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#### Sommario/riassunto

Network Modeling and Simulation is a practical guide to using modeling and simulation to solve real-life problems. The authors give a comprehensive exposition of the core concepts in modeling and simulation, and then systematically address the many practical considerations faced by developers in modeling complex large-scale systems. The authors provide examples from computer and telecommunication networks and use these to illustrate the process of mapping generic simulation concepts to domain-specific problems in different industries and disciplines. Key features: . Provides the tools and strategies needed to build simulation models from the ground up rather than providing solutions to specific problems.. Includes a new simulation tool, CASiNO built by the authors.. Examines the core concepts of systems simulation and modeling.. Presents code examples to illustrate the implementation process of commonly encountered simulation tasks.. Offers examples of industry-standard modeling methodology that can be applied in steps to tackle any modeling problem in practice.

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Autore	Schulte Benjamin Krischan
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and ResearchPropositions; 2.3 The Post-Decision Process in Service Relationships; 2.3.1 On Relationship Marketing and Management; 2.3.2 Retention and the Strategic Dimension of Customer Bonding; 2.3.3 Switching Costs as Mechanisms leading to Consumer Lock-in 2.3.4 Context Dimensions that facilitate Consumer Lock-In 2.3.5 Summary of the Lock-in Process in Service Relationships and ResearchPropositions; 3. A Model of the Consumer Lock-in Process in Service Relationships; 3.1 Theoretical Model; 3.1.1 Decision Making in the Context of Individually Important Services; 3.1.2 The Post-Decision Process in Consumer Lock-in; 3.1.3 Summary of the Theoretical Consumer Lock-in Model; 3.2 Model Adapted to the Context of Higher Education; 3.2.1 The Relevance of Student Retention in Educational Research; 3.2.2 Higher Education Decisions, Processes and Lock-in 3.2.3 Summary of Context Adapted Model and Research Hypotheses 4. Longitudinal Study with Service Consumers in Higher Education; 4.1 Study Design for Examination of the Adapted Consumer Lock-in Model; 4.1.1 Qualitative Pretest Interviews; 4.1.2 Survey Design and Analysis Methodology; 4.2 Overview, Analysis, and Interpretation of Results; 4.2.1 Overview and Analysis of the Entry Decision; 4.2.2 Aggregate Examination of the Service Relationship Process; 4.2.3 Examination of Individual and Longitudinal Fixed Effects; 4.2.4 Summary of Results from Empirical Study and Evaluation of Hypotheses 5. Final Discussion 5.1 Summary of Results; 5.2 Contributions; 5.3 Limitations and Research Outlook; Appendix; References

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#### Sommario/riassunto

Benjamin Krischan Schulte develops a process-model of consumer lock-in in service relationships by connecting three areas of research: path dependence, consumer behavior and service relationship marketing. He defines consumer lock-in as a situation of a potentially unaware inability to switch from or exit a consumption process due to entrenchment with increasing barriers on the individual and/or social level. Switching barriers are elaborated as consumer lock-in mechanisms. The resulting process model is outlined and empirically examined in an explorative panel study of a service relationship process in higher education. The author's findings support the presence of consumer lock-in in services as an idiosyncratic process of gradual entrapment. The phenomenon has relevance for researchers and practitioners in complex service relationships, where lock-in was found to be a likely occurrence but difficult to grasp. Contents Theoretical Foundation: Path Dependence, Consumer Behavior and Service Relationship Research Model of the Consumer Lock-in Process Longitudinal Study with Service Consumers in a Higher Education Service Target Groups Researchers, teachers and students of business with a focus on consumer behavior and relationship-marketing, particularly the process in complex service relationships Executives and consultants in services companies with the core areas strategy, CRM, and customer retention The Author Benjamin Krischan Schulte obtained a Doctoral Degree in Business from Freie Universität Berlin in 2014.

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