

Research  
Methods in  
Service  
Industry  
Management

Nick Johns  
and  
Darren Lee-Ross

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Book

# Research Methods In Service Industry Management

**Flemming Sørensen, Francesco  
Lapenta**



## **Research Methods In Service Industry Management:**

*Research Methods in Service Industry Management* Nick Johns,1998      [Research Methods in Service Innovation](#)  
Flemming Sørensen,Francesco Lapenta,2017-02-24 *Research Methods in Service Innovation* provides an essential methodological toolbox for researchers students and practitioners interested in better understanding innovation and improving innovation processes in service organisations Each chapter presents a specific method introduces its theoretical foundations explains its practical application and provides examples and suggestions for its implementation      **Handbook of Marketing Research Methodologies for Hospitality and Tourism** Ronald A. Nykiel,2007-08-13 Discover the bridge between theory and applied research in the hospitality industry The success of marketing programs is dependent on the knowledge of the trends in the marketplace *Handbook of Marketing Research Methodologies for Hospitality and Tourism* is a comprehensive guide that clearly explains analyzing markets utilizing qualitative and quantitative research methodologies applying findings to market development and marketing strategies for the hospitality industry The text contains detailed outlines and case studies of several types of research including feasibility studies market assessment studies and site selection studies Numerous graphic examples and presentation techniques are provided to bridge between theory and applied research with ease *Handbook of Marketing Research Methodologies for Hospitality and Tourism* clearly details all in a single volume the application of research methodology to the real world as well as showing how to effectively communicate findings and recommendations This resource provides dozens of case examples and close attention to clearly explaining all facets of market analysis Part one discusses research and methodologies including primary and secondary data and integrative research Part two explores market analysis and assessment including marketing assessment for development planning and assessing focal points and intuitive techniques The third part helps the reader apply their learned research into strategies The final section explains market analysis planning and communications including preparing a research based business review and the effective presentation of research findings The text provides appendixes of essential data and a helpful glossary of terms Topics in *Handbook of Marketing Research Methodologies for Hospitality and Tourism* include qualitative market analysis techniques and applications quantitative market research and analysis techniques and applications approaches to organized site selection studies market studies and project feasibility studies identification of the processes and sources for key market data for projects markets and sites presentation and communication techniques and strategies for market analysis and research findings the relationship of market analysis and research to marketing and development strategy selection and more *Handbook of Marketing Research Methodologies for Hospitality and Tourism* is a perfect resource for upper level undergraduate students and graduate students in hospitality colleges and schools hotel and restaurant development and market research personnel in hospitality corporations and market research firms serving the hospitality industry      **European Journal of Tourism Research** ,2013-04-01 The *European Journal of Tourism Research* is

an interdisciplinary scientific journal in the field of tourism published by Varna University of Management Bulgaria Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism Publications from all fields connected with tourism such as management marketing sociology psychology geography political sciences mathematics statistics anthropology culture information technologies and others are invited The journal is open to all researchers Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words Major research articles of between 10 000 and 20 000 are highly welcome Longer or shorter papers will also be considered The journal publishes also Research Notes of 1 500 2 000 words Submitted papers must combine theoretical concepts with practical applications or empirical testing The European Journal of Tourism Research includes also the following sections Book Reviews announcements for Conferences and Seminars abstracts of successfully defended Doctoral Dissertations in Tourism case studies of Tourism Best Practices The European Journal of Tourism Research is published in three Volumes per year The full text of the European Journal of Tourism Research is available in the following databases EBSCO Hospitality and Tourism CompleteCABI Leisure Recreation and TourismProQuest Research Library Individual articles can be rented via journal s page at DeepDyve The journal is indexed in Scopus and Thomson Reuters Emerging Sources Citation Index The editorial team welcomes your submissions to the European Journal of Tourism Research

**The Roots and Uses of Marketing Knowledge** Terry Smith,2020-01-20 Marketing theory is often developed in isolation not collaboration theoretical perspectives sometimes are ignorant of the diversity of marketing practice In The roots and uses of marketing knowledge a critical inquiry into the theory and practice of marketing the author engages with the vital conversation about how marketing knowledge is created disseminated and consumed looking beyond the traditional reification of practice in theory and verification of theory in practice The ontology of this work is anchored in subjective individual meaning the epistemological stance assumes that this meaning is socially constructed Consequently rich empirical data grounded in the context of experiential evidence is extracted from a comprehensive range of marketing constituencies academics practitioners managers consultants authors lecturers and students In its examination of the polarities hybridity and iterative flow of marketing knowledge creation and consumption this text posits a cohesive argument for a theory practice bipartite fusion not dichotomy adding valuable insights into the textual contextual and pedagogical representations of marketing knowledge The history and future of marketing knowledge is examined with the aid of instructive illustrations and insightful first hand experience Drawing on extensive qualitative research from a broad range of influential producers and vital consumers Dr Smith presents a relevant exciting marketing knowledge framework which will be a vital resource for academics students and practitioners

**Contemporary Research Methods in Hospitality and Tourism** Fevzi Okumus,S. Mostafa Rasoolimanesh,Shiva Jahani,2022-04-13 Contemporary Research Methods in Hospitality and Tourism delivers a

comprehensive collection of chapters including new insights for traditional paradigms approaches and methods as well as more recent developments in research methodology in the context of tourism and hospitality

**Researching Hospitality and Tourism** Bob Brotherton, 2008-03-11 This textbook will be used to support undergraduate dissertation supervision The book clearly sets out the research philosophies principles and practices relevant to conduct of fieldwork A useful and informative text to aid the research design and process Nazia Ali Bedfordshire University A key text for students studying research methods or undertaking a research project in the hospitality and tourism industries Lisa Wyld Westminster Kingsway College An excellent overview of primary research itself and its application in Hospitality and Tourism Jane Warren SHRM College Hospitality and tourism is the fourth biggest industry in the world What are the key research issues in the field What methods are particularly useful to answer questions of management policy strategy and general understanding This is the first comprehensive guide to research methods and issues for students engaged in hospitality and tourism studies Jargon free incisive and relevant the book offers an uncluttered guide to key concepts and essential research techniques It is grounded in a real world approach that concentrates upon the issues that students will encounter in their studies and work experience It fills an enormous gap in the field providing students with the first dedicated introduction to research methods for hospitality and tourism students

**Quantitative Research Methods in Consumer Psychology** Paul Hackett, 2018-12-07 Quantitative consumer research has long been the backbone of consumer psychology producing insights with peerless validity and reliability This new book addresses a broad range of approaches to consumer psychology research along with developments in quantitative consumer research Experts in their respective fields offer a perspective into this rapidly changing discipline of quantitative consumer research The book focuses on new techniques as well as adaptations of traditional approaches and addresses ethics that relate to contemporary research approaches The text is appropriate for use with university students at all academic levels Each chapter provides both a theoretical grounding in its topic area and offers applied examples of the use of the approach in consumer settings Exercises are provided at the end of each chapter to test student learning Topics covered are quantitative research techniques measurement theory and psychological scaling mapping sentences for planning and managing research using qualitative research to elucidate quantitative research findings big data and its visualization extracting insights from online data modeling the consumer social media and digital market analysis connectionist modeling of consumer choice market sensing and marketing research preparing data for analysis and ethics The book may be used on its own as a textbook and may also be used as a supplementary text in quantitative research courses

**Marketing and Service Innovation Interaction** Evo Sampetua Hariandja, 2024-02-07 This book discusses dynamic capability of marketing and service innovation in the hotel industry as a learning tool and guidebook It is the author's hope that this book can contribute to supporting the learning process in the dynamic capability approach in hospitality and service industries

*Leading Issues in Business Research Methods* Antony Bryant, 2011 Published by Academic Publishing

International in 2011 This is a collection of 11 important Research Methodology Papers which will be of particular value to those who have a dissertation to write be it for an undergraduate degree for a masters or even a doctorate In addition the book has much to offer academic supervisors The papers here are reproduced from those published in the Electronic Journal of Business Research Methods [www.ejbrm.com](http://www.ejbrm.com)

**Stakeholder Thinking in Marketing** Michael Jay Polonsky, 2005

Stakeholder thinking in marketing Stakeholder thinking is becoming a core part of marketing as well as other business related disciplines A search of the business source primer database found that prior to 1995 there are 58 articles using the term stakeholder in their title and 27 academic marketing related articles with stakeholder as a key term The interest in stakeholder theory has however grown rapidly between January 2000 and November 2004 there were 228 articles using stakeholder theory in the title and 140 academic marketing related journal articles that examined stakeholder issues In fact the American Marketing Association's AMA 2004 new definition of marketing expressly incorporates our responsibility to consider how marketing activities impact stakeholders Marketing is an organizational function and a set of processes for creating communicating and delivering value to customers and for managing customer relationships in ways that benefit the organization and its stakeholders Thus the AMA has recognised the core role of stakeholder thinking While there is an increased interest in stakeholder thinking in marketing an examination of the literature would seem to suggest that there is no unified view of how stakeholder thinking can be or should be integrated into theory or practice Many of the stakeholder works in marketing and in other disciplines still focus on the social and ethical impacts of stakeholders This may have been where stakeholder thinking initially gained its prominence but it is a broader strategic tool that can benefit a range of areas and was in fact the focus of Freeman's 1984 original work in the area This is not to suggest that the general strategic implications of stakeholder thinking are not being considered as an increasing number of works are looking at stakeholder implications in regards to exchange networks relationship marketing and other issues related to strategy development The papers in this special issue have considered a range of varying perspectives including corporate social responsibility the impact of interacting with stakeholders relationship issues and broader discussions of stakeholder theory as a strategic tool These papers have taken a diverse range of perspectives including conceptual works case studies qualitative approaches and various empirical approaches to examining the issues of interest within various pieces The scope of papers included in the special as well as those not included identifies the breadth of relevance stakeholder thinking has for the application of all aspects of marketing theory and practice The question of how stakeholders and stakeholder theory can be considered in organisational activities and marketing theory is an issue that most certainly seems to warrant further consideration The works in this special issue have advanced this debate and identified some directions that could be considered Stakeholder thinking is however not necessarily a paradigm shift in marketing thinking although some might believe it is but rather it broadens existing concepts such as relationship marketing network theory organisational social responsibility and other

areas Hopefully the papers presented in this special issue will encourage others to consider the inclusion of stakeholders into broader areas of marketing Any special issue editor has to thank a range of people for assistance with developing the special issue I would like to thank Audrey Gilmore and David Carson editors of EJM for allowing the special issue to be developed Their input through the process has been invaluable I would also like to thank the many authors of unsuccessful papers for submitting their work It was of course impossible to include all papers in the special issue but the breadth of coverage in regards to topics and geographic areas would seem to demonstrate the growing interest in stakeholder thinking within marketing Lastly it is imperative that I thank the reviewers without their assistance the special issue would not have been possible The following people reviewed papers for the special issue Anupam Jaju Gorge Mason University Bill Kilbourn Clemson University Bob Heiser New Mexico State University Catherine Elder eabode visi net Cathy L Hartman Utah State University David Waller University of Technology Sydney David Stewart Monash University Devashish Pujari McMaster University Dr Russell Casey Clayton State University Duane Windsor Rice University Edwin R Stafford Utah State University Felix Mavondo Monsah University Frank de Bakker University of Amsterdam Hamish Ratten University of Queensland J Tomas Gomez Arias St Mary s College of California Jeanne M Logsdon University of New Mexico John F Mahon University of Maine John Stanton University of Western Sydney Kamal Ghose University of South Australia Kelly Strong Iowa State University Kirk Davidson Mount St Mary s University Kim E Schatzel University of Michigan Dearborn Les Carlson Clemson University Linda McGilvray Massey University Marie Louise Fry University of Newcastle Australia Mary McKinley ESCEM School of Business and Management Michael Beverland Monsah University Michael Hyman New Mexico State University Mike McCardle Western Michigan University Mike Reid Monash University Nick Grigoriou Royal Melbourne Institute of Technology Peter Scholem Monash University Rita Ferreira University of Navarra Romana Garma Victoria University Australia Ruhi Yahan Victoria University Australia Rujirutana Mandhachitara Long Island University Sabrina Helm Heinrich Heine University Duesseldorf Scott Vitell The University of Mississippi Sema Sakarya Bogazici University Srikanth Beldona University of Delaware Stacey Hills Utah State University Taras Danko National Technical University Ulrich Orth Oregon State University and William E Martello St Edwards University Michael Jay Polonsky Guest Editor Previously published in European Journal of Marketing Volume 39 Number 9 10 2005

**Customers Switching Intentions Behavior in Retail Hypermarket Kingdom of Saudi Arabia** Samrena Jabeen, Abu Bakar Abdul Hamid, 2019-06-27 Retail Service Quality is a vital driver in determining customer satisfaction which in turn promotes customer loyalty and reduces switching intentions Service quality is a solution to build customer satisfaction which could lead to customer loyalty hence reducing switching intentions The current study has investigated the interrelationship between service quality customer satisfaction customer loyalty with switching intentions of customers and the moderating role of price discounts and store ethnicity in a single framework Random sampling was used by administering standardized questionnaires personally to 450 hypermarket

customers located in the Eastern Province of Saudi Arabia The results confirmed that retail service quality has significant positive influence on customer satisfaction and the positive effect of customer satisfaction on customer loyalty Besides the study verified store ethnicity and price discounts acted as moderating mechanism for explaining the switching intentions of satisfied and loyal customers The results serve as a guideline for top managers of the hypermarkets to design appropriate policies and strategies in terms of retail service quality price discounts and identifying the needs of ethnic groups in a particular region This will help to enhance customer satisfaction and customer loyalty hence reducing switching intentions of customers

**Current Issues in Hospitality and Tourism** A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu, 2012-08-22 Globally the hospitality and tourism industry is evolving and undergoing radical changes The past practices are now advancing through the rapid development of knowledge and skills acquired to adapt and create innovations in various ways Hence it is imperative that we have an understanding of the present issues so that we are able to remedy problems on the horizon Current Issues in Hospitality and Tourism Research and Innovations is a compilation of research in the broad realm of hospitality and tourism This book is divided into eight sections covering the following broad themes Training and education hospitality students learning Organization and management practical issues and current trends in the hotel catering and tourism industry Product and food innovation Marketing Islamic hospitality and tourism issues Gastronomy Current trends Tourism The contributions from different parts of the globe present a new outlook for future research including theoretical revelations and innovations environmental and cultural exploration aspects tourist destinations and other recreation and ecotourism aspects of the hospitality and tourism industry Current Issues in Hospitality and Tourism Research and Innovations will be useful as a reference for academics industry practitioners and policy makers and for those with research interests in the fields of hotels tourism catering and gastronomy

*Handbook of Research Methods on Human Resource Development* Mark N.K. Saunders, Paul Tosey, 2015-07-31 As Human Resource Development HRD research has developed a growing variety of quantitative and qualitative data collection procedures and analysis techniques have been adopted research designs now include mono multiple and mixed methods This Hand

**Handbook of Research Methods on Trust** Fergus Lyon, Guido M"llering, Mark Saunders, 2012 A tour de force of trust research methodologies from surveys methods to critical incidents to hermeneutics will prove invaluable to trust researchers of every stripe Aks Zaheer University of Minnesota US This book fills an important gap The burgeoning field of trust research has employed a wide variety of definitions and methods but until the appearance of this Handbook there was no comprehensive overview of them Its contributions many written by leading international experts cover conceptual issues as well as qualitative and quantitative methods The editors are all working at the frontiers of trust research and in this Handbook they have compiled an indispensable source of reference for years to come John Child University of Birmingham UK This is the right book at the right time Central to the advancement of research on trust is the need to address a host of methodological empirical and



analytical challenges This Handbook provides a vital resource for doing so and holds the promise of infusing the literature with novel and enhanced approaches for studying and understanding trust Researchers new to the field as well as established experts will find a wealth of insights contained herein Bill McEvily University of Toronto Canada The Handbook of Research Methods on Trust provides an authoritative in depth consideration of quantitative and qualitative methods for empirical study of trust in the social sciences As this topic has matured a growing number of practical approaches and techniques has been utilised across the broad multidisciplinary community of trust research providing both insights and challenges This unique Handbook draws together a wealth of research methods knowledge gained by trust researchers into one essential volume The contributors examine different methodological issues and particular methods as well as share their experiences of what works what does not work challenges and innovations Identifying innovative methods for researching trust this important Handbook will prove invaluable for students and academics in the social sciences that are interested in trust particularly postgraduates planning empirical research on trust undergraduates researching issues of trust faculty teaching research based courses on trust and related topics and experienced trust researchers looking for reflection discussion and inspiration

**Handbook of Research on Intelligent Techniques and Modeling Applications in Marketing Analytics** Kumar, Anil, Dash, Manoj Kumar, Trivedi, Shrawan Kumar, Panda, Tapan Kumar, 2016-10-25 The success of any organization is largely dependent on positive feedback and repeat business from patrons By utilizing acquired marketing data business professionals can more accurately assess practices services and products that their customers find appealing The Handbook of Research on Intelligent Techniques and Modeling Applications in Marketing Analytics features innovative research and implementation practices of analytics in marketing research Highlighting various techniques in acquiring and deciphering marketing data this publication is a pivotal reference for professionals managers market researchers and practitioners interested in the observation and utilization of data on marketing trends to promote positive business practices

[Advanced Methodologies and Technologies in Digital Marketing and Entrepreneurship](#) Khosrow-Pour, D.B.A., Mehdi, 2018-11-09 As businesses aim to compete internationally they must be apprised of new methods and technologies to improve their digital marketing strategy in order to remain ahead of their competition Trends in entrepreneurship that drive consumer engagement and business initiatives such as social media marketing yields customer retention and positive feedback Advanced Methodologies and Technologies in Digital Marketing and Entrepreneurship provides information on emerging trends in business innovation entrepreneurship and marketing strategies While highlighting challenges such as successful social media interactions and consumer engagement this book explores valuable information within various business environments and industries such as e commerce small and medium enterprises hospitality and tourism management and customer relationship management This book is an ideal source for students marketers social media marketers business managers public relations professionals promotional coordinators economists

hospitality industry professionals entrepreneurs and researchers looking for relevant information on new methods in digital marketing and entrepreneurship

**Service Quality in Leisure, Events, Tourism and Sport, 2nd Edition** John Buswell, Christine Williams, Keith Donne, Carley Sutton, 2016-12-20 Service quality is at the forefront of how the leisure events tourism and sport LETS sectors operate An important consideration for any business and therefore any student of the subject this new edition of a successful textbook addresses the key points and principles of managing service quality across the industry sector Considering the underpinning theory of service quality this book informs the reader of the practical application of service quality management tools and techniques in an industry with distinctive features and challenges An invaluable read for students within the LETS sectors it also provides a useful refresher for practitioners working in the industry

**Dynamics of Marketing of Star Hotels, Products, & Services** DR FERROZ KHAN, 2012-06-18 The Dynamics of Marketing of Star Hotels is a Scholarly work in the field of Tourism Administration in general and Hotel Marketing in particular This research work is based on products services and marketing strategies in the field of Five Star Hotels This Valuable Book contains Seven Chapters along with microscopic study of field work in the area of Hotel Management and Marketing of products of the same Globalization has changed the profile of Hotel industry and it has brought New Trends in the competitive world of Travel and Tourism Hence the researcher has developed new insight and new line of action in field of Tourism Marketing He has been working on various aspects of Hospitality Industry since last 2 decades and the present book is an outcome of his hard work scholarship and minute observation of the changing hotel industry The present book is very much useful for both new comers and senior management executives working in the field of hotel industry in 21st Century This book is a unique contribution made by the scholar who is founder of many Travel Agencies He is also working as advisor of many Star Hotels in Aurangabad This is Hub of tourism industry in South Asia The present book is extremely useful for scholars marketing persons and new entrants in the field of tourism

*Handbook of Qualitative Research Methods in Marketing* Russell W. Belk, 2006 A rare and much needed compilation of some thought provoking papers in the area of qualitative research in marketing this book is a must have for anyone pursuing the discipline of marketing research scholars intent on the pursuit of qualitative inquiry as well as practising professionals looking for innovative approaches to research Global Business Review Belk has compiled an exhaustive collection of contributions from scholars and practitioners throughout North America and Europe This extremely informative volume spans the full array of qualitative research areas Highly recommended S D Clark Choice The Handbook of Qualitative Research Methods in Marketing offers both basic and advanced treatments intended to serve academics students and marketing research professionals The 42 chapters begin with a history of qualitative methods in marketing by Sidney Levy and continue with detailed discussions of current thought and practice in research paradigms such as grounded theory and semiotics research contexts such as advertising and brands data collection methods such as projectives and netnography data analysis methods such as metaphoric and visual analyses

presentation topics such as videography and reflexivity applications such as ZMET applied to Broadway plays and depth interviews with executives special issues such as multi sited ethnography and research on sensitive topics Authors include leading scholars and practitioners from North America and Europe They draw on a wealth of experience using well established as well as emerging qualitative research methods The result is a thorough timely and useful Handbook that will educate inspire and serve as standard reference for marketing academics and practitioners alike

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