

1. Record Nr.	UNINA9910464317403321
Autore	Baron Steve (J. Steve)
Titolo	Service and service systems : provider challenges and directions in unsettled times / / Steve Baron, Philippa Hunter-Jones and Gary Warnaby
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2014
ISBN	1-60649-577-1
Edizione	[First edition.]
Descrizione fisica	1 online resource (164 p.)
Collana	Service systems and innovations in business and society collection, , 2326-2699
Disciplina	658.4056
Soggetti	Crisis management Emergency management Disaster relief Human services Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Part of: 2014 digital library.
Nota di bibliografia	Includes bibliographical references (pages 143-148) and index.
Nota di contenuto	1. Living in unsettled times -- 2. Schools of thought -- 3. Consumption adequacy -- 4. A service science perspective: urban service systems -- 5. Urban service systems in unsettled times -- 6. Impact, likelihood, and resilience: analyzing service system responses to unsettled times -- 7. Unsettled times: the case of the UK "big freeze" of 2010 -- 8. Bringing it altogether: purposeful proposals, challenges, and directions -- Notes -- References -- Index.
Sommario/riassunto	Unsettled times can arise from a variety of causes, including environmental (e.g., earthquake), climatic (e.g., floods), economic (e.g., recession), social (e.g., illness), or political (e.g., civil unrest). They can result in citizens' loss of homes/possessions, jobs, health, or mobility. Citizens move from above the level of consumption adequacy, where their behaviors reflect long-term and higher-order needs, to below the level of consumption adequacy, where they are forced into a short-term focus on simple existence. In parallel, (service) organizations-- utilities, transport, medical, cleaning, housing, education, broadcasting, national and local government-- may become ineffective

or unavailable: in other words, beyond the means of a significant proportion of citizens. This book explores the effect of unsettled times on spatial service systems. It provides original insights for managers of service organizations (especially public services), policy makers, and service system researchers and students.

---