References


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


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


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.


Cohen, S. (1973), Folk Devils and Moral Panics, St Albans: Paladin.


Francois, Joseph (1999), ‘Estimates of barriers to trade in services’, Erasmus University, Rotterdam, unpublished manuscript.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

Friedland, R. and D. Boden (1994), ‘NowHere: an introduction to space, time and mod-


Fujita, K. (1992), ‘A world city and flexible specialization: restructuring of the Tokyo


Gadrey, J. (1994), ‘Relations, contrats et conventions de service’, in J. de Bandt and


Gadrey, J. (2002), ‘The misuse of productivity concepts in services: lessons from a com-
parison between France and the United States’, in Gadrey and Gallouj (eds), pp. 26–53.

Gadrey, J. and F. Gallouj (1998), ‘The provider-customer interface in business and pro-


structures and the potential for Schumpeterian innovation’, *Strategic Management
Journal*, **19**: 1193–201.


References 451


Ghibutiu, Agnes (2000), *Serviciile si dezvoltarea. De la prejudice cat 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


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


International Telecommunication Union (ITU) (2004), World Telecommunication Indicators, Geneva: ITU.


James, J. (2003), Bridging the Global Digital Divide, Cheltenham, UK and Northampton, MA, USA: Edward Elgar.


in B. Koppel and T.G. McGee (eds), The Extended Metropolis: Settlement Transition in Asia, Honolulu, HI: University of Hawaii Press, pp. 3–25.


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, 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.


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.


References 471


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


