

Communities ID Cards

This document gather the “ID Cards” of the CC communities found within your database.

The CC network was built by keeping a link between articles sharing at least 5 references. The communities characterized here correspond to the ones found in the level 1 (in the sense of the Louvain algo) which gathers more than 0 articles.

These ID cards displays the most frequent keywords, subject categories, journals of publication, institution, countries, authors, references and reference journals of the articles of each community. The significance of an item $\sigma = \sqrt{N}(f - p) / \sqrt{p(1 - p)}$ [where N is the number of articles within the community and f and p are the proportion of articles respectively within the community and within the database displaying that item] is also given (for example $\sigma > 5$ is really highly significant). The tf-idf value which can be calculated by $tf - idf = f * \log(\frac{1}{p})$ is also given.

Table 1: The community 0 - “E-COMMERCE” contains $N = 6$ articles. Its average internal link weight is $< \omega_{in} > \simeq 1/2$

Keyword	f(%)	tf-idf	Institution	f(%)	σ
E-COMMERCE	25.00	1.17	ARIZONA STATE UNIV	7.14	25.29
SERVICE OPERATIONS	34.52	1.02	MICHIGAN STATE UNIV	7.14	19.88
E-SERVICES	17.86	0.87	WP CAREY SCH BUSINESS	7.14	30.50
ARCHIVAL DATA	11.90	0.70	UNIV MINNESOTA	4.76	13.92
CUSTOMER SATISFACTION	15.48	0.67	CLEMSON UNIV	4.76	22.86
MIS/OPERATIONS INTERFACE	10.71	0.62	COLL BUSINESS	4.76	12.18
EMPIRICAL STUDY	10.71	0.59	COLL BUSINESS & BEHAV SCI	4.76	32.45
ORDER FULFILLMENT	9.52	0.56	BOSTON COLL	3.57	25.17
LOGISTICS	10.71	0.55	FISHER COLL BUSINESS	3.57	14.22
LOGISTICS/DISTRIBUTION	10.71	0.54	OHIO STATE UNIV	3.57	13.44
DROP-SHIPPING	7.14	0.52	WALLACE E CARROLL SCH		
INTERNET RETAILING	7.14	0.52	MANAGEMENT	3.57	29.82
MARGINS	7.14	0.52	ELI BROAD COLL BUSINESS	3.57	23.53
PHYSICAL SERVICE DISTRIBUTION	7.14	0.52	SCH MANAGEMENT	3.57	8.37
SATISFACTION	8.33	0.46	ELI BROAD GRAD SCH MANAGEMENT	3.57	13.44
FILL RATE	7.14	0.42	CARLSON SCH MANAGEMENT	3.57	13.30
TRANSACTION COST	5.95	0.39	LONDON BUSINESS SCH	2.38	13.62
SEEMINGLY UNRELATED REGRESSION			UNIV N CAROLINA	2.38	7.57
(SUR)	5.95	0.39	GOIZUETA BUSINESS SCH	2.38	11.54
REPURCHASE BEHAVIOR	5.95	0.39	ROBERT H SMITH SCH BUSINESS	2.38	11.97
PROCEDURAL JUSTICE	5.95	0.39	UNIV WESTERN ONTARIO	2.38	11.97
Subject	f(%)	σ	Country	f(%)	σ
Operations Research & Management Science	100.00	0.00	Usa	42.86	29.92
Management	82.14	3.18	Canada	3.57	7.78
Engineering, Manufacturing	17.86	-3.19	England	3.57	10.96
			Peoples r china	3.57	8.49
			Netherlands	1.19	4.10
			Portugal	1.19	9.40
			Singapore	1.19	4.79
			Cyprus	1.19	18.15
			India	1.19	7.10
			Australia	1.19	7.10
Journal	f(%)	σ	Author	f(%)	σ
J OPER MANAG	77.38	4.54	Rabinovich E	32.14	28.63
PROD OPER MANAG	17.86	-3.19	Rao S	11.90	20.30
M&SOM-MANUF SERV OP	4.76	-2.24	Goldsby TJ	11.90	20.30
			Griffis SE	11.90	20.30
			Roth AV	9.52	4.08
			Laseter TM	8.33	18.04
			Rungtusanatham M	7.14	9.51
			Field JM	7.14	12.28
			Sinha KK	7.14	10.32
			Heim GR	7.14	10.63

Reference	f(%)	σ
Boyer KK, 2002, J OPER MANAG (20), 175	67.86	363.47
Thirumalai S, 2005, J OPER MANAG (23), 291	54.76	425.74
Rabinovich E, 2004, J OPER MANAG (21), 651	54.76	449.24
Heim g R, 2001, Manufacturing & Service Operations Management (3), 0	46.43	388.68
Boyer KK, 2006, J OPER MANAG (24), 124	42.86	349.04
Boyer KK, 2005, J OPER MANAG (23), 642	41.67	301.95
Zeithaml VA, 2002, J ACAD MARKET SCI (30), 362	34.52	258.59
Brynjolfsson E, 2000, MANAGE SCI (46), 563	34.52	245.58
Roth AV, 2003, PROD OPER MANAG (12), 145	33.33	136.08
Fornell C, 1981, J MARKETING RES (18), 39	30.95	67.98
Wolfenbarger M, 2003, J RETAILING (79), 183	28.57	266.72
Bakos JY, 1997, MANAGE SCI (43), 1676	28.57	248.20
Kellogg DL, 1995, MANAGE SCI (41), 1734	27.38	144.64
Soteriou AC, 1998, J OPER MANAG (16), 495	27.38	213.74
Esper T, 2003, J BUSINESS LOGISTICS (24), 177	27.38	290.66
Reichheld FF, 2000, HARVARD BUS REV (78), 105	26.19	214.28
Bienstock CC, 1997, J ACAD MARKET SCI (25), 31	26.19	262.79
Frohlich MT, 2002, J OPER MANAG (20), 729	25.00	125.20
Chen PY, 2002, INFORM SYST RES (13), 255	22.62	196.61
Olson JR, 2003, J OPER MANAG (21), 225	22.62	195.55
Hallowell R, 2001, INT J SERV IND MANAG (12), 34	21.43	341.25
Hart CWL, 1988, HARVARD BUS REV (66), 54	21.43	148.59
Hu LT, 1999, STRUCT EQU MODELING (6), 1	20.24	83.36
Anderson JC, 1988, PSYCHOL BULL (103), 411	20.24	52.74
Parasuraman A, 1988, J RETAILING (64), 12	20.24	101.41

RefJournal	f(%)	σ
J OPER MANAG	48.81	47.83
MANAGE SCI	45.24	32.02
J MARKETING	42.86	57.46
HARVARD BUS REV	40.48	41.03
J MARKETING RES	38.10	48.85
DECISION SCI	36.90	41.17
PROD OPER MANAG	35.71	32.44
J ACAD MARKET SCI	28.57	63.89
J RETAILING	27.38	61.66
ACAD MANAGE REV	27.38	31.90

Table 2: The community 2 - “SERVICE OPERATIONS” contains $N = 6$ articles. Its average internal link weight is $\langle \omega_{in} \rangle \simeq 1/17$

Keyword	f(%)	tf-idf
SERVICE OPERATIONS	27.43	0.81
CUSTOMER SATISFACTION	8.85	0.38
NEW SERVICE DEVELOPMENT	6.19	0.35
SERVICE OPERATIONS MANAGEMENT	7.08	0.33
SERVICE RECOVERY	6.19	0.33
E-SERVICES	6.19	0.30
SERVICE OPERATIONS STRATEGY	5.31	0.30
SERVICE DESIGN	5.31	0.29
FINANCIAL SERVICES	4.42	0.25
CASH RECIRCULATION	2.65	0.22
CASH INVENTORY	2.65	0.22
EMPIRICAL RESEARCH	8.85	0.22
SERVICE DELIVERY SYSTEM	3.54	0.21
INSURANCE CLAIMS HANDLING		
OPERATIONS	2.65	0.21
SERVICE CLASSIFICATION	2.65	0.21
INFORMATION-INTENSIVE		
SERVICES	2.65	0.21
COMPLAINT MANAGEMENT	3.54	0.21
SERVICE GUARANTEES	3.54	0.21
E-COMMERCE	4.42	0.21
SERVICE QUALITY	4.42	0.20
Subject	f(%)	σ
Operations Research & Management Science	100.00	0.00
Engineering, Manufacturing	61.06	5.97
Management	38.94	-5.98
Journal	f(%)	σ
PROD OPER MANAG	61.06	5.97
J OPER MANAG	30.09	-4.80
M&SOM-MANUF SERV OP	8.85	-1.31

Institution	f(%)	σ
DEPT MANAGEMENT	10.62	26.58
CLEMSON UNIV	9.73	54.41
UNIV MINNESOTA	7.96	27.22
COLL BUSINESS & BEHAV SCI	7.96	63.04
SCH MANAGEMENT	7.08	19.64
MICHIGAN STATE UNIV	6.19	19.95
CARLSON SCH MANAGEMENT	5.31	23.05
UNIV N CAROLINA	4.42	16.57
UNIV WESTERN ONTARIO	4.42	25.98
DEPT SUPPLY CHAIN MANAGEMENT	4.42	20.26
ARIZONA STATE UNIV	4.42	18.06
RICHARD IVEY SCH BUSINESS	4.42	27.01
LONDON	4.42	25.98
WP CAREY SCH BUSINESS	4.42	21.83
SCH BUSINESS	4.42	13.83
SCHULICH SCH BUSINESS	3.54	34.28
YORK UNIV	3.54	32.67
UNIV UTAH	3.54	24.16
POSTGRAD SCH	3.54	38.35
COLL BUSINESS	3.54	10.40
Country	f(%)	σ
Usa	59.29	48.53
Canada	7.96	20.65
England	4.42	15.83
Australia	2.65	18.55
Peoples r china	2.65	7.22
South korea	1.77	11.42
Portugal	0.88	8.08
Singapore	0.88	4.07
France	0.88	3.63
Switzerland	0.88	7.13
Author	f(%)	σ
Roth AV	15.93	9.06
Rabinovich E	7.96	7.42
Menor LJ	7.08	7.11
Apte UM	5.31	10.58
Sriskandarajah C	5.31	6.31
Dawande M	5.31	6.35
Froehle CM	5.31	8.19
Verma R	4.42	4.24
Chase RB	4.42	8.48
Karwan KR	4.42	10.94

Reference	f(%)	σ
Roth AV, 2003, PROD OPER MANAG (12), 145	69.03	327.10
Roth AV, 1995, MANAGE SCI (41), 1720	31.86	156.99
Froehle CA, 2004, J OPER MANAG (22), 1	27.43	185.69
Boyer KK, 2002, J OPER MANAG (20), 175	23.01	142.82
Menor LJ, 1998, MANUFACTURING SERVIC (3), 273	22.12	152.45
Kellogg DL, 1995, MANAGE SCI (41), 1734	21.24	130.09
Stewart DM, 1999, PROD OPER MANAG (8), 240	20.35	164.54
Spohrer J, 2008, PROD OPER MANAG (17), 238	19.47	196.00
Stewart DM, 2003, PROD OPER MANAG (12), 246	19.47	170.64
Apte U, 2008, PROD OPER MANAG (17), 235	17.70	218.55
Hart CWL, 1990, HARVARD BUS REV (68), 148	17.70	120.94
Heskett J, 1997, SERVICE PROFIT CHAIN (0), 0	17.70	104.98
Bollen kenneth A, 1989, STRUCTURAL EQUATIONS (0), 0	15.93	54.73
Fornell C, 1981, J MARKETING RES (18), 39	15.04	38.10
Barney J, 1991, J MANAGE (17), 99	14.16	42.72
Parasuraman A, 1988, J RETAILING (64), 12	14.16	82.23
Moore GC, 1991, INFORMATION SYSTEMS (2), 192	13.27	76.55
Goldstein SM, 2002, J OPER MANAG (20), 121	13.27	110.91
Shostack GL, 1984, HARVARD BUS REV (62), 133	13.27	111.80
Schmenner RW, 1986, SLOAN MANAGE REV (27), 21	13.27	87.28
Chase RB, 1983, MANAGE SCI (29), 1037	13.27	81.40
Hart CWL, 1988, HARVARD BUS REV (66), 54	12.39	99.58
Anderson JC, 1988, PSYCHOL BULL (103), 411	12.39	37.30
Chase RB, 1981, OPER RES (29), 698	12.39	72.73
Miller JG, 1994, MANAGE SCI (40), 285	12.39	40.64
RefJournal	f(%)	σ
PROD OPER MANAG	61.06	65.08
J OPER MANAG	54.87	62.48
MANAGE SCI	54.87	45.33
HARVARD BUS REV	46.02	54.24
J MARKETING	39.82	61.88
ACAD MANAGE REV	38.94	52.96
J MARKETING RES	35.40	52.59
DECISION SCI	32.74	42.26
STRATEGIC MANAGE J	32.74	45.16
SLOAN MANAGE REV	29.20	48.39

Table 3: The community 1 - “SERVICE OPERATIONS” contains $N = 3$ articles. Its average internal link weight is $\langle \omega_{in} \rangle \simeq 1/3$

Keyword	f(%)	tf-idf
SERVICE OPERATIONS	48.78	1.44
SERVICE COPRODUCTION	12.20	0.82
OPERATIONS STRATEGY	26.83	0.75
INCOMPLETE CONTRACT THEORY	9.76	0.71
SERVICE PROCESS DESIGN	9.76	0.71
CONSULTING SERVICES	9.76	0.71
INFORMATION STICKINESS	9.76	0.71
SERVICES	9.76	0.53
E-COMMERCE	9.76	0.46
MIS/OPERATIONS INTERFACE	7.32	0.42
MARKETING	7.32	0.38
LOGISTICS/DISTRIBUTION	7.32	0.37
TECHNOLOGY	7.32	0.37
ORGANISATIONAL BEHAVIOR	4.88	0.36
COMPETITIVE ADVANTAGED	4.88	0.36
E-SERVICES	7.32	0.36
CLASSIFICATION SCHEME	4.88	0.36
INTANGIBLE RESOURCES	4.88	0.36
CLASSIFICATION	7.32	0.35
SERVICE OPERATIONS MANAGEMENT	7.32	0.34
Subject	f(%)	σ
Operations Research & Management Science	100.00	0.00
Management	68.29	0.36
Engineering, Manufacturing	31.71	-0.36
Journal	f(%)	σ
J OPER MANAG	63.41	1.38
PROD OPER MANAG	31.71	-0.36
M&SOM-MANUF SERV OP	4.88	-1.54

Institution	f(%)	σ
UNIV UTAH	12.20	50.37
DAVID ECCLES SCH BUSINESS	12.20	50.37
DEPT MANAGEMENT	9.76	14.69
BOSTON COLL	7.32	36.11
EMORY UNIV	7.32	23.10
SCH BUSINESS	7.32	13.91
CORNELL UNIV	4.88	16.36
GOIZUETA BUSINESS SCH	4.88	16.65
UNIV WESTERN ONTARIO	4.88	17.26
ARIZONA STATE UNIV	4.88	12.01
BRIGHAM YOUNG UNIV	4.88	36.80
WALLACE E CARROLL SCH		
MANAGEMENT	4.88	28.48
DEPAUL UNIV	4.88	23.22
RICHARD IVEY SCH BUSINESS	4.88	17.95
LONDON	4.88	17.26
WP CAREY SCH BUSINESS	4.88	14.51
SCH HOTEL ADM	4.88	30.03
UNIV CINCINNATI	4.88	22.48
UNIV WARWICK	2.44	20.14
UNIV PENN	2.44	7.39
Country	f(%)	σ
Usa	58.54	28.85
Canada	7.32	11.41
Switzerland	2.44	11.98
England	2.44	5.17
Author	f(%)	σ
Field JM	17.07	20.96
Verma R	17.07	11.53
Xue M	12.20	22.14
Sampson SE	9.76	9.45
Froehle CM	9.76	9.41
Menor LJ	7.32	4.45
Goodale JC	7.32	6.67
Rabinovich E	7.32	4.06
Ritzman LP	7.32	10.80
Cook DP	7.32	18.11

Reference	f(%)	σ
Kellogg d L, 1995, Journal of Operations Management (13), 0	75.61	377.92
Kellogg DL, 1995, MANAGE SCI (41), 1734	58.54	216.17
Schmenner RW, 1986, SLOAN MANAGE REV (27), 21	56.10	222.52
Karmarkar u S, 1995, Journal of Operations Management (12), 0	48.78	295.31
Silvestro R, 1992, INT J SERV IND MANAG (3), 62	48.78	301.25
Chase RB, 1978, HARVARD BUS REV (56), 137	48.78	197.70
Chase RB, 1983, MANAGE SCI (29), 1037	46.34	171.45
Chase RB, 1981, OPER RES (29), 698	43.90	155.53
Metters R, 2000, J OPER MANAG (18), 663	41.46	260.66
Lovelock CH, 1983, J MARKETING (47), 9	39.02	207.06
Mersha T, 1990, J OPERATIONS MANAGEM (9), 391	36.59	377.35
Roth AV, 1995, MANAGE SCI (41), 1720	31.71	94.12
Shostack GL, 1987, J MARKETING (51), 34	26.83	128.02
Wemmerlov U, 1990, INT J SERV IND MANAG (1), 20	26.83	171.78
Flynn B B, 1990, J OPERATIONS MANAGEM (9), 250	24.39	55.66
Huete LM, 1988, INT J OPER PROD MAN (8), 46	24.39	160.96
Wemmerlov U, 1990, INT J SERV IND MANAG (1), 13	21.95	167.78
Roth LM, 1991, MASS SPECTROM REV (10), 303	21.95	95.29
Menor LJ, 1998, MANUFACTURING SERVIC (3), 273	19.51	80.98
Lovelock CH, 1979, HARVARD BUS REV (57), 168	19.51	175.12
Shostack GL, 1984, HARVARD BUS REV (62), 133	19.51	99.03
Roth AV, 2003, PROD OPER MANAG (12), 145	19.51	55.59
Maister DH, 1982, SLOAN MANAGE REV (23), 19	19.51	228.25
Mills PK, 1986, J MANAGE (12), 91	19.51	244.10
Mills P, 1980, ACAD MANAGE REV (5), 255	17.07	212.98
RefJournal	f(%)	σ
MANAGE SCI	63.41	31.68
HARVARD BUS REV	58.54	41.71
Journal of Operations Management	53.66	55.33
J OPER MANAG	51.22	35.09
INT J SERV IND MANAG	46.34	93.45
ACAD MANAGE REV	46.34	38.06
SLOAN MANAGE REV	43.90	44.02
DECISION SCI	41.46	32.38
J MARKETING	41.46	38.83
J OPERATIONS MANAGEM	36.59	32.56

Table 4: The community 3 - “SERVICE OPERATIONS” contains $N = 3$ articles. Its average internal link weight is $\langle \omega_{in} \rangle \simeq 1/2$

Keyword	f(%)	tf-idf
SERVICE OPERATIONS	40.38	1.19
NEW SERVICE DEVELOPMENT	11.54	0.64
SERVICE OPERATIONS MANAGEMENT	13.46	0.63
SERVICE STRATEGY	9.62	0.56
MIS/OPERATIONS INTERFACE	9.62	0.56
QUALITATIVE CASE RESEARCH	7.69	0.54
DESIGNING SERVICE EXPERIENCES	7.69	0.54
CONSTRUCT DEVELOPMENT	7.69	0.52
THEORETICAL FRAMEWORK	7.69	0.52
SERVICE DESIGN	9.62	0.52
IT SERVICE MANAGEMENT AND DESIGN	7.69	0.51
CONJOINT EXPERIMENT	7.69	0.51
TECHNOLOGY-BASED SELF-SERVICES	7.69	0.51
WEB SURVEY	7.69	0.51
PUBLIC MANAGEMENT	7.69	0.51
SERVICE MANAGEMENT RESEARCH	7.69	0.50
LOGISTICS/DISTRIBUTION	9.62	0.49
SERVICE ATTRIBUTES	7.69	0.48
E-SERVICES	9.62	0.47
E-COMMERCE	9.62	0.45
Subject	f(%)	σ
Operations Research & Management Science	100.00	0.00
Management	69.23	0.54
Engineering, Manufacturing	30.77	-0.55
Journal	f(%)	σ
J OPER MANAG	65.38	1.84
PROD OPER MANAG	30.77	-0.55
M&SOM-MANUF SERV OP	3.85	-1.96

Institution	f(%)	σ
DEPT MANAGEMENT	7.69	12.98
CLEMSON UNIV	7.69	29.14
UNIV WESTERN ONTARIO	5.77	23.01
ARIZONA STATE UNIV	5.77	16.03
MOORE SCH BUSINESS	5.77	26.13
INDIANA UNIV	5.77	16.66
COLL BUSINESS & BEHAV SCI	5.77	30.95
RICHARD IVEY SCH BUSINESS	5.77	23.93
KELLEY SCH BUSINESS	5.77	17.76
LONDON	5.77	23.01
WP CAREY SCH BUSINESS	5.77	19.36
UNIV S CAROLINA	5.77	23.01
CORNELL UNIV	3.85	14.50
UNIV VICTORIA	3.85	32.66
UNIV N CAROLINA	3.85	9.75
VICTORIA	3.85	32.66
POSTGRAD SCH	3.85	28.27
UNIV CINCINNATI	3.85	19.94
MICHIGAN STATE UNIV	3.85	8.32
KENAN FLAGLER BUSINESS SCH	3.85	11.28
Country	f(%)	σ
Usa	51.92	28.71
Canada	9.62	16.97
Australia	7.69	36.67
Peoples r china	3.85	7.21
England	1.92	4.55
Singapore	1.92	6.18
Sweden	1.92	16.30
Switzerland	1.92	10.62
South korea	1.92	8.43
Author	f(%)	σ
Roth AV	21.15	8.54
Menor LJ	11.54	8.29
Rabinovich E	11.54	7.62
Tax S	7.69	18.07
Karwan KR	7.69	13.12
Verma R	7.69	5.49
Venkatesh V	7.69	10.56
Chan FKY	7.69	15.40
Thong JYL	7.69	15.40
Stuart FI	7.69	11.15

Reference	f(%)	σ
Cook LS, 2002, J OPER MANAG (20), 159	65.38	361.95
Goldstein SM, 2002, J OPER MANAG (20), 121	65.38	370.95
Hill AV, 2002, J OPER MANAG (20), 189	61.54	332.77
Menor LJ, 2002, J OPER MANAG (20), 135	53.85	301.42
Roth AV, 2003, PROD OPER MANAG (12), 145	50.00	160.69
Kellogg DL, 1995, MANAGE SCI (41), 1734	36.54	151.91
Sasser W, 1978, MANAGEMENT SERVICE O (0), 0	28.85	145.30
Boyer KK, 2002, J OPER MANAG (20), 175	26.92	113.39
Froehle c M, 2000, J SERV RES-US (3), 3	23.08	135.09
Barney J, 1991, J MANAGE (17), 99	23.08	47.39
Shostack GL, 1987, J MARKETING (51), 34	23.08	123.99
Soteriou AC, 1998, J OPER MANAG (16), 495	23.08	141.72
Verma R, 2001, DECISION SCI (32), 165	21.15	146.67
Heskett JL, 1994, HARVARD BUS REV (72), 164	21.15	77.39
Chase RB, 1983, MANAGE SCI (29), 1037	21.15	88.07
Roth LM, 1991, MASS SPECTROM REV (10), 303	21.15	103.41
Roth AV, 1995, MANAGE SCI (41), 1720	21.15	70.66
Heskett j L, 1990, SERVICE BREAKTHROUGH (0), 0	19.23	132.14
Prahalad CK, 1990, HARVARD BUS REV (68), 79	19.23	62.69
Cooper RG, 1994, J PROD INNOVAT MANAG (11), 281	19.23	145.74
Schmenner RW, 1986, SLOAN MANAGE REV (27), 21	19.23	85.83
Meuter ML, 2000, J MARKETING (64), 50	17.31	103.53
Stewart DM, 1999, PROD OPER MANAG (8), 240	17.31	94.90
Powell TC, 1997, STRATEGIC MANAGE J (18), 375	17.31	76.57
Bitner MJ, 1992, J MARKETING (56), 57	17.31	99.91
RefJournal	f(%)	σ
J OPER MANAG	57.69	44.60
MANAGE SCI	53.85	30.16
HARVARD BUS REV	44.23	35.34
J MARKETING	40.38	42.57
J MARKETING RES	40.38	40.77
DECISION SCI	38.46	33.78
PROD OPER MANAG	36.54	26.13
J SERV RES-US	32.69	70.86
J BUS RES	30.77	53.20
ACAD MANAGE REV	30.77	28.27

Table 5: The community 4 - “CASE RESEARCH” contains $N = 1$ articles. Its average internal link weight is $\langle \omega_{in} \rangle \simeq 1/ - 9999$

Keyword	f(%)	tf-idf	Institution	f(%)	σ
CASE RESEARCH	18.18	1.10	CLEMSON UNIV	13.64	33.67
SERVICE INDUSTRIES	9.09	0.80	UNIV MINNESOTA	9.09	13.73
FINANCIAL SERVICES	13.64	0.76	NYU	9.09	24.57
ENABLERS AND BARRIERS	9.09	0.65	CARLSON SCH MANAGEMENT	9.09	17.50
COLLABORATION AND COORDINATION	9.09	0.65	DEPT MANAGEMENT	9.09	10.01
COMPETITION AND CONFLICT	9.09	0.65	COLL BUSINESS & BEHAV SCI	9.09	31.76
E-AUCTION	9.09	0.65	UNIV CONNECTICUT	4.55	20.49
DESTINATIONS	9.09	0.65	GEORGIA INST TECHNOL	4.55	7.77
EMOTIONAL RESPONSE	9.09	0.65	FLORIDA STATE UNIV	4.55	25.12
VALUE CO-CREATION	9.09	0.63	POSTGRAD SCH	4.55	21.74
COPRODUCTION	9.09	0.63	USN	4.55	21.74
SERVICE INNOVATION	9.09	0.63	GRAD SCH BUSINESS & PUBL POLICY	4.55	23.25
COMPETENCIES	9.09	0.60	UNIV MINNESOTA TWIN CITIES	4.55	35.55
CUSTOMER SATISFACTION	13.64	0.59	DEPT MANAGEMENT SCI	4.55	8.98
SERVICE SCIENCE	9.09	0.53	COLL MANAGEMENT	4.55	8.04
EXPERIENCE	9.09	0.53	SACHS & CO	4.55	61.60
SERVICE OPERATIONS STRATEGY	9.09	0.52	LONDON	4.55	11.78
E-BUSINESS	9.09	0.51	INST EMPRESA BUSINESS SCH	4.55	61.60
NEW SERVICE DEVELOPMENT	9.09	0.51	CAPITAL ONE	4.55	61.60
HEALTH CARE	9.09	0.49	GOLDMAN	4.55	61.60
Subject	f(%)	σ	Country	f(%)	σ
Operations Research & Management Science	100.00	0.00	Usa	68.18	24.71
Engineering, Manufacturing	72.73	3.79	England	9.09	14.49
Management	27.27	-3.79	Spain	9.09	21.04
			Canada	4.55	5.12
			Netherlands	4.55	8.35
			Germany	4.55	12.77
Journal	f(%)	σ	Author	f(%)	σ
PROD OPER MANAG	72.73	3.79	Roth AV	22.73	6.03
J OPER MANAG	18.18	-3.24	Pinedo M	13.64	8.67
M&SOM-MANUF SERV OP	9.09	-0.54	Menor LJ	9.09	4.15
			Spohrer J	9.09	13.23
			Apte U	9.09	35.53
			Voss C	9.09	7.50
			Maglaras C	9.09	20.75
			Kyparisis GJ	9.09	15.53
			Maglio PP	9.09	13.23
			Gupta S	9.09	4.87

Reference	f(%)	σ
Gupta S, 2006, PROD OPER MANAG (15), 432	90.91	330.30
Smith JS, 2007, PROD OPER MANAG (16), 780	54.55	254.16
Roth AV, 2003, PROD OPER MANAG (12), 145	40.91	85.49
Eisenhardt KM, 1989, ACAD MANAGE REV (14), 532	36.36	58.24
Sampson SE, 2006, PROD OPER MANAG (15), 329	36.36	146.25
Roth AV, 1995, MANAGE SCI (41), 1720	27.27	59.29
Voss C, 2002, INT J OPER PROD MAN (22), 195	22.73	73.77
Roth AV, 1996, HDB TECHNOLOGY MANAG (0), 0	22.73	73.09
Meredith J, 1998, J OPER MANAG (16), 441	22.73	51.37
Roth AV, 2008, (0), 0	18.18	166.62
Miller JG, 1994, MANAGE SCI (40), 285	18.18	26.39
Skinner W, 1974, HARVARD BUS REV (52), 113	18.18	44.27
Froehle CA, 2004, J OPER MANAG (22), 1	18.18	54.28
Prahalad coimbatore KRISHNARAO, 2004, FUTURE COMPETITION C (0), 0	18.18	113.03
Roth AV, 1997, SERVICE US PROGR GLO (0), 0	18.18	81.93
Yin r K, 1994, CASE STUDY RES DESIG (0), 0	18.18	50.21
Ferdows K, 1990, J OPERATIONS MANAGEM (9), 168	18.18	31.16
Chase RB, 1983, MANAGE SCI (29), 1037	18.18	49.23
Rabinovich E, 2008, PROD OPER MANAG (17), 320	18.18	153.50
Doty DH, 1998, ORGAN RES METHODS (1), 374	13.64	43.72
Kouvelis P, 2006, PROD OPER MANAG (15), 449	13.64	39.97
Armstrong JS, 1977, J MARKETING RES (14), 396	13.64	17.96
Nair SK, 2008, PROD OPER MANAG (17), 285	13.64	95.15
Swamidass PM, 1991, ACAD MANAGE REV (16), 793	13.64	37.96
Boyer KK, 2005, PROD OPER MANAG (14), 442	13.64	34.45
RefJournal	f(%)	σ
PROD OPER MANAG	77.27	36.46
MANAGE SCI	68.18	25.00
J OPER MANAG	59.09	29.72
HARVARD BUS REV	54.55	28.44
ACAD MANAGE REV	50.00	30.11
INT J OPER PROD MAN	40.91	28.51
DECISION SCI	31.82	18.11
Manufacturing & Service Operations Management	31.82	21.61
J OPERATIONS MANAGEM	31.82	20.70
J MARKETING	31.82	21.75