

Doing Business Research A Guide To Theory And Practice

This Handbook provides critical, interdisciplinary contributions from leading international academics on the theory and methodology, practical applications, and broader context of Management Information Systems, as well as offering potential avenues for future research

A Guide to Conducting Online Research is designed to support students, academics and research practitioners in using technology to conduct their research. The book begins by looking at what questions to ask and how to prepare to conduct online research, then concentrates on particular technologies and how to employ them effectively, before concluding with a discussion of the peculiarities of conducting research in the online environment. Practical advice is offered on common issues and problems, such as: - How to decide which application is best for your research purposes? - What can be done to guarantee the anonymity of research participants? - What kinds of challenges do firewalls present and how can they be mitigated? A Guide to Conducting Online Research provides a wealth of advice, explanation, instruction, self-help tips and examples, making this a helpful resource for anyone using technology in conducting their research.

This book is the second in a series of two volumes that reviews a broad range of strategies and practices undertaken as workplace development activities in a post-global financial crisis period when organisational volatility and survival were foremost in the minds of leaders. Drawing mainly from a wide range of major research projects conducted Australia and with some contributions from international authors, this second book is a compilation of contemporary themes and applications that were developed from individual research projects. During the global financial crisis, the Australian economy out-performed many other developed countries, but it was not immune from international pressures such as global competition, market fluctuations and an increasingly mobile workforce. These issues are reflected in many of the chapters and the combined work will inform readers about the major workforce development challenges facing public and private sector organisations. The book blends relevant literature with rich empirical evidence gathered from large and small organisations and includes application tools developed by researchers who are experts in their field. This book will be of scholarly interest to a broad audience of academics, industry leaders, human resource practitioners and students in adult education, business, psychology and social science disciplines. Moreover, the book will be of interest to education and training professionals, management consultants, and more generally, people who follow the evolution of work and its impact on contemporary society.?

A must-have title for all business and management students, this is the perfect guide to achieving success in your research project. Written specifically for business students with an interactive approach, this bestselling, jargon-free textbook highlights each stage of the research process, guiding you through actionable steps and explicitly setting out how best to meet a supervisor's expectations. Easy to navigate and full of practical advice, it shows you how to choose a topic and write a proposal, with easy-to-follow tips and detailed screenshots and diagrams. Key features: • 'You're the Supervisor' sections—learn how to

meet objectives • Common questions and answers • Examples from different types of international businesses • Detailed guidance on software packages such as SPSS • Illustrated case studies • Annotated further reading

Electronic Inspection Copy available for instructors here The highly-anticipated Fourth Edition of this bestselling text still succeeds in providing a step-by-step guide to implementing particular methodologies, while simultaneously encouraging a strong awareness of philosophical assumptions. NEW to the Fourth Edition: - Expanded coverage to accommodate recent developments in management research methodology. New topics include: doing a literature review, case study research, action research, mixed methods, and writing-up. - Packed with practical research examples and exercises that encourage students to reflect upon the issues raised and relate them to their own experience. - Additional learning features including critical reflection boxes, case studies and chapter summaries. - A companion website with a full Instructors' Manual and PowerPoint slides. Students have free access to downloadable journal articles and author podcasts. Visit the companion website at www.sagepub.co.uk/gillandjohnson Using a practical approach, but with explicit attention to the role of theory in management research, the new edition of *Research Methods for Managers* is a stimulating guide for students in management, organization and organization research.

An increasing number of products and services are not differentiated by inherent features, but by the vendors, particularly their reputation and marketing communication. Consequently, a positive reputation provides competing vendors with a virtually inimitable competitive advantage. Contemporary research concerning antecedents and consequences of reputation in the domain of marketing is dominated by branding and line extension issues. Organizations' communication efforts and the relation of reputation and the communication media are not fully understood; nor have they been challenged up to now. Moreover, customers' perception of reputation is clearly embedded in their cultural context. However, contemporary marketing research restricts both conceptual and empirical considerations to Western-type cultures. Frequently, even the differences in Western-type cultures are neglected. Considering these shortcomings in contemporary marketing research, Dr. Christine Falkenreck investigates the opportunities and limits, and also the potential benefits and dangers of transferring a vendor's positive reputation to product categories never produced or offered by the considered vendor. Embedding the empirical investigation of both reputation management and reputation transfer in a coherent theoretical framework, which is grounded in the Commitment-Trust theory, is her merit. She derives and validates an integrated model that appears to be valid in all cultures considered in her study. The results of this analysis contribute substantially to our understanding of reputation measuring and managing. These results are not restricted to academic interests and they provided practitioners with a variety of new insights. Thus, this thesis will hopefully be widely discussed in both academia and management practice.

The only accounting-specific research methods textbook available on the market.

How does one go about studying intuition _ a complex, cross-disciplinary field, which is still developing? How can intuition be captured in situ? How can a researcher harness their own intuition? This book uses method-related themes to help an

A Guide to Conducting Research: A Student Handbook is a must-read for students in higher education institutions. The

book is specifically aimed at undergraduate and postgraduate researchers. The information included will equip readers with an appreciation of research topics, designs, methods, and research reporting for academic purposes. The handbook can also be used as a tool by lecturers and professors who are either teaching research methods courses, or are supervising students doing projects, dissertations, or theses. The overall purpose is to provide students with the information and skills needed to complete a research report at the undergraduate or post-graduate level. The handbook comprises eleven chapters, each with an introduction, body, and a summary meant to enhance understanding of the text. A research proposal is a plan that a candidate submits to gain approval for post-graduate research. Although it is a typical requirement for any research in higher education, it has failed to receive the attention it deserves from the academic community as a procedure of systematic teaching and learning. This book provides a support framework with step-by-step guidance about what constitutes a good research proposal and what can be done to maximize one's chances of writing a successful application. It also presents advice and practical activities to enhance skill development, and shows how success is within reach if we are willing to face our flaws and grasp how to use the available information productively and persuasively.

This book provides two important contributions to existing theories in the financial innovation literature. First, it extends the existing literature of innovation orientation to a completely new field and construct that is based on a religious imperative as a framework within which financial innovation is constrained. It explains how an innovation orientation in IFIs can be directed within religious rules, which indicates that innovation orientation in IFIs is a learning philosophy. Second, the book introduces and examines the plasticity of Shariah as a shared boundary object and its dynamic role in managing tension and conflicting values in the financial innovation process. Furthermore, building on the empirical results, the study illustrates the insights that each theoretical lens affords into practices of collaboration and develops a novel analytical framework for understanding religious orientation towards financial innovation. This practical contribution, of the developed framework, could form the basis for a standardised framework for the Islamic finance industry. The book concludes by noting the policy and managerial implications of its findings and provides directions for further research.

Electronic Inspection Copy available for instructors here `I see this book as an important addition to the marketing literature. A weakness in critical approaches to marketing is that they are often not made easily accessible to undergraduate students. Chris Hackley has done a wonderful job in producing a rigorous text that remedies this situation and makes critical perspectives accessible to all' - Professor Rob Lawson, University of Otago Does marketing really work for organizations, managers and citizens? How can marketing management be studied and practised critically? This key text introduces the essentials of critical thinking within the field of marketing in easy to read and understandable

terms. Integrating critical perspectives with the topics of the typical marketing curriculum, Chris Hackley has produced an indispensable supporting text for upper level, undergraduate and postgraduate Marketing courses. A wide range of issues are covered including: - Historical origins and influences in marketing - Introduction to the concepts of Critical Theory - Marketing 'orientation' and the marketing 'mix' - Critique of marketing principles - Marketing and strategy - The role of research in marketing - Marketing and managerial ideology - Marketing ethics Each chapter includes Chapter Review questions, Case studies reflecting issues in the chapters, along with supporting case questions and reflections, as well as stimulating practical examples.

Successfully combining cross-cultural management and business research methods, this team of international authors provide much needed coverage of the implications that should be considered when undertaking research across different cultures.

Moet er strenger gestraft worden of juist niet? Mag de rechter door de wetgever aan banden worden gelegd? In hoeverre mag de overheid ingrijpen in het privéleven van haar burgers? Deze vragen zijn inzet van menig opiniërend krantenartikel of discussieprogramma. Ook degenen die zich beroepshalve met het recht bezighouden zullen zich van tijd tot tijd moeten bezinnen op taak en functie van het recht. Moeten we regels toepassen als ze tot onrechtvaardige uitkomsten leiden? Leiden regels wel tot het doel waarvoor ze zijn opgesteld? Dit zijn allemaal vragen over het recht waarop door het recht zelf geen antwoorden kunnen worden gegeven. Betekent dit dat discussies over deze kwesties zinloos zijn omdat zij ontaarden in politieke welles-nietes spelletjes? Deze inleiding in de rechtsfilosofie beoogt te laten zien dat dit niet hoeft.

Research Methods in Human Resource Management is a key resource for anyone undertaking a research report or dissertation. It covers the planning and execution of HRM research projects, from investigating and researching HR issues to designing and implementing research and then evaluating and reviewing the results. Filled with international examples to provide a global perspective, this fully updated 4th edition of Research Methods in Human Resource Management balances theoretical frameworks and practical guidance. Fully updated throughout, this edition now includes increased discussion of methodological issues, more real-life examples and international case studies and best practice sample literature reviews and write-ups. 'Review and Reflect' sections at the end of each chapter help to consolidate learning and explain how it can aid professional development. This book is fully mapped to the CIPD Level 7 Advanced module on Investigating a Business Issue from an HR Perspective, and multiple-choice questions and a glossary of terms help students understand the key concepts and use the terminology confidently. Online supporting resources for lecturers include an instructor's manual and lecture slides and there are annotated web links, further

reading and new reflective questions for students.

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.

Customer Experience Management for Water Utilities presents a practical framework for water utilities to become more focussed on their customers. This framework is founded on Service-Dominant Logic, a contemporary theory of marketing that explains value creation as a process of co-creation between the customer and the service provider. Standard models for marketing do not apply to monopolistic water utilities without modification. The first two chapters develop a marketing mix tailored to water utilities to assist them with providing customer-centric services. The water utility marketing mix includes the value proposition, internal marketing, service quality and customer relationships. The book discusses the four dimensions of the marketing mix. Chapter three presents a template for developing value propositions to assist water utilities in positioning their service. This model is based on the needs and wants of individual customer segments and the type of service. Chapter four discusses internal marketing, activities designed to improve the way utilities add value for customers. This chapter also analyses potential tensions between engineering and science-oriented employees and proposes methods to resolve these tensions. The final chapters describe customer relationships from both a theoretical and practical perspective. The customer experience is a complex phenomenon that is difficult to quantify. The book provides a method to measure the experience of the customer, based on service quality theory and psychometric statistics. Customer Experience Management for Water Utilities is one of the first books that discusses urban water

supply from a marketing perspective. This perspective provides a unique insight into an industry which is often dominated by technological concerns. This book is a valuable resource for Water Utility Managers and Regulators, as well as for Marketing Consultants seeking to assist water utilities to become more customer focussed.

In the field of international business, it is increasingly recognized that Multinational Corporations (MNCs) can no longer rely on headquarters as the single source of competitive advantage. Therefore, growing interest centers on decentralized entrepreneurial initiatives that originate in their network of foreign subsidiaries. Based on an extensive review of literature, Lars R. Dzedek develops a comprehensive framework to help explain how the setting in which a foreign subsidiary operates impacts its entrepreneurial initiatives and outcomes. The author conducts an empirical investigation in 14 foreign units of two large MNCs and offers detailed case studies with rich insights into entrepreneurial subsidiary activities.

Socially Responsible Outsourcing is an edited collection that focus on the topic of socially responsible outsourcing (SRO) including research frameworks, rich case studies, and an SRO agenda for the future.

Using a wide range of visual examples and case studies, Advertising and Promotion 4th edition introduces the reader to the key concepts, methods and issues and illustrates these with first-hand examples gathered from leading international advertising agencies and brand campaigns. Told from the perspective of the agency, it gives a fun and creative insider view helping the reader to think beyond the client position and understand what it might be like working within an ad agency. Drawing not only from management and marketing research but also from other disciplines such as cultural/media studies and sociology, the authors offer a rounded and critical perspective on the subject to those looking to understand advertising as social phenomenon in addition to its business function and purpose. The new edition has in-depth coverage of online advertising and the role of social media in advertising including metrics and analytics and includes advertising examples by global brands including Adidas, Benetton, BMW, Dove and DeBeers. "Snapshots" bring in aspects of cross-cultural advertising such as Barbie in China. The book is complemented by a companion website featuring a range of tools and resources for lecturers and students, including PowerPoint slides, an instructor's manual, SAGE journal articles, links to further online resources and author Videos. The textbook is also supported by an author-written blog which keeps readers updated on interesting, topical examples relating to advertising and promotion from current affairs and popular culture: www.hackleyadvertisingandpromotion.blogspot.com. Suitable for Advertising, Marketing and Communications modules at undergraduate or postgraduate level.

Doing Research in Business and Management brings the theory and techniques of research methods to life and covers all of the areas of research, from a review of secondary data or literature, or writing a research proposal, to completing an

entire research project. The book is written for students on undergraduate and postgraduate degree programmes in business, management or related disciplines.

Electronic Inspection Copy available for instructors here The only case study research textbook written exclusively for students of Business and related disciplines. Using a step-by-step approach, Case Study Research for Business takes you right through the case study research process from research design and data collection using qualitative and quantitative methods, to research analysis, writing up and presenting your work. Key features: - Takes a multidisciplinary approach to case study research design by drawing on research philosophies to improve student understanding of these critical research traditions and hence provide firmer theoretical foundations for their research - Coverage of contemporary topics such as research ethics and access - Packed with practical examples from all areas of business - Pedagogical features include vignettes, exercises and 'cases' which directly relate to business research Case Study Research for Business will prove a valuable resource for undergraduate, postgraduate and research students of business and related disciplines.

This research study attempts to provide a comprehensive CSR literature review, analyze corporate social responsibility (CSR) issues from the strategic decision-making (SDM) perspective, and investigate the process of managers' CSR-related SDM in China. In particular, it utilizes content analysis to examine selected CSR articles from published studies, in order to evaluate the trends in CSR theory development as well as to identify the variables, constructs, and relationships within CSR theory. The review indicates that CSR should be involved in organizational strategies. Therefore, this study reviews the relevant theoretical and empirical literature in the SDM area. Firstly, it summarizes the broader context of strategic decisions and points out factors in the external environment and organizational characteristics that influence the SDM process of managers. Secondly, it articulates the influences of individual characteristics on the SDM. Thirdly, it examines the process of SDM using the rational and bounded rationality theory of decision making. Finally, on the basis of the SDM model, the author generates a research model which proposes the links between vital and influential factors from an integrated perspective. This book also provides a detailed description of how to choose a proper method for the CSR-related SDM research, the process of survey design, sampling methods, and survey administration. In particular, the author utilized a policy-capturing method to develop a series of scenarios concerning CSR activities and an explanation of this method is provided. It reports research findings of this study and provides an extensive and thorough discussion and compares it with previous empirical studies. The conclusion summarizes the research findings and their theoretical and practical implications.

?This volume includes the full proceedings from the 2013 World Marketing Congress held in Melbourne, Australia with

the theme Looking Forward, Looking Back: Drawing on the Past to Shape the Future of Marketing. The focus of the conference and the enclosed papers is on marketing thought and practices throughout the world. This volume resents papers on various topics including marketing management, marketing strategy, and consumer behavior. Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, the Journal of the Academy of Marketing Science (JAMS) and AMS Review. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science.?

Lecturers, request your electronic inspection copy Qualitative researchers can now connect with participants online to collect deep, rich data and generate new understandings of contemporary research phenomena. Doing Qualitative Research Online gives students and researchers the practical and scholarly foundations needed to gain digital research literacies essential for designing and conducting studies based on qualitative data collected online. The book will take a broad view of methodologies, methods and ethics, covering: Ethical issues in research design and ethical relationships with participants Designing online qualitative studies Collecting qualitative data online through interviews, observations, participatory and arts-based research and a wide range of posts and documents. Analyzing data and reporting findings Written by a scholar-practitioner in e-learning and online academia with 15 years' experience, this book will help all those new to online research by providing a range of examples and illustrations from published research. The text and accompanying materials will offer discussion and assignment ideas for ease of adoption.

Shortlisted in the Management and Leadership Textbook Category at CMI Management Book of the Year Awards 2017 A Guide to Professional Doctorates in Business and Management has been written by a team of experts with experience of the challenges faced in both studying for and supervising professional doctorates in business and management. Inside they address the key issues faced, in particular how these courses differ from a traditional PhD, and the different skills and approach needed for success. Chapters explore the nature and importance of PDs as leading change in the professional world of practice, and how they need to differ from traditional forms of doctorate such as PhDs. The guide also offers practical guidance on researching in this particular mode, and through writing and publishing a thesis, making a valuable contribution to professional knowledge. -- Dr Catherine Groves

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By understanding the ontogenesis of NGOs as civil society organizations from a historical-anthropological, communicational, sociological, economical and managerial perspective, Evandro Oliveira outlines the Instigatory Theory of NGO Communication (ITNC). This proposes the ontological principles, an applied conceptual model and a cybernetic operational model for understanding and managing communication at NGOs. Those models were tested using a mixed-method research design.

The Second Edition of Qualitative Online Interviews by Janet Salmons provides researchers the guidance they need to extend the reach of

their studies beyond physical boundaries. Focusing on designing, conducting, and assessing data drawn from online interviews as well as from observations, materials, and artifacts collected online, the book emphasizes the use of in-depth interviews in qualitative research or mixed-methods designs. Written in an easy-to-read manner, the thorough Second Edition offers the practical information and scholarly foundations needed to make thoughtful decisions in technology-infused research.

This book investigates how corporate governance is directing the internal audit function (IAF) adaptation as a response to enterprise resource planning (ERP) systems. To date, there is insufficient knowledge about the adaptations of the IAF, which are required if it is to maintain its essential role as a governance mechanism. This book extends the reader's knowledge by exploring and theorising the adaptation of the IAF after ERP introduction and points towards future trends. Adopting an institutional approach, it analyses how the IAF responds to the external governance pressures and the internal pressures of the control logic following the introduction of an ERP system. Featuring data from two listed companies in the food and beverage sector and two large banks operating in Egypt, this volume will be of interest to researchers and academics in the field of financing and ERP systems in particular.

Written specifically for business students, this best-selling, jargon-free textbook highlights each stage of the research process, guiding the reader through actionable steps and explicitly setting out how best to meet a supervisor's expectations. Easy to navigate and full of practical advice, it shows you how to choose a topic and write a proposal, with easy to follow tips and detailed screenshots and diagrams. Key student features include: 'You're the Supervisor' sections - helps students to meet learning objectives 'Common questions and answers' - real-world advice on how to tackle common challenges Examples from different types of international businesses Detailed guidance on software packages such as SPSS Student case studies Annotated further reading Accompanied by a fully integrated companion website designed to support learning. Free to access, it includes author podcasts, guides to online tools, links to downloadable journal articles, examples of completed projects, PowerPoint slides and students' multiple choice questions to test progress. Available on publication:

www.uk.sagepub.com/jonathanwilson2e. A must-have title for all business and management students; this is the ideal companion for achieving success in your research project. Lecturers/instructors - request a free digital inspection copy [here](#)

The Marketing Book is everything you need to know but were afraid to ask about marketing. Divided into 25 chapters, each written by an expert in their field, it's a crash course in marketing theory and practice. From planning, strategy and research through to getting the marketing mix right, branding, promotions and even marketing for small to medium enterprises. This classic reference from renowned professors Michael Baker and Susan Hart was designed for student use, especially for professionals taking their CIM qualifications. Nevertheless, it is also invaluable for practitioners due to its modular approach. Each chapter is set out in a clean and concise way with plenty of diagrams and examples, so that you don't have to dig for the information you need. Much of this long-awaited seventh edition contains brand new chapters and a new selection of experts to bring you bang up to date with the latest in marketing thought. Also included are brand new content in direct, data and digital marketing, and social marketing. If you're a marketing student or practitioner with a question, this book should be the first place you look.

Business Research Methods is the complete introduction to doing business research and is an ideal guide for students embarking on a research project. Developed specifically with business and management students in mind, this textbook explores the nature and purpose of business research and the issues it entails, while also providing students with practical advice through "Tips and

skills" boxes. In addition to a broad range of relevant examples, the book features a substantial discussion of ethics, and a strong emphasis on the most frequent challenges faced by students, such as choosing a research question, planning a project, and writing it up. Fresh voices and perspectives run throughout this edition. New author, Bill Harley, further internationalizes the book's coverage, based on his expertise in the Australian business and management context. Also hear from Amrit, Jordan, Anna, Ed, and Alex - an additional five students whose personal insights and advice in the "student experience" feature help you avoid common mistakes, and follow their successful strategies when undertaking your own research project. This edition has been extensively revised, updated, and streamlined. Coverage of E-Research is now woven throughout the entire book to reflect the centrality of internet-based research methods. The book is accompanied by a suite of online resources that include: For students: * Multiple choice questions * Research Project guide * Interviews with students * Data sets * Using Excel in data analysis (in Excel) * Web links For lecturers: * Test bank * Discussion questions * PowerPoint slides * Lecturer's guide * Case studies * Figures and plates from the text * VLE cartridge

This book provides emerging and experienced scholars the theoretical background and practical tips they need to design and conduct credible online interview research. Author Janet Salmons bridges the theoretical and the practical, with guidance for designing and conducting credible online interview research. This book focuses on data collection through dynamic online interviews in text-based, videoconference, meeting space or 3D immersive environments.

`It's not often that you'll find an article or book that explains what you need to know in such plain, simple terms. Treasure it' - Andrew Farrell, Doctoral Researcher, Loughborough University `Entertaining and authoritative without being patronising' - Professor Chris Hackley, Royal Holloway, University of London `This is a gem of a book from two of the outstanding management researchers of their generation. Easy to read and entertaining, yet rigorous and comprehensive in its approach, this book will be adopted as an essential aid for students undertaking final year projects, masters dissertations, and as a primer for doctoral researchers' - Professor Graham Hooley, Aston University `This book will fill a vital gap for post graduate research' - Professor Rod Brodie, University of Auckland Business School For anyone involved in developing a research project, this textbook provides an integrated, accessible and humorous account that explains why research methods are the way they are and how they do what they do. Unrivalled in its nature Doing Business Research addresses the research project as a whole and provides: - essential detail of philosophical and theoretical matters that are crucial to conceptualising the nature of methodology - a pragmatic guide to why things are important and how they are important - a huge range of things to consider that the reader can use to develop their research project further - a resource book, providing extensive suggested reading to help the researcher do their research. This book captures the essence of current workforce development perspectives and draws on extensive global research to uncover a range of issues confronting organisations. Taking primarily an Australian outlook after the global financial crisis and tracing the progress of a national industry sector, each chapter delves into a major area of interest for leaders. Overall, the authors make the case that workforce development is an amalgam of activities influenced by context, politics and economic development.

As the world becomes increasingly connected and mobile, workforce development is proving to be a major activity for organisations because it impacts their longer-term survival and growth. To stay ahead, successful organisations focus on attracting, building, engaging and retaining talented people. However, in a financially turbulent era where strategy changes quickly, workforce development must not only plan and build the capabilities of people at work, but also contribute to making employment more socially sustainable for a better world. This book provides a thought-provoking collection of scholarly work for business leaders, human resource practitioners and academics working in adult education, business, psychology and social science disciplines. At the same time, it adopts an accessible style for students and others who want to know more about the development of people at work.

This open access eBook documents an empirical inquiry into the number, value and duration of large commercial court cases in five countries from different parts of Europe: Ireland, Italy, Lithuania, the Netherlands and Norway. It is an exploratory study as for each country data had to be extracted from the case registration systems of the courts. The study shows that a substantial part of economic activity is 'paralyzed' by disputes that are fought out in the courts. This has broad negative consequences for the countries in question. There are large differences in the number, value (as measured by reference to the claims) and duration of these court cases. All five judiciaries can improve their performance, to a greater or lesser degree, with Italy (volume, duration), Lithuania (volume) and the Netherlands (duration) having much to gain. The study is of interest for its outcomes, but also from a methodological perspective, as it shows the necessity of taking the diversity of court cases into account and a method to achieve this. While the economic analysis is relatively simple and the analysis is confined to one type of dispute, the outcomes clearly show the importance of the legal/ judicial system for the economy.

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