
Foreword

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This special issue brings together papers based on work presented at the Second International Research Symposium in Service Management (IRSSM-2), which was held 26–30 July 2011 in Yogyakarta, Indonesia. The symposium was chaired by Prof. Jay Kandampully of The Ohio State University, USA and the local organising chair was Dr. Nur Indrianti of Universitas Pembangunan Nasional ‘Veteran’ Yogyakarta, Indonesia. The theme of the symposium was ‘service imperatives in the new economy’.

The objective of the symposium was to provide a forum for those who have a special interest in services. The symposium brought together scholars, professionals, and practitioners from various disciplines and countries and provides a unique platform for sharing the latest theories and practices prevalent in dynamic service economies. The symposium illuminated the latest thinking in services, combined with aspects of technology, social science, and business. The symposium was highly successful, attracted 80 participants from 14 countries. Over 154 abstracts were submitted, and 73 oral presentations were held. The technical programme of IRSSM-2 opened with a research and teaching workshop. The aim of the workshop was to help to prepare the next generation of educators, researchers, and post graduate students to extend their knowledge and expertise.

This special issue consist a selection of five papers identified from the papers presented at the IRSSM-2 symposium. Earlier versions of these papers were presented at IRSSM-2 symposium and have appeared in the symposium proceedings. All contributions in this special issue have undergone a rigorous double blind review process and revision. My sincere thanks go to the authors for contributing their high-quality papers for this special issue. I would like to thank the reviewers for their support and for their encouraging reviews that led to further improvement of the papers, and to the editor-in-chief of the *International Journal of Services, Economics and Management* for making this special issue possible. Finally, special thanks are due to Prof. Jay Kandampully for his continuous and patient assistance during the preparation of this special issue.

Sincere thanks to the following people who have generously contributed with their time and expertise as reviewers. Without their efforts, we would not have been able to manage the issue so efficiently and raise its profile internationally.

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