

Accepted Manuscript

Title: An Agency Perspective on Service Triads: Linking Operational and Financial Performance

Author: Jie J. Zhang Benjamin Lawrence Christopher Anderson



PII: S0272-6963(14)00073-4
DOI: <http://dx.doi.org/doi:10.1016/j.jom.2014.10.005>
Reference: OPEMAN 882

To appear in: *OPEMAN*

Please cite this article as: Zhang, J.J., Lawrence, B., Anderson, C., An Agency Perspective on Service Triads: Linking Operational and Financial Performance, *Journal of Operations Management* (2014), <http://dx.doi.org/10.1016/j.jom.2014.10.005>

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

An Agency Perspective on Service Triads:
Linking Operational and Financial Performance

Jie J. Zhang
Assistant Professor
University of Vermont
School of Business Administration
55 Colchester Avenue
Burlington, Vermont 05405
802-656-0495
jie.zhang@uvm.edu

Benjamin Lawrence
Assistant Professor
Cornell University
School of Hotel Administration
246 Statler Hall
Ithaca, NY 14853
978-254-1669
benlawrence@cornell.edu

Christopher Anderson
Associate Professor
Cornell University
School of Hotel Administration
335A Statler Hall
Ithaca, NY 14853
607-255-8687
cka9@cornell.edu

Key words: Service Triads, Customer Satisfaction, Service Outsourcing, Agency Theory, Franchising

All correspondence should be addressed to Jie J. Zhang (jie.zhang@uvm.edu)

The authors would like to thank Smith Travel Research and ReviewPro for providing data. All three authors contributed equally to this work and are listed in reverse alphabetical order.

Download English Version:

<https://daneshyari.com/en/article/1031694>

Download Persian Version:

<https://daneshyari.com/article/1031694>

[Daneshyari.com](https://daneshyari.com)