

Some reflections on my career, publishing, and contributing significantly to a field

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ALGUNAS REFLEXIONES SOBRE MI TRAYECTORIA: CÓMO PUBLICAR Y CONTRIBUIR DE MANERA SIGNIFICATIVA EN UN CAMPO DE CONOCIMIENTO

RESUMEN: En el presente artículo, el autor ofrece una perspectiva general de sus más de tres décadas de trayectoria académica y hace un análisis retrospectivo de su evolución como profesional. Siguiendo esta perspectiva se a lo largo un análisis amplio, el autor muestra sus 33 años de investigación colaborativa sobre la calidad del servicio con sus colegas Volare Zetsumi y Len Berry), en orden a ilustrar la naturaleza de un programático investigación stream on an important topic and the significant impact that such a research stream can have on a discipline's knowledge base and practice. The author also derives a number of personal lessons from his reflections about his career and research, and discusses the implications of those lessons for researchers. He concludes the article with some general observations and recommendations about making significant contributions to a field.

PALABRAS CLAVE: Investigación programática, estrategia de publicación, calidad del servicio.

QUELQUES REFLEXIONS SUR MON PARCOURS: COMMENT PUBLIER ET CONTRIBUER SIGNIFICATIVEMENT DANS UN DOMAINE DE CONNAISSANCE

RÉSUMÉ: Dans cet article, l'auteur offre une perspective générale de son parcours académique de plus de trois décennies et relate une analyse rétrospective de son évolution en tant que professionnel. Dans cette perspective et par une analyse approfondie, l'auteur illustre ses 33 années de recherche collaborative sur la qualité du service (avec ses collègues Volare Zetsumi et Len Berry) en ordonnant sa réflexion sur le développement et l'importance d'un courant d'investigation programmatique sur un thème important et en montrant l'impact significatif de ce genre de recherches sur la base de connaissances et la pratique d'une discipline. L'auteur tire également un certain nombre de leçons personnelles de ses réflexions sur sa carrière et sa recherche, et discute des implications de ces leçons pour les chercheurs. Il conclut l'article avec quelques observations et recommandations générales sur la façon de contribuer de manière significative dans un domaine de connaissance.

MOTS-CLÉS: Investigation programmatique, stratégie de publication, qualité du service.

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ABSTRACT: In this article the author provides an overview and a retrospective analysis of his, over three-decade-long academic career and the evolution of his research during the course of that career. Within the broad overview and analysis of his career, he singles out and elaborates on his fifteen-year collaborative research on service quality (with colleagues Volare Zetsumi and Len Berry), in order to illustrate the nature of a programmatic research stream on an important topic and the significant impact that such a research stream can have on a discipline's knowledge base and practice. The author also derives a number of personal lessons from his reflections about his career and research, and discusses the implications of those lessons for researchers. He concludes the article with some general observations and recommendations about making significant contributions to a field.

KEYWORDS: Programmatic research, publishing strategy, service quality

Introduction

The three primary categories of articles solicited and published by *INNOVAR* are *Research Articles*, *Reflection Articles*, and *Review Articles* (as per this journal's "Guidelines for Contributing Authors"). The present piece would fall under the reflection-article category. However, its scope and intent are broader than those implied in *INNOVAR*'s guidelines for this type of article – namely, that reflection articles “present the results of research from an author's original source-based, analytical, interpretative, or critical perspective on a specific topic.” Although my research stream over the last quarter century has focused on the topic of customer service, and while this article will allude to some key insights from that research stream, it is likely to be somewhat different from typical reflection articles appearing in this journal. The article's primary objectives are to (a) provide a critical analysis of my thirty-six year academic career; (b) discuss the personal lessons my career has taught me; and (c) draw on those lessons to offer suggestions to graduate students, researchers and other professionals for making significant contributions to their respective fields.

As a backdrop to what is to follow, I begin with a brief overview of my education and employment history. I obtained a Bachelor of Technology degree (in mechanical engineering) in 1970 from the Indian Institute of Technology-Madras and a Master of Business Administration degree (with a marketing concentration) in 1972 from the Indian Institute of Management-Ahmedabad. Among the various business fields to which I was introduced during the first year of my MBA program, I was most fascinated by

Reflections From A Publishing Career

August Frugé



Reflections From A Publishing Career:

A.F. Reflections from a publishing career August Frugé, 1977 **Reflections from a Publishing Career Prepared by His Staff and Friends**, 1977 **Reflections from a Publishing Career** August Frugé, 1977 The Scholar's Progress Alf Rehn, 2006-06 Combining practical advice on how to get published in journals with theoretical essays on the research economy this book is meant for all those who wonder about their chance of surviving in academia Written by a tenured enfant terrible who never did anything the way you're supposed to the book makes a statement about being a scholar in contemporary academia surviving in the social sciences and the odd joy of getting paid for thinking and writing Through a series of essays the book argues for reflection in academic life and scholarship as a lifestyle Scholarly Publishing, 1978 A journal for authors and publishers *Publishing as a Creative Industry* Stevie Marsden, 2025-04-21 Book publishing is big business contributing significant employment in the creative industries and adding billions to the global economy Despite this the sector is often overlooked in the creative industries research tide This book remedies this gap in knowledge providing an examination of book publishing in the UK within the wider context of the creative industries and the existing academic discourse Balancing the tensions of art and commerce perhaps more than any other creative field this book considers the position of the book publishing industry within the contemporary cultural economy Through this focused analysis on the culture's and organisation's of book publishing in the UK the author demonstrates how this creative industry reflects and perpetuates many of the key issues and challenges including inequalities in representation cultural and economic dominance of global conglomerates and hierarchies of value already recognised as central within the creative industries in the UK and beyond This concise book will be essential reading for academics researchers and students with an interest in the publishing industry and its position within the UK Creative Industries and cultural economy **The Role of Reflection in Managerial Learning** Marilyn W. Daudelin, Kent W. Seibert, 1999-09-30 Challenging work experiences are the richest source of learning for today's managers Yet lessons embedded in these experiences are not always obvious This comprehensive book describes a critical yet under researched element of how managers learn from these experiences reflection Today's workplace demands continual learning which in turn requires reflection While this book supports the prevailing view that reflection is central to experiential learning it challenges the traditional views that it is the same as contemplation that it is incompatible with management and that it is time consuming and unnatural for managers Original quantitative and qualitative research reported in this book indicates that two different yet complementary modes of managerial reflection exist active and proactive Active reflection is something that managers naturally engage in during challenging job experiences whereas managers must be prompted to engage in proactive reflection Both modes involve processes of intentional inquiry Different forces are necessary to stimulate each type of reflection Based on these findings the claim is made that the potential to learn from experience is greatest when managers intentionally engage in both modes

Accordingly a holistic model that integrates active and proactive reflection is presented This model has important implications for theorists and researchers of managerial learning by identifying previously unreported aspects of reflection It is also relevant to practitioners and companies who desire to enhance what their managers learn from their workplace experience

Career Development as a Partner in Nation Building Australia Wendy Patton, 2019-07-15 Despite examples of vocational guidance practice being evident in Australia since the mid 1800s there remains a spasmodic and patchwork approach to practice across the country For decades it is a field which has been paradoxically boosted and challenged by changing economic and political agendas Repeated international national and State reviews emphasise the vital nature of a systemic national approach to career development however authors repeatedly lament the lack of a sustained focus on career activity as a major national priority There is no broad comprehensive historical reckoning of the history of career development theory and practice in Australia since this early period Career development theory and practice in Australia has been forged in partnership with developments in an international context In documenting the shared history with other countries the author significantly adds to the body of knowledge on career development as a field in Australia and internationally The book provides new understandings about the historical development of this field of knowledge and in particular the challenging and cyclical nature of its policy history

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researcher development units or supervisors and will address a practical topic that is key to career progression They are essential reading for doctoral students early career researchers supervisors mentors or anyone looking to launch or maintain their career in academia Doing Academic Careers Differently Sarah Robinson,Alexandra Bristow,Olivier Ratle,2023-07-28

Should academic careers always unfold in exactly the same way Is there one best way of being an academic This book says no Assumptions about who academics are and what they should do are becoming increasingly narrow and focused on achieving so called excellence in teaching and research above anything else This book problematises this and explores the scope for doing academic careers differently Authors paint individual or group portraits of their academic careers working with metaphors which challenge the dominant discourses of how academic careers should be led From rejecting the pressure to focus on one big thing to prioritising nurture and care transcending disciplinary boundaries reshaping own daily practice connecting with communities and being academics outside academia the chapters in this book offer those considering starting or developing an academic career a treasure trove of many alternative possibilities Presented as a portrait gallery through which readers are encouraged to meander at will this compilation of insights into alternative academic lives will help to inspire and encourage current academics to re think and take ownership of their careers in their own terms according to their own strengths weaknesses and circumstances

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