Alexander, N. and A.M. Doherty (2002), *Relationship Development in International Retail Franchising: Case Study*, Coleraine: University of Ulster, Faculty of Business and Management.


Barcet, A. (1987), La Montée des services: vers une économie de la servuction, Lyon: Université Lumière.


Baumol, W.J. (2002), ‘Service as leaders and the leader of the services’, in Gadrey and Gallouj (eds), pp. 147–63.


References


Beyers, W.B. (2002a), ‘Service industries and development trajectories in the Seattle Metropolitan Region’, paper presented to an Exploratory Workshop on Service Industries and New Models of Urban Change within the Asia-Pacific, Peter Wall Institute for Advanced Studies, University of British Columbia, Vancouver: 26 March.


References


Capling, A. and K.R. Nossal (2000), Death of Distance or Tyranny of Distance? The Internet, Deterritorialisation, and the Anti-globalisation Movement in Australia, Canberra: Research School of Pacific and Asian Studies, Australian National University.


References 447


Francois, Joseph (1999), ‘Estimates of barriers to trade in services’, Erasmus University, Rotterdam, unpublished manuscript.

Fraunhofer Institute of Systems and Innovation Research (ISI) (2000), Surveying Organisational Innovation on a European Level: Challenges and Options, Karlsruhe: Fraunhofer ISI.


Ghibutiu, Agnes (2000), *Serviciile si dezvoltarea. De la prejudecati la noi orizonturi* (Services and development. From prejudices towards new insights), Bucharest: Editura Expert.


Goodwin, J.S. and J.L. Neal (1990), ‘Global trade in business services: exploiting competitive opportunity and advantages’, Graduate School of Business Administration, University of Virginia.


References

Halford, S.M., A. Savage and A. Witz (1996), Gender, Careers and Organisations, Basingstoke: Macmillan.
References


Institute for Management Development (IMD) (2002), *IMD Competitiveness Yearbook*, Lausanne: IMD.


References


McLaughan, G. and J. Salt (2002), ‘Migration policies towards highly skilled foreign workers’, Migration Research Unit, University College London.


Miles, I. and K. Green (1996), ‘A clean break? From corporate R&D to sustainable tech-


Muller, E. (2001), Innovation Interactions between KIBS and SMEs, Heidelberg: Physica-Verlag.
Muller, L. (2002), ‘Advanced business services in Southeast Asia: an opportunity for localizing international investment’, School of Geography, Earth and Environmental Sciences working paper, WPSSS9, University of Birmingham.
Murakami, Y. (1992), Han-koten no seijikeizaigaku (The anti-classic political economy), Tokyo: Chuokoronsha.
Murphy, M. and G. Vickery (1999), Strategic Business Services, Paris: OECD.


NTIA (1995), ‘Falling through the net: a survey of the “have nots” in rural and urban America’, US Department of Commerce National Telecommunications and Information Administration, July.
NTIA (1999), ‘Falling through the net III: defining the digital divide’, US Department of Commerce National Telecommunications and Information Administration, July.


Richardson, R. (2002), Information and Communications Technologies and Rural Inclusion, Newcastle: Centre for Urban and Regional Development Studies, University of Newcastle.


Statistics in Focus (2004), ‘European employment increasing in services and especially in knowledge-intensive services, science and technology’, No. 10, Eurostat.


Thrift, N. (2001), ‘“It’s the romance, not the finance, that makes the business worth pursuing”: disclosing a new market culture’, *Economy and Society*, 30(4): 412–32.


References


References