

BOOK REVIEW

THE HANDBOOK OF SERVICE INDUSTRIES

Abstract

The paper “THE HANDBOOK OF SERVICE INDUSTRIES”, edited by John R. Bryson and Peter W. Daniels will be invaluable to scholars specializing in services research, as well as students and researchers in the areas of economics, geography, business and management, sociology, public policy and planning. This book is structured in five chapters and each chapter seeks to raise awareness of, and to provoke debates about, the opportunities and challenges presented by the shift to service employment.

Part I “Conceptual perspectives” includes the definition and characteristics of services, the borderline between goods and services, the classification of services, services and innovation, national economies and the service society, theories and the information age, the political economy of services in tertiary economies.

Part II “The development of service economies” presents the global service economy, the influence of modes of supply of services, an overview of the development of the service economy in the United States, the service industries, global city formation and new policy discourses within the Asia-Pacific. The aim of chapter “Whither global cities: the analytics and the debates” is to specify the analytic locus of the producer services in the global city model, and the address several key critiques of the model we find in the literature.

Part III “Trading services: from local to global production” presents the transport services and the global economy, the empirical analysis of barriers to international service transactions and the consequences of liberalization. The chapter “Multinational service firms” has examined the related issues of multinationality and strategy choice within international service firms.

The part “Services, technology and innovation” examine the role of knowledge-intensive services in innovation processes, the relationship between entrepreneurship and regional development, the relationship between information and communication technology and the behavior of firms located in regional clusters, services and the internet.

Last part “Service employment: embodied and emotional labour” analyses of globalized services, long dominated by empiricist and neoclassical economic understandings, the global professional labour markets in professional service accounting firms.