GUIDELINES FOR AUTHORS

Journal of Services Research invites original, research based papers and cases in the area of services management. This journal publishes papers of interest to academicians and to practitioners of business. The papers range widely over different areas of services. It is a condition for publication that the material sent is original work which has not been previously published or submitted for publication elsewhere. The guidelines for contributors are listed below:

1. **Manuscripts** should normally be of up to 5,000 - 6,000 words (A-4 size pages, typed double space and 11-point font). Microsoft Word for windows and WordPerfect are the preferred software's for submission. Manuscripts must be submitted through e-mail the cover page bearing only the title of the paper and authors' names, designations, official addresses and phone numbers.

2. **Abstract**. Submit an abstract of about 150-200 words.

3. **Tables and Figures**. The tables and figures should be submitted in MS-Word/Excel format separately. Their location in the text should be indicated as follows:
   Table –1 about here

4. **End notes**. All notes should be indicated by serial numbers in the text and literature cited should be detailed under Notes at the end of the paper bearing corresponding numbers, before the references.

5. **References**. Place the references at the end of the manuscript following the endnotes. Arrange the reference list in alphabetical order of author's surnames, and chronologically for each author where more than one work by that author is cited. The author's surname is placed first, followed by initials, then the year of publication is given followed by details of the publication. The name of the publication (usually a book or journal) appears in italics. Following examples will illustrate the style used in the journal.

To reference		Use the general format	For example
Books and Chapter in books	Book (first edition)	Surname, Initials, and Surname, Initials. (date) *Title*, Place of publication, Publisher	Saunders, M.N.K and Cooper, S.A. (1993) *Understanding Business Statistics*, London, DP Publications Ltd.
	Book (other than first edition)	Surname, Initials. and Surname, Initials. (date) *Title* (?edn), Place of publication, Publisher	Morris, C. (1999) *Quantitative Approaches to Business Studies* (5th edn), London, Financial Times Pitman Publishing.
	Book (no obvious author)	Corporate name or Publication name. (date) *Title*, Place of publication, Publisher	Mintel Marketing Intelligence (1998) *Designerwear: Mintel Marketing Intelligence Report*, London, Mintel International Group Ltd.
	Chapter in a book	Surname, Initials. and Surname, Initials. (date) *Title*, Place of Publication, Publisher, Chapter ?	Robson, C. (1993) *Real World Research*, Oxford Blackwell, Chapter 3.
	Chapter in an edited book	Surname, Initials. (date) 'Chapter title', *in* Surname, Initials. and Surname, Initials. (eds). *Title*, Place of Publication, Publisher, page numbers.	Craig, P.B. (1991) 'Designing and using mail questionnaires' *in* Smith, N.C. and Dainty, P. (eds), *The Management Research Handbook*, London, Routledge, pp. 181-9.
Journal articles	Journal article	Surname, Initials. and Surname, Initials. (date) 'Title	Storey, J., Cressey, P., Morris, T. and Wilkinson, A. (1997)

		of article', *Journal name*, volume number, part number, pages.	'Changing employment practices in UK banking: case studies', *Personnel Review*, 28:1, 24-42.
	Journal article (no obvious author)	Corporate name or Publication name (date) 'Title of article', *Journal name*, volume number, part number, pages.	Local Government Chronicle (1993) 'Westminster poised for return to AMA fold', *Local Government Chronicle*, 5 November, p.5.
Government publications	Parliamentary papers including acts and bills	Country of origin (date) *Title*, Place of publication, Publisher.	Great Britain (1994) *Criminal Justice and Public Order Act 1994*, London, HMSO
	Others (with authors)	As for books	As for books
	Others (no obvious authors)	Department name or Committee name (date) *Title*, Place of publication, Publisher.	Department of Trade and Industry (1992) *The Single Market: Europe Open for Professions, UK Implementation*, London, HMSO.
Newspapers, including CD-ROM databases:	Newspaper articles	Surname, Initials. and Surname, Initials., (date) 'Title of article', *Newspaper name*, day, month, pages.	Roberts, D. (1998) 'BAe sells property wing for £301m', *The Daily Telegraph,* London, 10 October, p. 31.
	Newspaper article (no obvious author)	Newspaper name (date) 'Title of article', *newspaper name*, day, month, pages.	Guardian (1992) 'Fraud trial at Britannia Theme Park', *The Guardian*, Manchester, 5 February, p.4.
	Newspaper article (from CD-ROM database)	Newspaper name or Surname, Initials. (date) 'Title of article', *Newspaper name*, (CD-ROM) day, month, pages.	Financial Times (1998) 'Recruitment: lessons in leadership: moral issues are increasingly pertinent to the military and top corporate ranks', *Financial Times*, (CD-ROM), London, 11 March, p. 32.
Other CD-ROM publications		Title of CD-ROM or Surname, Initials, (date) (CD-ROM), Place of publication, Publisher.	Encarta 98 Encyclopedia (1997) (CD-ROM) Redmond, WA, Microsoft Corporation.
Unpublished conference papers		Surname, Initials, and Surname, Initials, (date) 'Title of paper', *paper presented at the Conference name*, days, month, location of conference.	Saunders, M.N.K. and Thornhill, A. (1998) 'The development and application of a diagnostic tool to help manage survivors of change over time', *paper presented at the Fifth Annual International Conference on Advances in Management* 8-11 July, Lincoln.
Letters, personal emails and electronic conferences/bulletin boards	Letter	Surname, Initials, and Surname, Initials, (date) *unpublished letter: subject matter.*	MacClelland, S. (1998) *Unpublished letter: Reviewer's feedback.*
	Personal email	Surname, Initials, (date) *subject matter* (email to the author) (online).	MacClelland, S. (1998) *Reviewer's feedback* (email to the author) (online)
	Electronic conference/Bulletin Boards	Surname, Initials. (date) subject matter, *name of electronic conference/bulletin board* (online)	Jones, K. (1999), 101 reasons why we need the pound, *Britain and European Monetary Union* (online).
Internet items excluding emails	Journal published on the Internet	<URL:http://www.remainder of full Internet electronic conference/bulletin board>	<URL:http://.stingray.ivision.co.uk/groups/emu/frindex.htm>

		Surname, Initials. and Surname, Initials. (date) 'Title of article', *journal name*, volume number part number (online) (cited day month year). Available from <URL:http://www.remainder of full Internet address>.	Jenkins, M. and Bailey, L. (1995) 'The role of learning centre staff in supporting student learning', Journal of Learning and Teaching 1:1, Spring (online) (cited 29 March 1996). Available from <URL:http://www.chelt.ac.uk/cwis/pubs/jolt/issue1.1/page2.htm>.
	Internet site	Site title (date) 'Title of page within site where applicable' (online) (cited day month year). Available from <URL:http://www.remainder of full Internet address>.	Institute of Personnel and Development (online) (cited 14 October 1988). Available from <URL:http://www.ipd.co.uk>.

6. **Follow British spellings throughout (programme, not program).**

7. Universal "s" in "ise" "isation" words.

8. **Use of numerals**: One to twelve in words, thirteen and above in figures , unless the reference is to percentages (5 percent), distance (5 km) or age (10 years old). Use 1900s and 19th century.

9. No stops after abbreviations (UK, MBA). Use stops after initials (V.P.Singh).

10. Use single quotes throughout. however in case of use of double quotes for example, "In the words of Szell, the 'the economic question' is today ……" the quotation can be encased within single quote in the double quotes. Quotations in excess of 45 words should be separated from the text with a line space above and below and indented on the left. Quotes should be cited accurately from the original source, should not be edited, and should give the page numbers of the original publication.

11. Italicization and use of diacriticals is left to the contributors, but must be consistent. When not using diacriticals, English spelling should be followed.

12. Capitalization should be kept to the minimum and should be consistent.

13. An author will receive a complimentary copy of the issue in which his/her paper appears and soft copy of the reprints.

14. Book reviews must provide the following details, and in this order: Name of author/title of book reviewed/place of publication/publisher/year of publication/number of pages, in Roman and Arabic figures to include preliminary pages/and price, with binding specifications such as paperback or hardback. For example :
    Brian K. Julyan, *Sales and Service for the Wine Professional*. London and New York: Cassell, 1999. ix+214pp. £16.99 paper.

15. If papers are accepted for publications, contributors are requested to fill the copyright form and send to us by fax or through email along with signature. Otherwise paper will not be considered for the publication.

16. Manuscripts which do not conform to these guidelines will not be considered for publication.

17. Manuscripts not considered for publication will not be sent back. Those submitting papers should also certify that the paper has not been published or submitted for publication elsewhere.

18. Manuscripts and all editorial correspondence should be addressed to: Editor, Journal of Services Research, Vedatya Institute, Garhi Murli (Garhi Bazidpur), Sohna Road, Gurgaon, Haryana, Pin. 122 103.

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