbolic

competition.

Approaching the

field of

commodified

leisure through

the lens of

social harm,

this collection

of essays

pushes far

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beyond
criminology's
traditional
interest in
'deviant' forms
of leisure, to
consider the
normalized
social,
interpersonal
and
environmental
harms that

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emerge at the intersection of leisure and consumer capitalism. Capturing the current vitality and interdisciplinary scope of recent work which is underpinned by the deviant

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leisure

perspective,

this collection

uses case

studies,

original

research and

other forms of

empirical

enquiry to

scrutinise

activities that

range from

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alcohol

consumption and

gambling, to

charity

tourism;

CrossFit

training; and

cosmetic pharma

ceuticals.

Drawn from

researchers

across the UK,

US, Europe and

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Australia,

Deviant

Leisure:

Criminological

Perspectives on

Leisure and

Harm represents

the first

systematic

attempt at a

criminological

consideration

of the global

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harms of the
leisure
industry;
firmly
establishing
leisure as a
subject of
serious
criminological
importance.
Sustainable Ent
repreneurship
stands for a

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business driven
concept of
sustainability
which focusses
on increasing
both social as
well as
business value
- so called
Shared Value.
This book shows
why and how
this unique

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concept has the potential to become the most recognised strategic management approach in our times. It aims to point out the opportunities that arise from putting

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sustainable ent
repreneurship
into practice.

At the same
time, this book
is a wake-up
call for all
those companies
and decision
makers who
underestimated
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before or who
are simply not
aware of its
greater
dimension. Well
structured
chapters from
different
academic and
business
perspectives
clearly outline
how Sustainable

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Entrepreneurship contributes to solving the world's most challenging problems, such as Climate Change, Finance Crisis and Political Uncertainty, as well as to ensuring

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role of

business in

shaping the

future of our

society? The

book also

presents best

practices and

provides unique

learnings as

well as

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business

insights from

the

international

Sustainable Ent

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Award ([www.se-](http://www.se-award.org)

[award.org](http://www.se-award.org)). The

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Award (short

SEA) is an

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who are
thinking about
tomorrow by
making
sustainable
business
practices an
integral part
of their
corporate
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receive the SEA
are being
recognised for
the vision they
have shown in
combining
economic and
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responsibility.

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the basic principles of
rationality with actual
behaviour in making*

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scholarly interest but is
practical as well. The
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coverage on the role of
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decision processes -*

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more discussion of the adaptive value of (non-rational heuristics) - expansion of the graphics for decision trees, probability trees, and Venn diagrams.

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*Metcalfe, Deputy
Director - Marketing,
Public Health England,
UK Strategic Social
Marketing takes a
systemic approach to
explaining and
illustrating the added
value of applying
marketing to solve
social problems. The
authors present social
marketing principles in*

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a strategic, critical and reflexive way to help engender social good via the effectiveness and efficiency of social programmes in areas such as Health, Environment, Governance and Public Policy. In illustrating how it can be applied, the text places Strategic Social Marketing in a

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global context, giving examples and case studies from around the world. Set into a clear structure it: Takes you through an exploration of why marketing should be an integral component of all social programme design and delivery when looking to achieve social good

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Moves on to the nature and application of social marketing, rethinking traditional concepts such as 'value' and 'exchange' in the social context Lays out the 'how to' so you can create fully realised strategy, plans, frameworks and tactics to influence behaviours. Visit the

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array of primary research, recognizing past principal contributions while illuminating potential future avenues of inquiry. Volume 1 of the Annals explores a wide spectrum of research: corporate control; nonstandard employment; critical management; physical

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*work environments;
public administration
team learning;
emotions in
organizations;
leadership and health
care; creativity at
work; business and the
environment; and bias
in performance
appraisals. Ultimately,
academic scholars in
management and allied*

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*fields (e.g., sociology
of organizations and
organizational
psychology) will see
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influential theories. A
key step in all theory
development is
formulating innovative
research questions that
will result in interesting
and significant
research. Traditional*

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textbooks on research methods tend to ignore, or gloss over, actual ways of constructing research questions. In this text, Alvesson and Sandberg develop a problematization methodology for identifying and challenging the assumptions underlying existing theories and

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for generating research questions that can lead to more interesting and influential theories, using examples from across the social sciences. Established methods of generating research questions in the social sciences tend to focus on 'gap-spotting', which means that existing literature

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*remains largely
unchallenged. The
authors show the
dangers of
conventional
approaches, providing
detailed ideas for how
one can work through
such problems and
formulate novel
research questions that
challenge existing
theories and produce*

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*more imaginative
empirical studies.*

*Constructing Research
Questions is essential
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researcher looking to
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questions that are
interesting and novel.*

*Stakeholders Matter
Action Research in
Healthcare*

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With a Guide to
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craft skills no longer suffice. We need to discover, define and solve problems based upon evidence. We need to demonstrate the validity of our claims. We need a guide to design research that can educate students

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and be a
reference for
professionals. And
here it is: a
masterful book for
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designers.' - Don
Norman,
Professor and
Director of Design
Lab, University of
California San
Diego, and former

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Vice President,
Advanced
Technologies,
Apple 'Muratovski
provides a
structured
approach to
introducing
students and
researchers to
design research
and takes the
reader through

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the research process from defining the research problem to the literature review on to data collection and analysis. With such practical and useful chapters, this book should prove to be essential reading

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in design schools
across the world.'
- Tracy Bhamra,
Professor of
Sustainable
Design and Pro
Vice-Chancellor of
Enterprise,
Loughborough
University Design
is everywhere: it
influences how we
live, what we

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wear, how we
communicate,
what we buy, and
how we behave. In
order for
designers to
design for the real
world, defining
strategies rather
than just
implementing
them, they need
to learn how to

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understand and solve complex, intricate and often unexpected problems. This book is a guide to this new creative process. With this book in hand, students of design will: understand and apply the vocabulary and

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strategies of
research methods
learn how to adapt
themselves to
unfamiliar
situations develop
techniques for
collaborating with
non-designers find
and use facts from
diverse sources in
order to prove or
disprove their

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ideas make
informed
decisions in a
systematic and
insightful way use
research tools to
find new and
unexpected design
solutions.

Research for
Designers is an
essential toolkit
for a design

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education and a must-have for every design student who is getting ready to tackle their own research.

Financial technology—or fintech—is gaining in popularity globally as a way of making financial

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services more efficient and accessible. In rapidly developing China, fintech is taking off, catering to markets that state-owned banks and an undersized financial sector do not serve amid a backdrop of

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growing
consumption and a
large, tech-savvy
millennial
generation. It is
becoming
increasingly likely
that some of
China ' s fintech
firms will change
the way the world
does business. In
China ' s Fintech

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Explosion, Sara Hsu and Jianjun Li explore the transformative potential of China ' s financial-technology industry, describing the risks and rewards for participants as well as the impact on consumers.

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They cover
fintech ' s many
subsectors, such
as digital payment
systems, peer-to-
peer lending and
crowdfunding,
credit card
issuance, internet
banks, blockchain
finance and virtual
currencies, and
online insurance.

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The book highlights the disruption of traditional banking as well as the risks of fintech and regulatory technology. Hsu and Li describe major companies including Alipay and Tencent, developer of

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WeChat Pay and a wealth-management business, and other leading fintech firms such as Creditease, Zhong An Insurance, and JD Finance. Offering expert analysis of market potential, risks, and

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competition, as well as case studies of firms and consumer behavior, China ' s Fintech Explosion is a must-read for anyone interested in one of the world ' s breakout sectors.

This book provides a

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synthesis of
research
perspectives on
customer
engagement
through a
collection of
chapters from
thought leaders. It
identifies cutting-
edge metrics for
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customer
engagement and
highlights best
practices in
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engagement
marketing
strategies.
Responding to the
rapidly changing
business
landscape where

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consumers are more connected, accessible, and informed than ever before, many firms are investing in customer engagement marketing. The book will appeal to academics, practitioners,

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consultants, and managers looking to improve customer engagement.

This book explores the philanthropy of Brazilian elites during a key period in recent Brazilian history, from Workers

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Party president
Lula ' s last term in
office through to
the election of far-
right president
Jair Bolsonaro.
Against this
backdrop of
political upheaval,
the book asks
what philanthropy
can reveal about
the role of

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corporate and wealth elites in upholding the structures of socioeconomic inequality that continue to define Brazilian society. The book argues that around the world the private sector 's growing engagement in

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international
development has
led to the
emergence of a
global
philanthropic
project centred on
practices of "phila
nthrocapitalism"
and "social
finance," which
ultimately seeks
to legitimise

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global capitalism
and the elite
interests it
serves. Drawing
on an in-depth and
wide-ranging
ethnographic
study among
philanthropists
and their advisors
in over 30
Brazilian
foundations and

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intermediary
organisations, the
book combines a
structural critique
of the capitalist
ideologies
underlying
philanthropic
practice with a
robust exploration
into the ways in
which wealthy
Brazilians

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appropriate
philanthropy
directly to
legitimise elite
reproduction and
the accumulation
of wealth.

Researchers
across Latin
American studies,
development
studies and the
anthropology of

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development will
find this book a
timely
contribution to the
under-researched
areas of elite
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philanthropy.

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international
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authoritative content
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comparison of
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assumptions, key
elements of the

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positioning in
relation to the
research question
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research; qualitative
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Shanna Swan. In
2017, author**

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women and even
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world is on pace to
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science and
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these worldwide
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Methods and
Practice
Case Study Method**