

## Table of Contents

Introduction	The Service Quality and Productivity Challenge <i>Patrick T. Harker</i>	1
Chapter 1	Bureau of Labor Statistics Productivity Measures for Service Industries <i>Edwin R. Dean and Kent Kunze</i>	11
Chapter 2	The Role of Services in U.S. Production and Trade: an Analysis of Social Accounting Data for the 1980s <i>Ranjit S. Dighe, Joseph F. Francois, and Kenneth A. Reinert</i>	43
Chapter 3	Is The Shift Toward Employment In Services Stabilizing? <i>David E. Lebow and Daniel E. Sichel</i>	81
Chapter 4	Regional Liberalization of Trade in Services <i>Bernard Hoekman</i>	113
Chapter 5	An Empirical Analysis of Foreign Direct Investment in Service Industries <i>Jiatao Li</i>	139
Chapter 6	Global Outsourcing of Information Processing Services <i>Uday M. Apte and Richard O. Mason</i>	169
Chapter 7	The Office Farther Back: Business Services, Productivity, and the Offshore Back Office <i>Mark I. Wilson</i>	203
Chapter 8	The Economics of Customer Lock-In and Market Power in Services <i>Severin Borenstein, Jeffrey K. MacKie-Mason and Janet S. Netz</i>	225

Chapter 9	Information Technology and Organizational Effectiveness <i>Johannes M. Pennings</i>	251
Chapter 10	Improving Claims Operations: A Model-Based Approach <i>Uday M. Apte, Richard A. Cavaliere and G. G. Hegde</i>	281
Chapter 11	A Model For Analyzing Quality in the Service Delivery Process <i>Pamela K. Armstrong</i>	311
Chapter 12	Hotel Sales and Reservations Planning <i>Gabriel R. Bitran, Stephen M. Gilbert, and Thin-Yin Leong</i>	343
Chapter 13	Service Productivity in U.S. Credit Unions <i>Harold O. Fried, C.A. Knox Lovell and Philippe Vanden Eeckaut</i>	365
Chapter 14	Productivity Growth in the Telephone Industry Since 1984 <i>Robert W. Crandall and Jonathan Galst</i>	391
Chapter 15	Improving Productivity in Intermodal Rail-Truck Transportation <i>Edward K. Morlok, John P. Sammon, Lazar N. Spasovic, and Linda K. Nozick</i>	407
Chapter 16	Politics, Markets, and Equality in Schools <i>John E. Chubb and Terry M. Moe</i>	435
Chapter 17	Postal Service in the Nineties <i>Jess S. Boronico, Michael A. Crew, and Paul R. Kleindorfer</i>	471
Contributors		493
Index		503