
Marketing Research Methodological Foundations

07-096 toward a theory of behavioral operations - behavioral operations 2 abstract human beings are critical to the functioning of the vast majority of operating systems, influencing both the way these systems work and how they perform. **the service recovery paradox: true but overrated? - dr. michel** - 2 the service recovery paradox: true but overrated? empirical research paper purpose to test the existence, frequency and magnitude of the service recovery paradox.

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