



Accessing Emerald's eJournals & eBooks





Search Techniques



Search Techniques



- Quick Search/Wild card search
- Advance Search
- Browsing Journals
- How to use Boolean Operators



Quick Search/Wild Card Search



The homepage features a simple search box. Simply enter your search term

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



[Home](#) | [Journals & Books](#) | [Case Studies](#) | [Author Services](#)

Resource areas:

[Advanced Search](#)

Browse Journals & Books

- > Accounting & Finance
- > Economics
- > Education
- > Engineering
- > Health & Social Care
- > HR & Organizational Behaviour
- > Information & Knowledge Management
- > Library & Information Science
- > Management Science & Operations
- > Marketing
- > Property Management & Built Environment
- > Public Policy & Environmental Management
- > Sociology
- > Strategy
- > Tourism & Hospitality
- > Transport

Quick Search/Wild Card Search



The homepage features a simple search box. Simply enter your search term

Select the type of content (e.g. Articles and Chapters)

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



Home | Journals & Books | Case Studies | Author Services | Resource areas: Emerald Resources

Search [] in: Articles and Chapters | Articles and Chapters | Case studies | Search | Advanced Search

Browse Journals & Books

- > Accounting & Finance
- > Economics
- > Education
- > Engineering
- > Health & Social Care
- > HR & Organizational Behaviour
- > Information & Knowledge Management
- > Library & Information Science
- > Management Science & Operations
- > Marketing
- > Property Management & Built Environment
- > Public Policy & Environmental Management
- > Sociology
- > Strategy
- > Tourism & Hospitality
- > Transport

Quick Search/Wild Card Search



The homepage features a simple search box. Simply enter your search term

Select the type of content (e.g. Articles and Chapters)

Click 'Search'

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



Home | Journals & Books | Case Studies | Author Services | Resource areas: Emerald Resources

Search in: Articles and Chapters
Articles and Chapters
Case studies

Search Advanced Search

Browse Journals & Books

- > Accounting & Finance
- > Economics
- > Education
- > Engineering
- > Health & Social Care
- > HR & Organizational Behaviour
- > Information & Knowledge Management
- > Library & Information Science
- > Management Science & Operations
- > Marketing
- > Property Management & Built Environment
- > Public Policy & Environmental Management
- > Sociology
- > Strategy
- > Tourism & Hospitality
- > Transport

Quick Search/Wild Card Search



Quick search performs a standard word search across all fields in all content: it will return a broad range of results

Search Results

Articles/Chapters (144648) Case Studies (448)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 144648 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▼

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select ▼

- NOW Accounts: Awareness and Impact**
Type: General review
Venkatakrishna V. Bellur
International Journal of Bank Marketing, Volume: 2 Issue: 1, 1984
▼ Preview | Abstract | PDF (353 KB) | Reprints and Permissions
- Accounting for public accounts committees**
Type: Research paper
Pieter Degeling, Janet Anderson, James Guthrie
Accounting, Auditing & Accountability Journal, Volume: 9 Issue: 2, 1996
▼ Preview | Abstract | HTML | PDF (143 KB) | References | Reprints and Permissions
- Prem Sikka and the media: using the media to hold accountants to account**
Type: Research paper

Search History Saved Searches

Recently Searched

- Anywhere: accounts (Articles/Chapters - 144648)

Refine Search

FILTERS APPLIED:

None

Keyword

United Kingdom (3555)
United States Of America (2332)
China (2172)
Consumer Behaviour (2088)
+More

Publication Date

Last Year (8503)
Last 6 Months (3710)
Last 3 Months (2130)
Last Month (730)

Advanced search



Access Advanced Search
from the homepage

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



Important platform maintenance: Emerald Insight will be undergoing essential maintenance on Tuesday 7th June from 08:00 GMT for up to 12 hrs.

[Home](#) | [Journals & Books](#) | [Case Studies](#) | [Author Services](#)

Resource areas: ▼



in:

[Advanced Search](#)



Advanced search



Enter your word or phrase in the search box

Advanced Search

Search for Clear search

Anywhere ▼

AND ▼

Anywhere ▼

+

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters
 Case studies

Publication date:

All dates
 Last month
 Last 6 months
 Last year
 Specific date range

From: ▼ ▼

To: ▼ ▼

Search



Advanced search



Enter your word or phrase in the search box

Refine your search by selecting the field in which you wish to search

Advanced Search

Search for Clear search

Enter search term Anywhere ▼

AND ▼

Enter search term Anywhere ▼

+

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters
 Case studies

Publication date:

All dates
 Last month
 Last 6 months
 Last year
 Specific date range

From: Month ▼ Year ▼

To: Month ▼ Year ▼

Search



Advanced search



Enter your word or phrase in the search box

Refine your search by selecting the field in which you wish to search

Use the drop down options to access the Boolean operators: 'AND', 'OR', 'NOT'

Advanced Search

Search for Clear search

Enter search term Anywhere ▼

AND ▼

Enter search term Anywhere ▼

+

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters Case studies

Publication date:

All dates Last month Last 6 months Last year Specific date range

From: ▼ ▼

To: ▼ ▼

Search



Advanced search



Advanced Search

Search for Clear search

AND

+

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:	Publication date:
<input checked="" type="radio"/> Articles and Chapters	<input checked="" type="radio"/> All dates
<input type="radio"/> Case studies	<input type="radio"/> Last month
	<input type="radio"/> Last 6 months
	<input type="radio"/> Last year
	<input type="radio"/> Specific date range

From:

To:

Enter your word or phrase in the search box

Refine your search by selecting the field in which you wish to search

Use the drop down options to access the Boolean operators: 'AND', 'OR', 'NOT'


Narrow your search further by using the content and publication date filters

Browsing Journals



- Browse journals by clicking on the Journals & Books tab
- Or by subject area directly from the home screen
- Let us begin by selecting our Accounting & Finance Journals

Log in | Register | Help | Cart | Mobile Pairing | Admin

 **Emerald** | Insight

Home | **Journals & Books** | Case Studies | Author Services

Resource areas: Emerald Resources

Search in: Articles and Chapters **Search** [Advanced Search](#)

Browse Journals & Books

> Accounting & Finance	> Information & Knowledge Management	> Public Policy & Environmental Management
> Economics	> Library & Information Science	> Sociology
> Education	> Management Science & Operations	> Strategy
> Engineering	> Marketing	> Tourism & Hospitality
> Health & Social Care	> Property Management & Built Environment	> Transport
> HR & Organizational Behaviour		

Browsing Journals



- Each subject landing page can then be used to sort information as per your requirements.

Home > Browse Journals & Books > Accounting & Finance

Browse Journals & Books

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Subject: Accounting & Finance

Icon key: You have access Partial access

Results: 1-20 of 42

Page: 1 2 3 Next >

Select All For selected items: Add to favourites

Publication	Access	ISSN/ISBN	Content	Available
<input type="checkbox"/> Accounting Research Journal		1030-9616	Journal	Online
<input type="checkbox"/> Accounting, Auditing & Accountability Journal		0951-3574	Journal	Online
<input type="checkbox"/> Advances in Accounting Behavioral Research		1475-1488	Book Series	Print & Online
<input type="checkbox"/> Advances in Accounting Education	<input checked="" type="checkbox"/>	1085-4622	Book Series	Print & Online
<input type="checkbox"/> Advances in Environmental Accounting & Management		1479-3598	Book Series	Print & Online
<input type="checkbox"/> Advances in Management Accounting	<input checked="" type="checkbox"/>	1474-7871	Book Series	Print & Online
<input type="checkbox"/> Advances in Public Interest Accounting		1041-7060	Book Series	Print & Online
<input type="checkbox"/> Advances in Taxation		1058-7497	Book Series	Print & Online

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q
R S T U V W X Y Z

Browse by Subject

All Subjects

- Accounting & Finance
 - + Accounting/accountancy
 - Financial investment/markets
 - Financial management/structure
 - Financial reporting
 - + Financial risk/company failure
 - + Management accounting/corporate finance
 - Social & environmental accounting
- + Economic
- + Education
- + Engineering
- + Health & Social Care
- + HR & Organizational Behaviour
- + Information & Knowledge Management
- + Library & Information Science
- + Management Science & Operations
- + Marketing
- + Property Management & Built Environment
- + Public Policy & Environmental Management
- + Sociology
- + Strategy
- + Tourism & Hospitality

Browsing Journals



Content Type:

- all titles
- just journals
- just book series
- just books

Home > Browse Journals & Books > Accounting & Finance

Browse Journals & Books

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Subject: Accounting & Finance

Icon key: You have access Partial access

Results: 1-20 of 42

Page: 1 2 3 Next >

Select All For selected items: Add to favourites

Publication	Access	ISSN/ISBN	Content	Available
<input type="checkbox"/> Accounting Research Journal		1030-9616	Journal	Online
<input type="checkbox"/> Accounting, Auditing & Accountability Journal		0951-3574	Journal	Online
<input type="checkbox"/> Advances in Accounting Behavioral Research		1475-1488	Book Series	Print & Online
<input type="checkbox"/> Advances in Accounting Education	<input checked="" type="checkbox"/>	1085-4622	Book Series	Print & Online
<input type="checkbox"/> Advances in Environmental Accounting & Management		1479-3598	Book Series	Print & Online
<input type="checkbox"/> Advances in Management Accounting	<input checked="" type="checkbox"/>	1474-7871	Book Series	Print & Online
<input type="checkbox"/> Advances in Public Interest Accounting		1041-7060	Book Series	Print & Online
<input type="checkbox"/> Advances in Taxation		1058-7497	Book Series	Print & Online

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Browse by Subject

All Subjects

- Accounting & Finance
 - + Accounting/accountancy
 - Financial investment/markets
 - Financial management/structure
 - Financial reporting
 - + Financial risk/company failure
 - + Management accounting/corporate finance
 - Social & environmental accounting
- + Economics
- + Education
- + Engineering
- + Health & Social Care
- + HR & Organizational Behaviour
- + Information & Knowledge Management
- + Library & Information Science
- + Management Science & Operations
- + Marketing
- + Property Management & Built Environment
- + Public Policy & Environmental Management
- + Sociology
- + Strategy
- + Tourism & Hospitality

Browsing Journals



Show:

- all titles
- just subscribed titles (fulltext access)

Home > Browse Journals & Books > Accounting & Finance

Browse Journals & Books

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Subject: Accounting & Finance

Icon key: You have access Partial access

Results: 1-20 of 42

Page: 1 2 3 Next >

Select All For selected items: Add to favourites

Publication	Access	ISSN/ISBN	Content	Available
<input checked="" type="checkbox"/> Accounting Research Journal		1030-9616	Journal	Online
<input checked="" type="checkbox"/> Accounting, Auditing & Accountability Journal		0951-3574	Journal	Online
<input checked="" type="checkbox"/> Advances in Accounting Behavioral Research		1475-1498	Book Series	Print & Online
<input checked="" type="checkbox"/> Advances in Accounting Education	<input checked="" type="checkbox"/>	1085-4622	Book Series	Print & Online
<input checked="" type="checkbox"/> Advances in Environmental Accounting & Management		1479-3598	Book Series	Print & Online
<input checked="" type="checkbox"/> Advances in Management Accounting	<input checked="" type="checkbox"/>	1474-7871	Book Series	Print & Online
<input checked="" type="checkbox"/> Advances in Public Interest Accounting		1041-7060	Book Series	Print & Online
<input checked="" type="checkbox"/> Advances in Taxation		1058-7497	Book Series	Print & Online

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q
R S T U V W X Y Z

Browse by Subject

All Subjects

- Accounting & Finance

- + Accounting/accountancy
- Financial investment/markets
- Financial management/structure
- Financial reporting
- + Financial risk/company failure
- + Management accounting/corporate finance
- Social & environmental accounting

- + Economics
- + Education
- + Engineering
- + Health & Social Care
- + HR & Organizational Behaviour
- + Information & Knowledge Management
- + Library & Information Science
- + Management Science & Operations
- + Marketing
- + Property Management & Built Environment
- + Public Policy & Environmental Management
- + Sociology
- + Strategy
- + Tourism & Hospitality

Browsing Journals



Browse by title
Alphabetical listing
OR
by subject in a
selected subject area

Home > Browse Journals & Books > Accounting & Finance

Browse Journals & Books

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Subject: Accounting & Finance

Icon key: You have access Partial access

Results: 1-20 of 42 Page: 1 2 3 Next >

Select All For selected items: Add to favourites

Publication	Access	ISSN/ISBN	Content	Available
<input type="checkbox"/> Accounting Research Journal		1030-9616	Journal	Online
<input type="checkbox"/> Accounting, Auditing & Accountability Journal		0951-3574	Journal	Online
<input type="checkbox"/> Advances in Accounting Behavioral Research		1475-1488	Book Series	Print & Online
<input type="checkbox"/> Advances in Accounting Education	<input checked="" type="checkbox"/>	1085-4622	Book Series	Print & Online
<input type="checkbox"/> Advances in Environmental Accounting & Management		1479-3598	Book Series	Print & Online
<input type="checkbox"/> Advances in Management Accounting	<input checked="" type="checkbox"/>	1474-7871	Book Series	Print & Online
<input type="checkbox"/> Advances in Public Interest Accounting		1041-7060	Book Series	Print & Online
<input type="checkbox"/> Advances in Taxation		1058-7497	Book Series	Print & Online

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q
R S T U V W X Y Z

Browse by Subject

All Subjects

- Accounting & Finance
 - + Accounting/accountancy
 - Financial investment/markets
 - Financial management/structure
 - Financial reporting
 - + Financial risk/company failure
 - + Management accounting/corporate finance
 - Social & environmental accounting
- + Economics
- + Education
- + Engineering
- + Health & Social Care
- + HR & Organizational Behaviour
- + Information & Knowledge Management
- + Library & Information Science
- + Management Science & Operations
- + Marketing
- + Property Management & Built Environment
- + Public Policy & Environmental Management
- + Sociology
- + Strategy
- + Tourism & Hospitality

Browsing Journals



- Select a publication by clicking on its title

Home > Browse Journals & Books > Accounting & Finance

Browse Journals & Books

Content Type: All Journals Books Series Books

Show: All content Only content I have access to

Subject: Accounting & Finance

Icon key: You have access Partial access

Results: 1-20 of 42 Page: 1 2 3 Next >

Publication	Access
<input type="checkbox"/> Accounting Research	Content Available
<input type="checkbox"/> Accounting, Auditing & Accountability Journal	Journal Online
<input type="checkbox"/> Advances in Accounting Behavioral Research	Journal Online
<input type="checkbox"/> Advances in Accounting Education	Book Series Print & Online
<input type="checkbox"/> Advances in Environmental Accounting & Management	Book Series Print & Online
<input type="checkbox"/> Advances in Management Accounting	Book Series Print & Online
<input type="checkbox"/> Advances in Public Interest Accounting	Book Series Print & Online
<input type="checkbox"/> Advances in Taxation	Book Series Print & Online

Browse by Title

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Browse by Subject

All Subjects

- Accounting & Finance
 - + Accounting/accountancy
 - + Financial investment/markets
 - + Financial management/structure
 - + Financial reporting
 - + Financial risk/company failure
 - + Management accounting/corporate finance
 - + Social & environmental accounting
- + Economics
- + Education
- + Engineering
- + Health & Social Care
- + HR & Organizational Behaviour
- + Information & Knowledge Management
- + Library & Information Science
- + Management Science & Operations
- + Marketing
- + Property Management & Built Environment
- + Public Policy & Environmental Management
- + Sociology
- + Strategy
- + Tourism & Hospitality

Results from Browsing Journals



- The next screen shows the full issue list for the selected journal



Accounting Research Journal

ISSN: 1030-9616
Online from: 2005
Subject Area: Accounting & Finance

[Current Issue](#) | [Available Issues](#) | [Most Cited](#) | [Most Read](#) | [ToC Alert](#) | [RSS](#) | [Add to favorites](#)



KUDOS
Greater Research Impact



Increase readership,
citations and impact
of your research

Volume List

Issue(s) available: 31 - from Volume 18 Issue 1, to 1, to Volume 28 Issue 3

Icon key:  You have access  Partial access  Backfile  Earlycite  Abstract only

Volume	Issue	Year
Volume 29	 Issue 1	2016
	Issue 2	2016
Volume 28	Issue 3	2015
	Issue 2	2015
	Issue 1	2015
Volume 27	Issue 2	2014
	Issue 3	2014

Special Issue: Forensic Accounting

Most read | **Most cited** | **Related**

The most popular articles from this title:

Last year | **Last 7 days**

Integrating the social *mas/aha* into Islamic finance

Corporate governance and the value-relevance of accounting information : Evidence from Australia

Class absenteeism: reasons for non-attendance and the effect on academic performance

The effect of Enron, Andersen, and Sarbanes-Oxley on the US market for

Results from Browsing Journals



- By clicking an issue number, all articles for that issue will then be displayed

The screenshot displays the journal's website interface. At the top left, the journal title "Accounting Research Journal" is shown with its ISSN (1030-9616) and online start date (2005). A navigation bar includes links for "Current Issue", "Available Issues", "Most Cited", "Most Read", "ToC Alert", "RSS", and "Add to favorites". The main content area is titled "Table Of Contents: Volume 29 Issue 1" and lists two articles. The first article, "Editorial" by Ellie (Larelle) Chapple, is highlighted with a red box. The second article is "A case study on fraudulent financial reporting: evidence from Malaysia" by Chee Kwong Lau and Ki Wei Ooi. On the right side, there is a "KUDOS" logo and a section for "The most popular articles from this title" with filters for "Last year" and "Last 7 days".

Accounting Research Journal
ISSN: 1030-9616
Online from: 2005
Subject Area: Accounting & Finance
Current Issue | Available Issues | Most Cited | Most Read | ToC Alert | RSS | Add to favorites

Previous Issue

Table Of Contents: Volume 29 Issue 1

Published: 2016, Start page:

Icon key: You have access to this item Backfile Earlycite Abstract only

Select all Add to Marked List Track Citations Email to a Friend Send to Citation Mgr

<input checked="" type="checkbox"/>	<input type="checkbox"/> Editorial Ellie (Larelle) Chapple Type: Research paper Abstract PDF (130 KB)
<input checked="" type="checkbox"/>	<input type="checkbox"/> A case study on fraudulent financial reporting: evidence from Malaysia Chee Kwong Lau , Ki Wei Ooi Type: Research paper Abstract PDF (454 KB)

Most read Most cited Related

The most popular articles from this title:

Last year Last 7 days

Integrating the social maslahah into Islamic finance

Corporate governance and the value-relevance of accounting information: Evidence from Australia

Class absenteeism: reasons for non-attendance and the effect on academic performance

The effect of Enron, Andersen, and Sarbanes-Oxley on the US market for

Accessing an article



 Accounting Research Journal

ISSN: 1030-9616
Online from: 2005
Subject Area: Accounting & Finance

[Current Issue](#) | [Available Issues](#) | [Most Cited](#) | [Most Read](#) | [ToC Alert](#) | [RSS](#) | [Add to favorites](#)

[◀ Previous Issue](#)

Table Of Contents: Volume 29 Issue 1

Published: 2016, Start page:

Icon key:  You have access to this item  Backfile  Earlycite  Abstract only

Select all

[Add to Marked List](#) | [Track Citations](#) | [Email to a Friend](#) | [Send to Citation Mgr](#)

 *Editorial*
Ellie (Larelle) Chapple
Type: Research paper
[Abstract](#) | [PDF \(130 KB\)](#)

 *A case study on fraudulent financial reporting: evidence from Malaysia*
Chee Kwong Lau , Ki Wei Ooi
Type: Research paper
[Abstract](#) | [PDF \(454 KB\)](#)

- Use the icon key for each article and chapter to determine what level of access you have and what content type it is.

Article options:

- [View the abstract](#)
- [Download PDF](#)

Downloaded Article



- A downloaded article gives a few vital information, like:

- Who and when a particular article was downloaded.

- Number of references to other documents & the number of times it has been downloaded since it has been published

- Other related articles also downloaded by other users.



Emerald Insight



European Journal of Marketing

SERVQUAL: review, critique, research agenda
Francis Buttle

Article information:

To cite this document:
Francis Buttle, (1996), "SERVQUAL: review, critique, research agenda", European Journal of Marketing, Vol. 30 Iss 1 pp. 8 - 32

Permanent link to this document:
<http://dx.doi.org/10.1108/03090569610105762>

Downloaded on: 26 April 2016, At: 02:18 (PT)

References: this document contains references to 81 other documents.

To copy this document: permissions@emeraldinsight.com

The fulltext of this document has been downloaded 23902 times since 2006*

Users who downloaded this article also downloaded:

(2001), "Using SERVQUAL to assess customer satisfaction with public sector services", *Managing Service Quality: An International Journal*, Vol. 11 Iss 6 pp. 380-388 <http://dx.doi.org/10.1108/EUM00000000006279>

(2002), "The relationship between service quality and customer satisfaction – a factor specific approach", *Journal of Services Marketing*, Vol. 16 Iss 4 pp. 363-379 <http://dx.doi.org/10.1108/08876040210433248>

(2004), "Service quality dimensions: an examination of Grönroos's service quality model", *Managing Service Quality: An International Journal*, Vol. 14 Iss 4 pp. 266-277 <http://dx.doi.org/10.1108/09604520410546806>

For Authors

If you would like to write for this, or any other Emerald publication, then please use our Emerald for Authors service information about how to choose which publication to write for and submission guidelines are available for all. Please visit www.emeraldinsight.com/authors for more information.

About Emerald www.emeraldinsight.com

Emerald is a global publisher linking research and practice to the benefit of society. The company manages a portfolio of more than 290 journals and over 2,350 books and book series volumes, as well as providing an extensive range of online products and additional customer resources and services.

Emerald is both COUNTER 4 and TRANSFER compliant. The organization is a partner of the Committee on Publication Ethics (COPE) and also works with Portico and the LOCKSS initiative for digital archive preservation.

Downloaded by Emerald Staff, Mrs Disha Sharda At 02:18 26 April 2016 (PT)

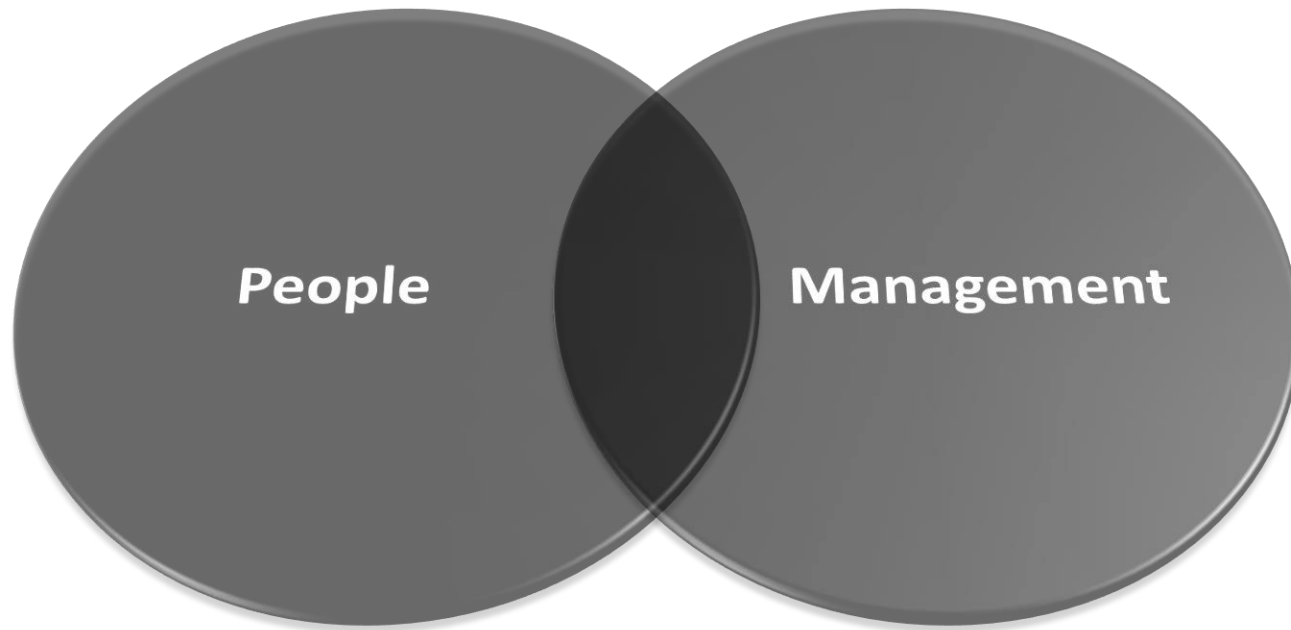


Boolean Operators

- AND Logic – both terms
- OR Logic – Either term
- Not Logic – Just one term



AND Logic



Both Terms



AND Logic



Advanced Search

Search for Clear search

people Content Item title ▼

AND ▼

management Content Item title ▼

+

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters
 Case studies

Publication date:

All dates
 Last month
 Last 6 months
 Last year
 Specific date range

From: ▼ ▼

To: ▼ ▼

Search

AND Logic



Search Results

Articles/Chapters (241) Case Studies (2)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 241 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select

- Managing people to manage care: from patient to people-centredness at OBHC 2012**
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract | HTML |
- People-managed places**
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
▼ Preview | Abstract | HTML | PDF (99 KB) | References | Reprints and Permissions
- Can people really be managed?**
Type: Conceptual Paper
Charles Ehin

Search History Saved Searches

Recently Searched

- [Content Item title: people] AND [Content Item title: managem... (Articles/Chapters - 241)
- Anywhere: people management leadership (Articles/Chapters - 56889)

Refine Search

FILTERS APPLIED:

None

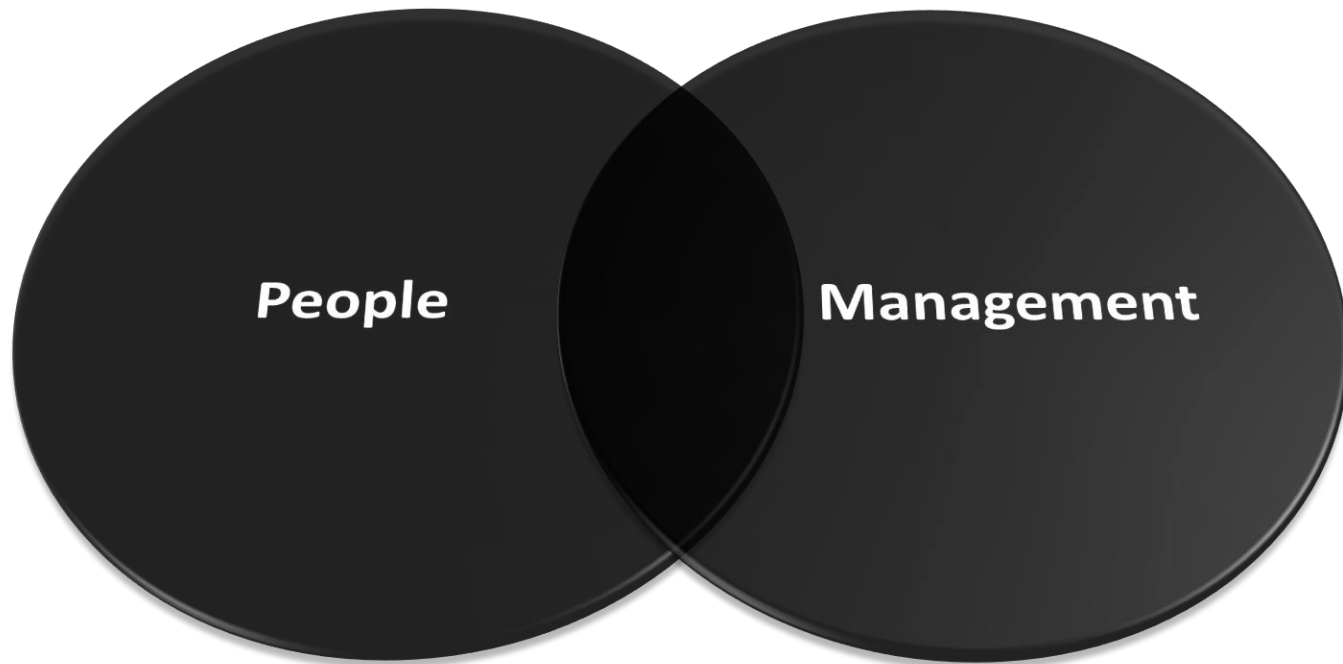
Keyword

Human Resource Management (53)
Leadership (13)
Management (13)
Organizational Change (13)
+More

Publication Date

Last Year (9)
Last 6 Months (7)
Last 3 Months (4)
Last Month (2)

OR Logic



Either Term



OR Logic



Advanced Search

Search for Clear search

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters
 Case studies

Publication date:

All dates
 Last month
 Last 6 months
 Last year
 Specific date range

From:
To:





OR Logic

Search Results

Articles/Chapters (26642) Case Studies (39)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 26642 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▾

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select ▾

- 1 **Managing people to manage** care: from patient to **people-centredness** at OBHC 2012
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract | HTML |

- 2 **People-managed** places
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
▼ Preview | Abstract | HTML | PDF (99 KB) | References | Reprints and Permissions

- 3 **Total management**: integrating manager, **managing and managed**
Type: Case study
Harald S. Harung
Journal of Managerial Psychology, Volume: 11 Issue: 2, 1996
▼ Preview | Abstract | HTML | PDF (115 KB) | References | Reprints and Permissions

Search History Saved Searches

Recently Searched

- [Content Item title: people] OR [Content Item title: manage... (Articles/Chapters - 26642)
- [Content Item title: people] AND [Content Item title: managem... (Articles/Chapters - 241)
- Anywhere: people management leadership (Articles/Chapters - 56889)

Refine Search

FILTERS APPLIED:

None

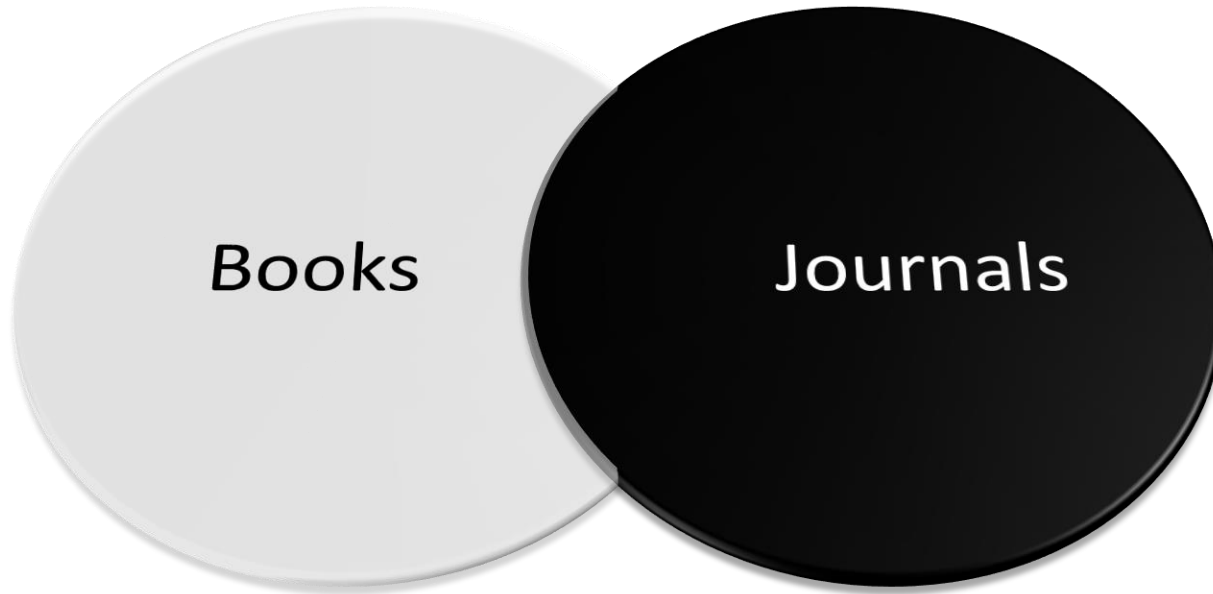
Keyword

- Knowledge Management (1199)
- Management (997)
- Human Resource Management (807)
- Management Development (801)
- +More

Publication Date

- Last Year (1189)
- Last 6 Months (554)
- Last 3 Months (337)
- Last Month (80)

NOT Logic



Just One Term



NOT Logic



Advanced Search

Search for Clear search

INCLUDE:

All content Only content I have access to

Accepted Articles Backfiles

NARROW BY:

Content type:

Articles and Chapters
 Case studies

Publication date:

All dates
 Last month
 Last 6 months
 Last year
 Specific date range

From:
To:



NOT Logic



Search Results

Articles/Chapters (2926) Case Studies (2)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 2926 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▾

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select ▾

- Poor Peoples' Knowledge: Helping Poor People to Earn from Their Own Intellectual Property
Type: Chapter Item
J. Michael Finger
Series: International Research in the Business Disciplines, v. 5, 2006
[▾ Preview](#) | [Abstract](#) | [HTML](#) | [PDF \(117 KB\)](#) | [References](#) | [Reprints and Permissions](#)
- Encyclopedia of African Peoples
Type: Review
K.C. Harrison
Reference Reviews, Volume: 15 Issue: 1, 2001
[Abstract](#) | [HTML](#) | [Reprints and Permissions](#)
- Ancient Peoples of the American Southwest
Type: Review
Iain Watson
Reference Reviews, Volume: 11 Issue: 6, 1997
[Abstract](#) | [HTML](#) | [Reprints and Permissions](#)

Search History Saved Searches

Recently Searched

- [Content Item title: people] AND NOT [Content Item title: ma... (Articles/Chapters - 2926)
- [Content Item title: people] OR [Content Item title: manage... (Articles/Chapters - 26642)
- [Content Item title: people] AND [Content Item title: managem... (Articles/Chapters - 241)
- Anywhere: people management leadership (Articles/Chapters - 56889)

Refine Search

FILTERS APPLIED:

None

Keyword

Older People (150)
Learning Disabilities (127)
Young People (87)
Training (82)
[+More](#)

Publication Date

Last Year (118)

Sharing Search Results



Perform your 'Search'

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



Important platform maintenance: Emerald Insight will be undergoing essential maintenance on Tuesday 7th June from 08:00 GMT for up to 12 hrs.

[Home](#) | [Journals & Books](#) | [Case Studies](#) | [Author Services](#)

Resource areas: [Emerald Resources](#) ▼

[Articles and Chapters](#)

[Search](#)

[Advanced Search](#)

Browse Journals & Books

> [Accounting & Finance](#)

> [Economics](#)

> [Education](#)

> [Engineering](#)

> [Health & Social Care](#)

> [HR & Organizational Behaviour](#)

> [Information & Knowledge Management](#)

> [Library & Information Science](#)

> [Management Science & Operations](#)

> [Marketing](#)

> [Property Management & Built Environment](#)

> [Public Policy & Environmental Management](#)

> [Sociology](#)

> [Strategy](#)

> [Tourism & Hospitality](#)

> [Transport](#)

Sharing Search Results



Check the box of the article you wish to email/share with friends

Search Results

Articles/Chapters (135285) Case Studies (538)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 135285 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▾

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select ▾

- | | | | |
|---|-------------------------------------|-------------------------------------|---|
| 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | People-managed places
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
▼ Preview Abstract HTML PDF (99 KB) References Reprints and Permissions |
| 2 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Managing people to manage care: from patient to people-centredness at OBHC 2012
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract HTML |
| 3 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Total management: integrating manager, managing and managed
Type: Case study
Harald S. Harung
Journal of Managerial Psychology, Volume: 11 Issue: 2, 1996
▼ Preview Abstract HTML PDF (115 KB) References Reprints and Permissions |

Search History Saved Searches

Recently Searched

- Anywhere: people management (Articles/Chapters - 135285)

Refine Search

FILTERS APPLIED:

None

Keyword

United Kingdom (3590)
Leadership (3394)
Internet (2488)
Training (2443)
[+More](#)

Publication Date

Last Year (7034)
Last 6 Months (3074)
Last 3 Months (1969)
Last Month (614)

Publication

Reference Reviews (2653)
New Library World (2531)
Education + Training (2356)

Sharing Search Results



Use the drop down box at the top of the results and select email.

Search Results

Articles/Chapters (135285) Case Studies (538)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 135285 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items:

- Please select
- Please select
- Add to marked list
- Email
- Download citation
- Track citation

- People-managed places**
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
Preview | Abstract | HTML | PDF (99 KB) | References | Reprints and Permissions
- Managing people to manage care: from patient to people-centredness at DBHC 2012**
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract | HTML |
- Total management: integrating manager, managing and managed**
Type: Case study
Harald S. Harung
Journal of Managerial Psychology, Volume: 11 Issue: 2, 1996
Preview | Abstract | HTML | PDF (115 KB) | References | Reprints and Permissions

Search History Saved Searches

Recently Searched

- Anywhere: people management (Articles/Chapters - 135285)

Refine Search

FILTERS APPLIED:

None

Keyword

United Kingdom (3590)
Leadership (3394)
Internet (2488)
Training (2443)
+More

Publication Date

Last Year (7034)
Last 6 Months (3074)
Last 3 Months (1969)
Last Month (614)

Publication

Reference Reviews (2653)
New Library World (2531)
Education + Training (2356)
Management Decision (2342)

Sharing Search Results



Recommend to a friend

* fields are compulsory

E-mail a link to the following content: [People-managed places](#), [Managing people to manage care: from patient to people-centredness at OBHC 2012](#), [Total management: integrating manager, managing and managed](#)

Your name*

Your email address*

Friend's email address*

Subject

Send me a copy of this email

Retype the code from the picture:

A large, bold, black, stylized text 'CMSHT' is displayed. The letters are slightly distorted and overlapping, making it difficult to read. It is used as a security measure to prevent automated bots from submitting the form.



Send

Enter your friends e-mail id, retype the code and select send.

The e-mail addresses that you supply to use this service will not be used for any other purpose without your consent.

Download Citations



Perform your 'Search'

[Log in](#) | [Register](#) | [Help](#) | [Cart](#) | [Mobile Pairing](#) | [Admin](#)



Important platform maintenance: Emerald Insight will be undergoing essential maintenance on Tuesday 7th June from 08:00 GMT for up to 12 hrs.

[Home](#) | [Journals & Books](#) | [Case Studies](#) | [Author Services](#)

Resource areas: [Emerald Resources](#) ▼

[Articles and Chapters](#)

[Search](#)

[Advanced Search](#)

Browse Journals & Books

> [Accounting & Finance](#)

> [Economics](#)

> [Education](#)

> [Engineering](#)

> [Health & Social Care](#)

> [HR & Organizational Behaviour](#)

> [Information & Knowledge Management](#)

> [Library & Information Science](#)

> [Management Science & Operations](#)

> [Marketing](#)

> [Property Management & Built Environment](#)

> [Public Policy & Environmental Management](#)

> [Sociology](#)

> [Strategy](#)

> [Tourism & Hospitality](#)

> [Transport](#)

Download Citations



Check the box of the article you wish to download to citation readers direct from the results page

Search Results

Articles/Chapters (135285) Case Studies (538)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 135285 1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20 ▾

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all For selected items: Please select ▾

- | | | | |
|---|-------------------------------------|-------------------------------------|---|
| 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | People-managed places
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
▼ Preview Abstract HTML PDF (99 KB) References Reprints and Permissions |
| 2 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Managing people to manage care: from patient to people-centredness at OBHC 2012
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract HTML |
| 3 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Total management: integrating manager, managing and managed
Type: Case study
Harald S. Harung
Journal of Managerial Psychology, Volume: 11 Issue: 2, 1996
▼ Preview Abstract HTML PDF (115 KB) References Reprints and Permissions |

Search History Saved Searches

Recently Searched

- Anywhere: people management (Articles/Chapters - 135285)

Refine Search

FILTERS APPLIED:

None

Keyword

United Kingdom (3590)
Leadership (3394)
Internet (2488)
Training (2443)
+More

Publication Date

Last Year (7034)
Last 6 Months (3074)
Last 3 Months (1969)
Last Month (614)

Publication

Reference Reviews (2653)
New Library World (2531)
Education + Training (2356)

Download Citations



Search Results

Articles/Chapters (135285)

Case Studies (538)

Order results by: Relevance Newest First Oldest First

Results: 1-20 of 135285

1 2 3 4 5 6 7 8 9 10 Next >

Items per page 20

Icon key: You have access Partial access Backfile Earlycite Abstract only

Select all

For selected items:

- Please select
- Please select
- Add to marked list
- Email
- Download citation
- Track citation

- People-managed places**
Type: Viewpoint
Robin Gower
Journal of Place Management and Development, Volume: 1 Issue: 3, 2008
▼ Preview | Abstract | HTML | PDF (99 KB) | References | Reprints and Permissions
- Managing people to manage care: from patient to people-centredness at OBHC 2012**
Type: Secondary article
Aoife M. McDermott, Mary A. Keating
Journal of Health Organization and Management, Volume: 27 Issue: 3, 2013
Abstract | HTML |
- Total management: integrating manager, managing and managed**
Type: Case study
Harald S. Harung
Journal of Managerial Psychology, Volume: 11 Issue: 2, 1996
▼ Preview | Abstract | HTML | PDF (115 KB) | References | Reprints and Permissions
- Quentin Colborn, QC People Management**
Type: General review
Strategic HR Review, Volume: 6 Issue: 2, 2007
▼ Preview | Abstract | PDF (123 KB) | References | Reprints and Permissions

Search History

Saved Searches

Recently Searched

- Anywhere: people management (Articles/Chapters - 135285)

Refine Search

FILTERS APPLIED:

None

Keyword

United Kingdom (3590)
Leadership (3394)
Internet (2488)
Training (2443)
+More

Publication Date

Last Year (7034)
Last 6 Months (3074)
Last 3 Months (1969)
Last Month (614)

Publication

Reference Reviews (2653)
New Library World (2531)
Education + Training (2356)
Management Decision (2342)
+More

Subject

To directly download select 'Download Citation'



Download Citations



Select the relevant format from the list and then select 'download article citation data'.

Download citation(s)

If you have the appropriate software installed, you can download article citation data to the citation manager of your choice. Simply select your manager software from the list below and click on download.

Format

- RIS (ProCite, Reference Manager)
- EndNote
- BibTex
- Medlars
- RefWorks

Direct import

[Tips on citation download](#)

People-managed places

Robin Gower

Journal of Place Management and Development 2008 1:3 , 315-321

Managing people to manage care: from patient to people-centredness at OBHC 2012

Aoife M. McDermott, Mary A. Keating

Journal of Health Organization and Management 2013 27:3


Total management: integrating manager, managing and managed

Harald S. Harung


Journal of Managerial Psychology 1996 11:2 , 4-21

Download Citations



 **Journal of Place Management and Development**
ISSN: 1753-8335
Online from: 2008

[Current Issue](#) | [Available Issues](#) | [Most Cited](#) | [Most Read](#) | [RSS](#) | [Add to favorites](#)



 *content alert*

[◀ Previous Article](#)

[Next Article ▶](#)

People-managed places

Article Options and Tools

View:  [Abstract](#) |  [PDF](#)

[References \(16\)](#) | [Cited by \(Crossref, 3\)](#)

[Add to Marked List](#) | [Download Citation](#) | [Track Citations](#) | [Reprints & Permissions](#)

Author(s): Robin Gower (Infonomics Limited, Burnage, Manchester, UK)

Citation: Robin Gower, (2008) "People-managed places", Journal of Place Management and Development, Vol. 1 Iss: 3, pp.315 - 321

DOI: <http://dx.doi.org/10.1108/17538330810911299>

Downloads: The fulltext of this document has been downloaded 458 times since 2008

Abstract: **Purpose**
– This paper seeks to promote a **people-oriented approach to place management**. The author asks: Why do

You can also download citation directly to a citation reader from the article abstract page.



Most Cited/Most Read



 **Journal of Place Management and Development**
ISSN: 1753-8335
Online from: 2008

[Current Issue](#) | [Available Issues](#) | [Most Cited](#) | [Most Read](#) | [RSS](#) | [Add to favorites](#)



 content alert

[◀ Previous Article](#)

[Next Article ▶](#)

People-managed places

Article Options and Tools

View:  [Abstract](#) |  [PDF](#)

[References \(16\)](#) | [Cited by \(Crossref, 3\)](#)

[Add to Marked List](#) | [Download Citation](#) | [Track Citations](#) |  [Reprints & Permissions](#)

Author(s): Robin Gower (Infonomics Limited, Burnage, Manchester, UK)

Citation: Robin Gower, (2008) "People-managed places", Journal of Place Management and Development, Vol. 1 Iss: 3, pp.315 - 321

DOI: <http://dx.doi.org/10.1108/17538330810911299>

Downloads: The fulltext of this document has been downloaded 458 times since 2008

Abstract: **Purpose**
– This paper seeks to promote a **people-oriented approach to place management**. The author asks: Why do

You can find out the most cited/most read articles for any particular journal from either by visiting their title page or article abstract page.



Resources for Various Stakeholders



For Authors

<http://www.emeraldgroupublishing.com/authors/index.htm>



For Librarians

<http://www.emeraldgroupublishing.com/librarians/index.htm>



For Reviewers

<http://www.emeraldgroupublishing.com/reviewers/index.htm>



Other Zones



Research Zone

<http://www.emeraldgroupublishing.com/research/index.htm>



Multimedia Zone

<http://www.emeraldgroupublishing.com/multimedia/index.htm>



Learning Zone

<http://www.emeraldgroupublishing.com/learning/index.htm>



Teaching Zone

<http://www.emeraldgroupublishing.com/teaching/index.htm>



Online Tutorials



<http://www.emeraldgroupublishing.com/support/training/tutorials.htm>

