

# FUTURE SERVICE INDUSTRIES JOURNAL ISSUES TO LATE 2011

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### **Role of customer orientation in an integrative model of brand loyalty in services**

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### **International growth of banks: From competence exploiting to competence enhancing strategies?**

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### **Development of brand equity: Evaluation of four alternative models**

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### **Franchise partner selection decision-making**

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### **Ageing-related services as a key element for social cohesion**

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### **Tourism expansion and corporate earnings in the tourism industry**

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### **Paths of the least resistance: Understanding how motives form in international retail joint venturing**

Mark Palmer, Martin Owens and Ronan De Kervenoael, Aston University, UK and Bradford University, UK

**A multi-sector comparison of relational learning and information communication technologies adoption**

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**Climate perceptions and the customer orientation of frontline service employees**

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**In search of e-service value: Technology-exploitation versus certainty-seeking online behaviours**

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**Measuring user perceived service quality of online auction sites**

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**Emotional intelligence and caring behaviour in nursing**

Arménio Rego, Lucinda Godinho, Anne McQueen and Miguel Pina e Cunha, Universidade de Aveiro, Portugal; University of Edinburgh, UK, Universidade Nova de Lisboa, Portugal

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**The effects of network embeddedness on service innovation performance**

Jung-Tang Hsueh, Neng-Pai Lin and Hou-Chao Li, Yuanpei University, Taiwan and National Taiwan University, Taipei City, Taiwan

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Carmen Camarero, Carmen Antón and Mirtha Carrero, University of Valladolid, Spain

**Services supporting female entrepreneurs**

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**The impact of entry modes on the organisational design of international hotel chains**

Maureen Brookes and Angela Roper, Oxford Brookes University UK and Surrey University UK

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Stephanie L. Wagener, Marjan J. Gorgievski and Serge A. Rijdsdijk, Erasmus University Rotterdam, The Netherlands

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Tsuen-Ho Hsu, Hwan-Yann Su and Pin-Pin Liao, National Kaohsiung First University of Science and Technology and National University of Kaohsiung, Taiwan

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Jose M. Barrutia and Carmen Echebarria, University of the Basque Country, Spain and St Antony's College, University of Oxford, UK

**Reorganisation resolutions and bank lending relationships in Taiwan**

Li-Chiu Chi, National Formosa University, Taiwan

**Measuring the antecedents of e-loyalty and the effect of switching costs on website**

Maria Fuentes Blasco, Irene Gil Saura, Gloria Berenguer Contrí and Beatriz Moliner Velázquez, Pablo de Olavide University, Spain, Valencia University, Spain and ESIC Business & Marketing School, Valencia, Spain

**Effect of oil price risk on systematic risk from transportation services industry evidence**

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**Re-examining the risk-return relationship in banks using quantile regression**

Ming-Yuan Li, National Cheng Kung University, Taiwan

**An acceptance model for an internet protocol television service in Korea with prior experience as a moderator**

Hun Choi, Youngchan Kim and Jinwoo Kim, Catholic University of Pusan, Korea and Yonsei University, Korea

**Creativity and the positive reading of the Baumol cost disease**

Sergio Sparviero and Paschal Preston, Dublin City University, Ireland

**Organisational justice and customer citizenship behaviour of retail industries**

Eh Di, Chien-Jung Huang, I-Heng Chen and Te-Cheng Yu, National Sun Yat-sen University and National Kaohsiung Marine University, Taiwan

**Comparison websites: Evidence from the service sector**

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Iuan-Yuan Lu, Teng-Hu Su and Ing-Chung Huang, National Sun Yat-Sen University, Taiwan and National University of Kaohsiung, Taiwan

**Services specialization (a possible index) and its connection with competitiveness. The case of Romania**

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Renato Aristides Orozco Pereira and Ben Derudder, Institute for Managerial Development (INDG), Brazil and Ghent University, Belgium

**Relationships between process quality, outcome quality, satisfaction and behavioural intentions for online travel agencies**

Ching-Fu Chen and Ya-Ling Kao, National Cheng Kung University, Taiwan

**Work force ageing and expanding service sector – a double burden on productivity?**

Pekka Ilmakunnas and Seija Ilmakunnas, Helsinki School of Economics and HECER, Finland and Government Institute for Economic Research (VATT), Finland

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Won-Moo Hur, JungKun Park and Minsung Kim, Hoseo University, Korea, Purdue University, USA and Inha University, Korea

**The determinant of customer profitability on the financial institution**

Chia-Chi Lee, Tyrone T. Lin and Chien-Jen Chen, National Taipei College of Business and National Dong Hwa University, Taiwan

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**The determinate effects of competences and decision process factors on firms' internationalisation**

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**Factors influencing the foreign entry mode of Asian and Latin American banks**

Meng-Fen Hsieh, Chung-Hua Shen and Jen-Sin Lee, National Taichung Institute of Technology and National Taiwan University, Taiwan

**The different systems for tourist hotels efficiency estimation in Taiwan**

Yung-ho Chiu, Chung-te Ting and Chin-wei Huang, Soochow University, Taiwan and Chang Jung Christian University, Taiwan

**Nine issues for internet-based survey research in service industries**

Hui-Chih Wang and Her-Sen Doong, National Chung Cheng University, Taiwan and National Chiayi University

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**The link between intraday signals and call warrant mispricing**

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Enru Wang, University of North Dakota, USA

**The rise of super-elite law firms: Towards global strategies**

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**Evaluation of business processes using probability driven activity based costing**

Mark Stelling, Rajkumar Roy, Ashutosh Tiwari and Basim Majeed, Cranfield University, UK and British Telecom - Intelligent Systems Research Centre, UK

**Capital structure and cost efficiency in the Taiwanese banking industry**

Tsai-Lien Yeh, Ming Chuan University, Taiwan

**SME growth in the service sector: A taxonomy combining life cycle and resource-based theories**

João Ferreira Ferreira, Susana Azevedo and Rosa Cruz, University of Beira Interior, Portugal

**People-driven processes in customer relationship management**

Shu Fang Lin and Shari S.C. Shang, Yuanpei University, Taiwan and National Chengchi University, Taiwan

**The future of standardised quality management in tourism: Evidence from the Spanish tourist sector**

Marti Casadesus, Frederic Marimon and M. Mar Alonso, Universitat de Girona, Spain, Universitat Internacional de

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**Prediction of hotel bankruptcy using support vector machine, artificial neural network, logistic regression, and multivariate discriminant analysis**

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**Oiling global capital accumulation: Analysing the principles, practices and geographical distribution of Islamic financial services**

David Bassens, Ben Derudder and Frank Witlox, Ghent University, Belgium

**Online non-relationship intentions: A longitudinal study**

Hong-Youl Ha and Swinder Janda, Kangwon National University, Korea and Kansas State University, USA

**An exploration of the service orientation discrepancy phenomenon in a public sector context**

Barbara Caemmerer and Alan Wilson, University of Strathclyde, UK

**Older consumer opportunities: Small firm response in a selected group of UK service sector markets**

Ian Chaston, Pontificia Universidad Católica del Perú, Peru

**Efficiency and quality in health services: A crucial link**

José Luis Navarro-Espigares and Elisa Hernandez Torres, University of Granada, Spain

**Constructing an index for brand equity: A hospital example**

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**Customer orientation as a mediator of the influence of locus of control on job performance**

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**Trust types, distrust, and performance outcomes in small business relationships: The pharmacy-drug warehouse case**

Ayse Elif Sengun and S. Nazlı Wasti, Baskent University, Turkey, and Middle East Technical University, Turkey

**A strategic analysis of volunteer tourism organisations**

Angela M. Benson and Steven Henderson, Brighton University, UK and Southampton Solent University, UK

**Dynamics of experience service innovation: Innovation as a guided activity. Results from a Danish survey**

Lars Fuglsang, Jon Sundbo and Flemming Sørensen, Roskilde University, Denmark

**Whiteness, ethnic minorities and advertising in travel brochures**

Dawn Burton and Mary S. Klemm, Leeds, UK, formerly Queen Mary University of London and Bradford University, UK

**The role of service innovation and customer experience in ethnic restaurants**

Ching-Shu Su, Jinwen University of Science & Technology, Taiwan

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**Mechanism design in an integrated approach towards revenue management: The case of Empress Cruise Lines**

Irene C.L. Ng and Nick K.T. Yip, University of Exeter, UK

**Distributed product knowledge service: Model and system framework**

Yuh-Jen Chen, Meng-Sheng Wu, Hui-Chuan Chu and Yuh-Min Chen, National Kaohsiung First University of Science and Technology, Taiwan, National University of Tainan, Taiwan and National Cheng Kung University, Taiwan

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Cedric Hsi-Jui Wu, National Dong Hwa University, Taiwan

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Sabine Boerner, Volker Moser and Johanna Jobst, University of Konstanz, Germany

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Leonidas A. Zampetakis, Melina Vekini and Vassilis Moustakis, Technical University of Crete, Greece and Foundation for Research and Technology-Hellas (FORTH), Greece

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**Identifying key factors affecting consumers' choice of wealth management services: An AHP approach**

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**Founding scale and survival: Double-edged effects of corporate sponsorship**  
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**Logistics service quality and buyer-customer relationships: The moderating role of technology in b2b and b2c contexts**  
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