



Faculty Publications

2016

The SAGE encyclopedia of quality and the service economy

Leticia Camacho

Brigham Young University - Provo, leticia_camacho@byu.edu

Follow this and additional works at: <https://scholarsarchive.byu.edu/facpub>



Part of the [Library and Information Science Commons](#)

Original Publication Citation

Camacho, L. (2016). The SAGE encyclopedia of quality and the service economy. *Choice*, 53(6), 865. Retrieved from <http://search.proquest.com/docview/1761161375?accountid=4488>

BYU ScholarsArchive Citation

Camacho, Leticia, "The SAGE encyclopedia of quality and the service economy" (2016). *Faculty Publications*. 6230.

<https://scholarsarchive.byu.edu/facpub/6230>

This Other is brought to you for free and open access by BYU ScholarsArchive. It has been accepted for inclusion in Faculty Publications by an authorized administrator of BYU ScholarsArchive. For more information, please contact ellen_amatangelo@byu.edu.



focused on sociopolitical research compared to the strongly economic focus of *ProQuest International Datasets*, *ICPSR*'s resources for teaching and learning are superior to the sparse help information available via the ProQuest database. In terms of content, search capability, and output, however, the two sites are more complementary than competitive, and both will be quite useful to teachers, researchers, and students at all levels. **Summing Up: ★★** Recommended. All academic levels; general readers; professionals/practitioners.—*S. L. Hupp, West Virginia University at Parkersburg*

CC 53-2485 GB54 CIP
Quinn, Joyce A. **Earth's landscape: an encyclopedia of the world's geographic features**, by Joyce A. Quinn and Susan L. Woodward. ABC-CLIO, 2015. 2v bibl index afp ISBN 9781610694452 cloth, \$205.00; ISBN 978-1-61069-446-9 ebook, contact publisher for price

This encyclopedia by geographers Quinn (emer., California State Univ. Fresno) and Woodward (emer., Radford Univ.) is not necessarily the source that readers looking for information on, say, glacial eskers would choose for in-depth explanation. While there are more appropriate scholarly encyclopedias, this two-volume set does mention the feature several times (e.g., under discussion of New York's Finger Lakes region), and it offers a glossary that succinctly defines the term. The authors have chosen to focus on 460 very specific, named geographical features, providing the reader with descriptive data and an explanation of feature formation. Entries include large-scale features (Pacific Ocean, North America, Tibetan Plateau, etc.) and smaller ones (Plitvice Lakes National Park, Meteor Crater, Ship Rock, etc.). The entry for each feature has applicable subheadings, which may include one or more of the following aspects: geographic overview, geographic coordinates, description, geologic history, circulation and major currents, biota, protected areas, and environmental issues, along with plentiful *see also* references and further readings. An extensive, nearly 50-page index makes the details accessible (and the publisher should be commended for allowing some white space, normal font size, and bolded main entries for readability). At the front of each volume appears a helpful list of entries by geographical location. Three appendixes in the second volume provide additional information that could be used in classroom settings, including lists of highest, lowest, biggest, deepest places; opposing-viewpoint-style essays related to natural features; and lists of activities and questions that can be used in the classroom. This resource would be particularly useful for high school and undergraduate students enrolled in geography and geology courses. **Summing Up: ★★** Recommended. Undergraduates; students in GIS technical programs; high school students and general readers.—*T. Dolence, Minnesota State University Moorhead*

CC 53-2486 BL65 2014-36433 CIP
The Routledge companion to religion and popular culture, ed. by John C. Lyden and Eric Michael Mazur. Routledge, 2015. 583p bibl index afp ISBN 9780415638661 cloth, \$225.00

This excellent, thoroughly indexed volume provides a much-needed overview of religion and popular culture, a growing area of study that draws upon a range of disciplines in the humanities and social sciences. Edited by Lyden (Grand View Univ.) and Mazur (Virginia Wesleyan College), this collection of 28 essays from over 30 contributors, issued in the "Routledge Religion Companions" series, is organized into three parts. Part 1 situates the subject matter by briefly examining and contrasting the foundational concepts of religion, culture, and popular culture and by exploring the field of inquiry that has grown up around

these central concepts. In part 2, chapter authors investigate the interplay between religion and a different aspect of mass culture, such as television, fashion, or sport. Part 3 focuses on how specific religious traditions have shaped—and been shaped by—particular elements of pop culture. Scholars will appreciate the breadth of coverage this work offers, and students will enjoy the many contemporary references (e.g., Miley Cyrus, *South Park*) that illustrate the editors' themes. Several essays contain helpful endnotes, and each concludes with a bibliography. **Summing Up: ★★** Recommended. All academic levels; general readers.—*S. Rokusek, Florida Gulf Coast University*

CC 53-2487 HD9980 2015-13089 CIP
The SAGE encyclopedia of quality and the service economy, ed. by Su Mi Dahlgaard-Park. SAGE Reference, 2015. 2v bibl index afp ISBN 9781452256726 cloth, \$340.00

The two-volume *Sage Encyclopedia of Quality and the Service Economy* provides more than 230 entries in nearly 1,000 pages, with a 54-page bibliography and an index. Editor Dahlgaard-Park (Lund Univ., Sweden) has assembled essays signed by more than 200 experts worldwide who specialize in the quality and service sciences. The intended audience includes researchers, educators, and people working in organizations who are interested in attaining knowledge and competencies in the field. The editor's introduction outlines a lengthy list of major questions addressed; for example, how to understand consumers' or citizens' needs and expectations, how to create customer focus, how to balance quality and productivity, or how to practice green growth (to name but a few of the topical areas for which suitable contributors were sought). Typical of SAGE encyclopedias, a Reader's Guide section in each volume identifies the overarching themes of the individual essays (e.g., branding, consumption, tourism, communication and social media, research methodologies, or tools and methods for improvement of quality and services). The encyclopedia is organized alphabetically, with entries ranging from two to five pages long, including further readings and *see also* references directing readers to other entries. Some of the entries are unique (e.g., "Electronic Word of Mouth," "Emotional Engineering and Design," "Mystery Shopping," "Poka-Yoke"), while the more familiar topics are varied in content and treatment (e.g., "Business-to-Customer Relationships," "Deming's 14 Points," "Organizational Image and Identity"). Some entries feature a historical overview, others include definitions, and many offer examples and discuss methodologies, challenges and opportunities, and new directions. Numerous diagrams and tables help to summarize the contents. Even though these differences in content and style can be distracting, the resource is important because of its comprehensiveness and specialized focus on the field of study. **Summing Up: ★★** Recommended. Advanced technical program students and upper-level undergraduates through researchers; professionals/practitioners.—*L. Camacho, Brigham Young University*

53-2488 LB2805 2014-47228 MARC
The SAGE guide to educational leadership and management, ed. by Fenwick W. English with JoAnn Danelo Barbour and Rosemary Papa. SAGE Publications, 2015. 540p bibl index ISBN 9781452281926 cloth, \$175.00

English (Univ. of North Carolina at Chapel Hill) and an experienced team of associate editors have done an excellent job of organizing contributors' essays under sections dealing with leadership and management broadly, treating curriculum and instruction issues as well as technology and online learning, testing and assessment, budgeting,