

E Service New Directions In Theory And Practice

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E-Service: New Directions in Theory and Practice - Roland T. Rust 2016-09-16

The advent of the era of "e-Service," the provision of services over electronic networks like the internet, is one of the dominant business themes of the new millennium. It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology. This book provides a collection of different perspectives on e-Service and a unified framework to understand it, even as the business community grapples with the concept. It features contributions from key researchers and practitioners from both the private and public sectors, as well leading scholars from the fields of marketing, information systems, and computer science. They focus on three key areas: the customer-technology interface; e-Service business opportunities and strategies; and public sector e-Service opportunities. The insights they offer will be equally useful to students, scholars, and practitioners.

Unraveling the Crime-Place Connection, Volume 22 - David Weisburd 2017-11-22

Unraveling the Crime-Place Connection examines in a new light how places enhance our understanding of crime and its control. While there has been much work in this area focused on policy, few have examined the underlying theories that inform this work. Theory has played a secondary role in the "criminology of place," and this volume brings it to the forefront of scholarly concerns. Each part and its chapters illuminate cutting-edge ideas in the etiology and control of crime at place, beginning with an introductory Part I. Crime is often concentrated in very small geographies, and Part II emphasizes the importance of capturing the dynamic nature of places in order to understand crime clustering. Part III offers integrative theories on the varying contextual arrangements of places and links theories of places to other theories of individuals, neighborhoods, and other social contexts. In Part IV, theorists ask how the actions of place owners facilitate or control crime and what policies governments can institute to regulate place management. This volume will be of interest to criminologists worldwide and useful for graduate-level or advanced undergraduate courses on environmental criminology or crime prevention.

The Social Construction of Technological Systems, anniversary edition - Wiebe E. Bijker 2012-05-18

An anniversary edition of an influential book that introduced a groundbreaking approach to the study of science, technology, and society. This pioneering book, first published in 1987, launched the new field of social studies of technology. It introduced a method of inquiry—social construction of technology, or SCOT—that became a key part of the wider discipline of science and technology studies. The book helped the MIT Press shape its STS list and inspired the Inside Technology series. The thirteen essays in the book tell stories about such varied technologies as thirteenth-century galleys, eighteenth-century cooking stoves, and twentieth-century missile systems. Taken together, they affirm the fruitfulness of an approach to the study of technology that gives equal weight to technical, social, economic, and political questions, and they demonstrate the illuminating effects of the integration of empirics and theory. The approaches in this volume—collectively called SCOT (after the volume's title) have since broadened their scope, and twenty-five years after the publication of this book, it is difficult to think of a technology that has not been studied from a SCOT perspective and impossible to think of a technology that cannot

be studied that way.

Reimagining Socioeconomic Development of Russia - Marina L. Alpidovskaya 2023-01-01

The consequences of current experiments in socio-economic global transformation are not favorable for Russia. At the same time, the optimum development trajectory of the country has not been clearly delineated by either theorists or practitioners either in political or socio-economic terms. The paradigm of the market economy has become outdated and is now an object of exploitation by global transnational corporations. There is a need for interdisciplinary consolidation, which can become the basis for understanding the role of the political and economic components of knowledge about the economy and society, the necessity and possibility for its improvement, and its application for the benefit of the country and the world, not excluding departure from obsolete stereotypes while maintaining the basic principles of logic and morality. It is time to redirect the apparatus of economic science to achieve real national and global welfare by eliminating irrational practices characteristic of both government intervention and private entrepreneurship, aimed at the realization of bureaucratic and oligarchic interests.

Services Customization Using Web Technologies - Kardaras, Dimitris 2012-05-31

The Internet gives the consumer almost unlimited choice in products. At the same time, it causes a globalization of consumer habits and tastes. One important question that arises is: Does the Internet and the World Wide Web offer the same opportunities for choice of services as they do for products? *Services Customization Using Web Technologies* aims to advance our understanding of Web-related concepts, approaches, and technologies revolving around the core theme of e-service customization. Limitless e-service choice can become possible on the Web only through customization. Understanding such customization on the Web, applied at a mass market level, in a cost efficient manner, will present an unprecedented opportunity for both the industry and the consumers. For both researchers and practitioners, understanding that as service customization accelerates through other types of industries and consumers, we will experience, the benefits of service customization in many more areas of everyday life.

Technical, Social, and Legal Issues in Virtual Communities: Emerging Environments - Dasgupta, Subhasish 2012-05-31

Technical, Social and Legal Issues in Virtual Communities: Emerging Environments examines a variety of issues related to virtual communities and social networking, addressing issues related to team identification, leader-member issues, social networking for education, participation in social networks, and other issues directly related to this eclectic field of study. This publication provides comprehensive coverage and understanding of the social, cultural, organizational, human, and cognitive issues related to the virtual communities and social networking. Readers will find that this book encompasses an overall body of knowledge regarding participation of individuals, groups and organizations in virtual communities and networks, by providing an outlet for scholarly research in the area.

Biosocial Criminology - Anthony Walsh 2008-11-12

Ideal for use, either as a second text in a standard criminology course, or for a discrete course on biosocial perspectives, this book of original chapters breaks new and important ground for ways

today's criminologists need to think more broadly about the crime problem.

New Directions in Contemporary Sociological Theory - Joseph Berger 2002

This book introduces some of the most influential recent sociological theories, each covered in an essay written by the theory's founder or by a leading exponent. Presented in nontechnical language, each essay reviews the key positions and supporting research; many incorporate discussion of critical or opposing positions. This unique book serves as an invaluable advanced introduction or review for graduate or upper-level students who want to gain an understanding of important theoretical advances. Visit our website for sample chapters!

E-Services - Heiner Evanschitzky 2007-11-18

The volume presents the best papers of the special issue 'E-Services' of the Journal of Value Chain Management. A group of well-known authors from around the world discuss the state-of-the-art of the research and development in various aspects of 'E-Services' including E-Commerce, international aspects of electronic services, growth through E-Services, satisfaction and loyalty in electronic markets, and service engineering.

E-Services Adoption - 2015-10-28

Volume 23B includes two chapters covering problems and implementations of solutions in e-services adoption processes in developing nations. These are exciting and useful chapters for executives and researchers seeking knowledge and theory of how to influence e-service adoptions in developing nations!

Collaboration in a Data-Rich World - Luis M. Camarinha-Matos 2017-09-06

This book constitutes the refereed proceedings of the 18th IFIP WG 5.5 Working Conference on Virtual Enterprises, PRO-VE 2017, held in Vicenza, Italy, in September 2017. The 68 revised full papers were carefully reviewed and selected from 159 submissions. They provide a comprehensive overview of identified challenges and recent advances in various collaborative network (CN) domains and their applications, with a strong focus on the following areas: collaborative models, platforms and systems for data-rich worlds; manufacturing ecosystem and collaboration in Industry 4.0; big data analytics and intelligence; risk, performance, and uncertainty in collaborative data-rich systems; semantic data/service discovery, retrieval, and composition in a collaborative data-rich world; trust and sustainability analysis in collaborative networks; value creation and social impact of collaboration in data-rich worlds; technology development platforms supporting collaborative systems; collective intelligence and collaboration in advanced/emerging applications: collaborative manufacturing and factories of the future, e-health and care, food and agribusiness, and crisis/disaster management.

Journal of Management Information Systems - 2002

Handbook of Consumer Behavior, Tourism, and the Internet - Juline Mills 2013-07-04

Make the most of your online business resources The growing acceptance and use of the Internet as an increasingly valuable travel tool has tourism and hospitality businesses taking a critical look at their business-to-customer online environments while pondering such questions as, "How do I get people to visit my Web site?" "Is my Web site attracting the 'right' kind of e-consumers?" and "How do I turn browsers into buyers?" The Handbook of Consumer Behavior, Tourism, and the Internet analyzes the latest strategies involving Internet business applications that will help you attract—and keep—online travel customers. Researchers from the United States, Europe, and Asia present the latest findings you need to make the right decisions regarding long-term e-commerce development and planning. The Handbook of Consumer Behavior, Tourism, and the Internet examines vital issues affecting the travel and tourism industry from an online perspective. This book analyzes the latest theory and research on general online buyer characteristics, the differences between online and offline consumer behavior, the differences between broadband and narrowband users, the online search process, quality and perception of lodging brands, and Web site design, maintenance, and development. Each section of the book includes a model/diagram that serves as an overview of the topic, followed by a thorough discussion on the

topic from several sources. Each section ends with commentary on the areas where future research is needed. The book's contributors use a variety of research methodologies ranging from qualitative data analyses using artificial neural network analysis, to experimental design, non-parametric statistical tests, and structural equation modeling. Topics examined in the Handbook of Consumer Behavior, Tourism, and the Internet include: the need for businesses to use internal examinations to determine and meet online consumer needs the emerging field of e-complaint behavior—consumers taking to the Web to voice complaints about travel services how to use e-tools to measure guest satisfaction how to measure consumer reaction to Web-based technology the Internet's impact on decision making for travel products and how to use e-mail marketing, electronic customer relationship management (eCRM), Web positioning, and search engine placement The Handbook of Consumer Behavior, Tourism, and the Internet is equally valuable as a classroom resource or professional reference, providing up-to-date material on Internet applications and their impact on consumers and e-commerce.

The New Public Governance - Stephen P. Osborne 2010-01-21

Despite predictions that 'new public management' would establish itself as the new paradigm of Public Administration and Management, recent academic research has highlighted concerns about the intra-organizational focus and limitations of this approach. This book represents a comprehensive analysis of the state of the art of public management, examining and framing the debate in this important area. The New Public Governance? sets out to explore this emergent field of research and to present a framework with which to understand it. Divided into five parts, the book examines: Theoretical underpinnings of the concept of governance, especially competing perspectives from Europe and the US Governance of inter-organizational partnerships and contractual relationships Governance of policy networks Lessons learned and future directions Under the steely editorship of Stephen Osborne and with contributions from leading academics including Owen Hughes, John M. Bryson, Don Kettl, Guy Peters and Carsten Greve, this book will be of particular interest to researchers and students of public administration, public management, public policy and public services management.

Planning Futures - Philip Allmendinger 2005-06-29

Planning theory is currently in a confused state as a consequence of a number of changes over the last ten years in planning practice and social and economic theory. Even prior to these events, planning theory was an uncertain discipline, reflecting planning's precarious position between and resting upon a range of professional subject areas and philosophical roots. Planning Futures is an attempt to pin down the constantly evolving landscape of planning theory and to chart a path through this fast changing field. Planning Futures is an up-to-date reader on planning theory, but adds something more to the subject area than a mere textbook. The contributors have attempted to bridge theory and practice while putting forward new theoretical ideas. By drawing upon examples from planning practice and case study scenarios, the authors ensure that the work discusses planning theory within the context of present planning practice. Case studies are drawn from an international arena, from the UK, Europe, South Africa and Australia.

New Directions in Picturebook Research - Teresa Colomer 2010-07-12

In this new collection, children's literature scholars from twelve different countries contribute to the ongoing debate on the importance of picturebook research, focusing on aesthetic and cognitive aspects of picture books. Contributors take interdisciplinary approaches that integrate different disciplines such as literary studies, art history, linguistics, narratology, cognitive psychology, sociology, memory studies, and picture theory. Topics discussed include intervisuality, twist endings, autobiographical narration, and metaliterary awareness in picturebooks. The essays also examine the narrative challenges of first-person narratives, ellipsis, and frame-breaking in order to consider the importance of mindscape as a new paradigm in picturebook research. Tying picturebook studies to studies in childhood, multimodality, and literacy, this anthology is a representative of the different opportunities for research in this emerging field.

Service Quality - Roland T. Rust 1994

The importance of service and service quality has been growing in the world economy since the late 1970s. Establishing new levels of sophistication and rigor, as well as a broad set of approaches, *Service Quality* presents the latest research and theory in customer satisfaction and services marketing.

Health Literacy - R.A. Logan 2017-10-18

While health literacy is a relatively new multidisciplinary field, it is vital to the successful engagement with and communication of health with patients, caregivers, and the public. This book 'New Directions in Health Literacy Research, Theory, and Practice' provides an introduction to health literacy research and practice and highlights similar scholarship in related disciplines. The book is organized as follows: the first chapter explains the still-evolving definition of health literacy; the next three chapters discuss developments and new directions in health literacy research, then a further two chapters are devoted to developments and new directions in health literacy theory. Two chapters explore health literacy interventions for vulnerable populations; four chapters cover health literacy leadership efforts; six chapters describe developments and new directions in disciplines that are similar to health literacy; and six chapters portray diverse health literacy practices. A preface from Richard Carmona M.D., the former U.S. Surgeon General, is included in the book. Although the book is intended primarily for health literacy researchers, practitioners and students, the diverse topics and approaches covered will be of interest to all healthcare and public health researchers, practitioners, and students, as well as scholars in related fields, such as health communication, science communication, consumer health informatics, library science, health disparities, and mass communication. As Dr. Carmona concludes in his preface: 'This is essential reading for all health practitioners.'

Virtual Communities: Concepts, Methodologies, Tools and Applications - Management Association, Information Resources 2010-10-31

Covers the development, design, and utilization of virtual organizations and communities and the resulting impact of these venues.

Structural Equation Modeling Approaches to E-Service Adoption - Akgül, Yakup 2019-04-19

With the modernization of services offered through the internet, many traditional face-to-face services have adopted new e-service phenomena. Especially prevalent among the younger generations, this change in service has promoted many industries to rethink how to best reach their consumers using modern technology. *Structural Equation Modeling Approaches to E-Service Adoption* is a pivotal reference source that aims to share the latest empirical research findings within technology acceptance, information systems, information technology, human-computer interaction, and management information systems. While highlighting topics such as e-commerce, internet banking, and technology acceptance, this publication explores the understanding of today's e-services in a dynamic and complex environment, as well as the methods within the field of information systems and information technologies. This book is ideally designed for academics, students, managers, and scholars interested in the up-and-coming research surrounding the field of information technology.

New Directions in Criminological Theory - Steve Hall 2012

Steve Hall is Professor of Criminology at the Social Futures Institute, Teesside University, UK. He is the co-author of *Violent Night* (Berg, 2006), his recent co-authored book *Criminal Identities and Consumer Culture* (Willan/Routledge, 2008) has been described as 'an important landmark in criminology' and he is also the author of *Theorizing Crime and Deviance: A New Perspective* (Sage, 2012).

Culture, Innovation and Entrepreneurship - Michael Lounsbury 2021-05-25

Even though the study of innovation and entrepreneurship is a diverse, multi-disciplinary endeavour, the role of culture is often neglected or under-emphasized. Building on the cultural turn that has swept across the social sciences and humanities over the past couple of decades,

Culture, Innovation and Entrepreneurship provides cutting-edge theoretical and empirical insights about how culture shapes innovation and entrepreneurship. It features novel contributions that enhance our understanding about a variety of important theoretical issues related to symbolic management, framing, legitimacy, optimal distinctiveness, institutional logics and the dynamics of cultural entrepreneurship in and across organizations. This book also addresses a diverse range of topics such as the design of craft goods, the creation of the Guggenheim museum, entrepreneurial ecosystems, open innovation, crowdfunding, the mafia and grand challenges. The chapters in this volume will be of interest to a diverse array of scholars, from those interested in entrepreneurship and innovation to cultural studies, contemporary social theory, organization studies and management. The chapters in this book were originally published as a special issue of the journal *Innovation: Organization and Management*.

Ground Work - Robert Edward Duncan 2006

Robert Duncan's *Groundwork*, the American poet's unparalleled final masterpiece, is now available in a single volume. I am speaking now of the Dream in which America sleeps, the New World, moaning, floundering, in three hundred years of invasions, our own history out of Europe and enslaved Africa. Robert Duncan, from *Groundwork* Robert Duncan has been widely venerated as one of America's most essential poets: Allen Ginsberg described his poetry as "rapturous wonderings of inspiration," Gwendolyn Brooks called it "a subtle spice," and Susan Howe pointed to Duncan as "my precursor father," Lawrence Ferlinghetti said he "had the finest ear this side of Dante," and Robert Creeley called him "the magister, the singular Master of the Dance." Now Duncan's magnum opus, *Groundwork*, is available in one groundbreaking edition. The first volume, *Groundwork I: Before the War*, was published in 1984, after a fifteen-year publishing silence, and received immediate acclaim: it was nominated for a National Book Critics Circle Award and won the first National Poetry Award for Duncan's "lifetime devotion to the art of poetry and his grand achievement...." The second volume, *Groundwork II: In the Dark*, was published in February 1988, the month of Duncan's death. The internationally renowned poet Michael Palmer has written a marvelous introduction for this new edition, where "the singlemindedness of Duncan's] life's work shows itself in the confident energy of every line" (*Voice Literary Supplement*).

Beyond the Cultural Turn - Victoria E. Bonnell 2023-04-28

Nothing has generated more controversy in the social sciences than the turn toward culture, variously known as the linguistic turn, culturalism, or postmodernism. This book examines the impact of the cultural turn on two prominent social science disciplines, history and sociology, and proposes new directions in the theory and practice of historical research. The editors provide an introduction analyzing the origins and implications of the cultural turn and its postmodernist critiques of knowledge. Essays by leading historians and historical sociologists reflect on the uses of cultural theories and show both their promise and their limitations. The afterword by Hayden White provides an assessment of the trend toward culturalism by one its most influential proponents. *Beyond the Cultural Turn* offers fresh theoretical readings of the most persistent issues created by the cultural turn and provocative empirical studies focusing on diverse social practices, the uses of narrative, and the body and self as critical junctures where culture and society intersect.

Revitalizing Victimization Theory - Travis C. Pratt 2021-04-09

Revitalizing Victimization Theory: Revisions, Applications, and New Directions revises some of the major perspectives in victimization theory, applies theoretical perspectives to the victimization of vulnerable populations, and carves out new theoretical territory that is clearly needed but has yet to be developed. With the exception of a handful of isolated works in the mid-twentieth century, theory and research on victimization did not come into its own until the late 1970s with the articulation of lifestyle and routine activity theories. Research conducted within this tradition continues to be an important part of the overall criminological enterprise, and a large body of empirical knowledge has been generated. Nevertheless, theoretical advances in the study of

victimization have largely stalled within the field of criminology. Indeed, little in the way of new theoretical headway has been made in well over a decade. This is an ideal time to revitalize victimization theory, and this volume does just that. It is an ambitious project that will hopefully reignite the kinds of theoretical discussions that once held the attention of the field. The work included here will shape the future of victimization theory and research in years to come. This volume should be of interest to a wide range of criminologists and have the potential to be used in graduate seminars and upper-level undergraduate courses.

Contemporary Research in E-Branding - Bandyopadhyay, Subir 2008-11-30

Provides research on the emergent issue of the Internet as a central organizing platform for integrating marketing communications.

Offender Supervision - Fergus McNeill 2012-08-06

This major new book brings together leading researchers in the field in order to describe and analyse internationally significant theoretical and empirical work on offender supervision, and to address the policy and practice implications of this work within and across jurisdictions. Arising out of the work of the international Collaboration of Researchers for the Effective Development of Offender Supervision (CREDOS), this book examines questions and issues that have arisen both within effectiveness research, and from research on desistance from offending. The book draws out the lessons that can be learned not just about 'what works?', but about how and why particular practices support desistance in specific jurisdictional, cultural and local contexts. Key themes addressed in this book include: New directions in theory and paradigms for practice Staff skills and effective offender supervision Different issues and challenges in improving offender supervision The role of families, 'significant others' and social networks Understanding and supporting compliance within supervision Exploring the social, political, organisational and historical contexts of offender supervision Offender Supervision will be essential reading for academics, undergraduate and postgraduate students, policy makers, managers and practitioners interested in offender supervision.

E-Service Intelligence - Jie Lu 2007-03-09

Business organizations and governments are nowadays developing and providing internet based electronic services (e-services) featuring various intelligent functions. This book offers a thorough introduction and systematic overview of the new field e-service intelligence. It covers the state-of-the-art of e-service intelligence including both theorems and applications, and a broad range of topics are discussed.

Research Anthology on E-Commerce Adoption, Models, and Applications for Modern Business - Management Association, Information Resources 2021-04-16

In the next few years, it is expected that most businesses will have transitioned to the use of electronic commerce technologies, namely e-commerce. This acceleration in the acceptance of e-commerce not only changes the face of business and retail, but also has introduced new, adaptive business models. The experience of consumers in online shopping and the popularity of the digital marketplace have changed the way businesses must meet the needs of consumers. To stay relevant, businesses must develop new techniques and strategies to remain competitive in a changing commercial atmosphere. The way in which e-commerce is being implemented, the business models that have been developed, and the applications including the benefits and challenges to e-commerce must be discussed to understand modern business. The Research Anthology on E-Commerce Adoption, Models, and Applications for Modern Business discusses the best practices, latest strategies, and newest methods for implementing and using e-commerce in modern businesses. This includes not only a view of how business models have changed and what business models have emerged, but also provides a focus on how consumers have changed in terms of their needs, their online behavior, and their use of e-commerce services. Topics including e-business, e-services, mobile commerce, usability models, website development, brand management and marketing, and online shopping will be explored in detail. This book is ideally intended for business managers, e-commerce managers, marketers, advertisers, brand

managers, executives, IT consultants, practitioners, researchers, academicians, and students interested in how e-commerce is impacting modern business models.

Social Semiotics - Thomas Hestbaek Andersen 2015-03-27

M.A.K Halliday's work has been hugely influential in linguistics and beyond since the 1960s. This is a collection of interviews with key figures in the generation of social semioticians who have taken Halliday's concept of social semiotics and developed it further in various directions, making their own original contributions to theory and practice. This book highlights their main lines of thought and considers how they relate to both the original concept of social semiotics and to each other. Key themes include: Linguistic studies, multilinguality and evolution of language; Text, discourse and classroom studies; Digital texts, computer communication and science teaching; Multimodal text- and discourse analysis; Education and literacy; Media work and visual and audio modes; Critical Discourse Analysis. Featuring interviews with leading figures from linguistics, education and communication studies, a framing introduction and concluding chapter summing up commonalities and differences, connections and conflicts and key themes, this is essential reading for any scholar or student working in the area of social semiotics and systemic functional linguistics. Additional video resources are available on the Routledge website. Featuring: Christian M.I.M. Matthiessen, Theo Van Leeuwen, James R. Martin, Jay Lemke, Gunther Kress

Network Security - Christos Douligeris 2007-02-09

A unique overview of network security issues, solutions, and methodologies at an architectural and research level Network Security provides the latest research and addresses likely future developments in network security protocols, architectures, policy, and implementations. It covers a wide range of topics dealing with network security, including secure routing, designing firewalls, mobile agent security, Bluetooth security, wireless sensor networks, securing digital content, and much more. Leading authorities in the field provide reliable information on the current state of security protocols, architectures, implementations, and policies. Contributors analyze research activities, proposals, trends, and state-of-the-art aspects of security and provide expert insights into the future of the industry. Complete with strategies for implementing security mechanisms and techniques, Network Security features: * State-of-the-art technologies not covered in other books, such as Denial of Service (DoS) and Distributed Denial-of-Service (DDoS) attacks and countermeasures * Problems and solutions for a wide range of network technologies, from fixed point to mobile * Methodologies for real-time and non-real-time applications and protocols

Marketing in the Cyber Era: Strategies and Emerging Trends - Ghorbani, Ali 2013-12-31

The growth of new technologies, internet, virtualization, and the globalization of production and consumption has given focus on new marketing strategies in the cyber era. This has shaped a demand for an innovative conceptual framework for the marketing industry. Marketing in the Cyber Era: Strategies and Emerging Trends brings together best practices and innovative approaches for effective marketing in today's economy. Stressing the importance of structure, strategy, leadership, and marketing in the Cyber Era; this book is a useful tool for upper-level students, researchers, academicians, professionals and practitioners, scientists, and executive managers of marketing in profit and non-profit organizations.

E-government 2003 - Mark A. Abramson 2003

Provides in-depth case studies of the state of e-government today. The book chronicles the early days of e-government and presents a collective snapshot in time as to where governments - at the federal, state, and local levels - are today as they continue their march toward e-government. Editors Abramson and Morin present a comprehensive progress report on e-government before a distinguished list of contributors discuss such varied topics as the quality of federal websites, technology and innovation in the State Department, online voting, and public-sector information security. Through grants for research and forums, The IBM Endowment for The Business of Government stimulates research and facilitates discussion on new approaches to improving the effectiveness of government at the federal, state, local, and international levels.

Disability and Social Theory - D. Goodley 2012-06-01

This comprehensive, interdisciplinary collection, examines disability from a theoretical perspective, challenging views of disability that dominate mainstream thinking. Throughout, social theories of disability intersect with ideas associated with sex/gender, race/ethnicity, class and nation.

Critical Perspectives on Student Development Theory - Elisa S. Abes 2016-07-05

The use of critical and post-structural theories, such as critical race theory, intersectionality, and queer theory, to explore student development is relatively new. Most current research looks beyond the individual to how systems of oppression, such as racism, ableism, and heterosexism mediate student development and the nature of student development theory. This volume offers some of the most contemporary thinking about student development by: reviewing recent critical post-structural scholarship; offering new possibilities for using theoretical lenses; and translating these theories into student affairs practice. This is the 154th volume of this Jossey-Bass higher education quarterly series. An indispensable resource for vice presidents of student affairs, deans of students, student counselors, and other student services professionals, *New Directions for Student Services* offers guidelines and programs for aiding students in their total development: emotional, social, physical, and intellectual.

Persuasion - Michael E. Roloff 1980

An expert in the study of mass communications and an expert on interpersonal communication bring together contributions that explore the ways in which we are persuaded. Essays cover three major aspects of the subject: theory and definition of persuasion, factors in the persuasion process, and the application of persuasion to negotiation, marketing, family relationships and politics. 'This collection seemed to me a good review of a fascinating field. As a therapist, I found I was able to pull together a range of ideas that I considered worthy of development and application...Though not written with therapists in mind, this book represented for me an introduction to a new range of possibilities for influencing people towards

Virtual Work and Human Interaction Research - Long, Shawn 2012-04-30

Virtual Work and Human Interaction Research uses humanistic and social scientific inquiry to explore how humans communicate, behave, and navigate in their new virtual work spaces, providing scholars and practitioners an opportunity to study virtual work from quantitative and qualitative research approaches. The book explores informal and formal communication, emotional, psychological, and physical labor, rewarding and punishing virtual work behaviors, group decision-making, socializing, and organizational change in a workplace without the physical and nonverbal cues that are taken for granted in traditional face-to-face work arrangements.

Advances in Computers - Marvin Zelkowitz 2005-06-14

Advances in Computers covers new developments in computer technology. Most chapters present an overview of a current subfield within computer science, with many citations and often include new developments in the field by the authors of the individual chapters. Topics include hardware, software, theoretical underpinnings of computing, and novel applications of computers. This current volume emphasizes the role of the internet, the world wide web and other aspects of a distributed computing environment. Open source development as well as computing for the handicapped are additional important topics. Key Features: In-depth surveys and tutorials on new computer technology Well-known authors are researchers in the field Extensive bibliographies

with most chapters Important chapters on new technologies for software development: open source development and the technology needed to use the web for electronic commerce In-depth surveys and tutorials on new computer technology Well-known authors are researchers in the field Extensive bibliographies with most chapters Important chapters on new technologies for software development: open source development and the technology needed to use the web for electronic commerce

New Directions in Library and Information Science Education - José-Marie Griffiths 1986

To determine the current and future competencies required by librarians and information professionals, a project was undertaken to meet the following objectives: set forth an idealized framework to be used by the librarian and information professional community; determine a first set of competencies which are validated in the workplace to some extent; establish initial education and training requirements; initiate a process for communication among the principal librarians and information professional participants which can be continued after project completion; and describe steps that can be taken in the future to ensure continuation of the competency achievement cycle. To meet these objectives, substantial input was obtained from a large number of organizations, educators, employers, professional societies, and individual professionals. The study results are presented in a six-chapter report and five appendices. Report chapters comprise: Overview of the Project; A Framework for Describing Librarian and Information Professional Competencies; Methods; Information Workers and Librarians and Information Professionals; Librarian and Information Professional Competencies; and Educational Requirements and Implications. Appendices include a literature review; secondary analyses (including analyses of information professional and librarian vacancy announcements); an example of the relationships between competencies, performance, effectiveness, and value in three special libraries; a bibliography; and an annotated bibliography. Twelve supplementary volumes provide detailed descriptions of competencies for the following positions: (1) Academic Librarian; (2) Public Librarian; (3) School Librarian; (4) Special Librarian; (5) Database Producer; (6) Database Distributor/Service; (7) Information Center/Clearinghouse; (8) Records and Information Manager; (9) Archivist/Museum; (10) Information Analysis Center; (11) Information Service Company; and (12) Library System Supplier. (THC)

Alienation - Rahel Jaeggi 2014-08-26

The Hegelian-Marxist idea of alienation fell out of favor after the postmetaphysical rejection of humanism and essentialist views of human nature. In this book Rahel Jaeggi draws on the Hegelian philosophical tradition, phenomenological analyses grounded in modern conceptions of agency, and recent work in the analytical tradition to reconceive alienation as the absence of a meaningful relationship to oneself and others, which manifests in feelings of helplessness and the despondent acceptance of ossified social roles and expectations. A revived approach to alienation helps critical social theory engage with phenomena such as meaninglessness, isolation, and indifference. By severing alienation's link to a problematic conception of human essence while retaining its social-philosophical content, Jaeggi provides resources for a renewed critique of social pathologies, a much-neglected concern in contemporary liberal political philosophy. Her work revisits the arguments of Rousseau, Hegel, Kierkegaard, and Heidegger, placing them in dialogue with Thomas Nagel, Bernard Williams, and Charles Taylor.