

## Grade 11 November 2015 Business Studies Best Education

*Universities and the Occult Rituals of the Corporate World* explores the metaphorical parallels between corporatised, market-oriented universities and aspects of the occult. In the process, the book shows that the forms of mystery, mythmaking and ritual now common in restructured institutions of higher education stem from their new power structures and procedures, and the economic and sociopolitical factors that have generated them. Wood argues that universities have acquired occult aspects, as the beliefs and practices underpinning present-day market-driven academic discourse and practice weave spells of corporate potency, invoking the bewildering magic of the market and the arcane mysteries of capitalism, thriving on equivocation and evasion. Making particular reference to South African universities, the book demonstrates the ways in which apparently rational features of contemporary Western and westernised societies have acquired occult aspects. It also includes discussion of higher education institutions in other countries where neoliberal economic agendas are influential, such as the UK, the USA, the Eurozone states and Australia. Providing a unique and thought-provoking look at the impact of the marketisation of Higher Education, this book will be essential reading for academics, researchers and postgraduate students engaged in the study of higher education, educational policy and neoliberalism. It should also be of great interest to academics in the fields of anthropology, folklore and cultural studies, as well as business, economics and management.

*Infrastructure Investment in Indonesia: A Focus on Ports* presents an important and original collation of current material investigating the efficient facilitation of major infrastructure projects in Indonesia and Australia, with an emphasis on infrastructure investment and a focus on port planning and development. This interdisciplinary collection—spanning the disciplines of engineering, law and planning—draws helpfully on a range of practical and theoretical perspectives. It is the collaborative effort of leading experts in the fields of infrastructure project initiation and financing, and is based on international research conducted by the University of Melbourne, Universitas Indonesia and Universitas Gadjah Mada. The volume opens with a macroscopic perspective, outlining the broader economic situations confronting Indonesia and Australia, before adopting a more microscopic perspective to closely examine the issues surrounding major infrastructure investment in both countries. Detailed case studies are provided, key challenges are identified, and evidence-based solutions are offered. These solutions respond to such topical issues as how to overcome delays in infrastructure project initiation; how to enhance project decision-making for the selection and evaluation of projects; how to improve overall efficiency in the arrangement of project finance and governance; and how to increase the return provided by investment in infrastructure. Special focus is given to proposed improvements to the port cities of Indonesia in the areas of major infrastructure project governance, policies, engagement, operation and processes. By rigorously investigating the economic, transport, finance and policy aspects of infrastructure investment, this book will be a valuable resource for policy makers and government officials in Indonesia and Australia, infrastructure investment organisations, and companies involved in exporting services between Indonesia and Australia. This book will also be of interest to

researchers and students of infrastructure planning and financing, setting a solid foundation for subsequent investigations of financing options for large-scale infrastructure developments.

The revised new edition of the must-read guide for executives—provides comprehensive coverage of topics in corporate governance by leading subject-matter experts The Handbook of Board Governance is the marketing-leading text on public, nonprofit, and private board governance. Providing comprehensive, in-depth coverage, this unique text represents a collaboration of internationally-recognized academics and prominent organization directors, executives, managers, and advisors. Contributors include Ariel Fromer Babcock, Robert Eccles, Alice Korngold, Ellie Mulholland, Michael Useem, Elizabeth Valentine and John Zinkin. Practical, expert guidance enables readers to understand value creation and the strategic role of the board, risk governance and oversight, audit and compensation committee effectiveness, CEO succession planning, and other diverse board duties and responsibilities. Now in its second edition, the Handbook offers substantial updates and revisions reflecting contemporary trends, practices, and developments in board governance. New content includes discussions of pressing issues related to climate change, examination of information technology and cybersecurity challenges, and recent tax legislation that will impact executive compensation. Editor Dr. Richard Leblanc—an award-winning teacher, professor, lawyer, management consultant, and specialist on boards of directors—integrates practical experience and academic rigor to assist readers: Build and strengthen engaged and collaborative leadership in the boardroom Recognize the role and responsibilities of a well-functioning governing board Risk governance, assurance, and the duties of directors Keep pace with new trends in board governance and shareholder responsibility Measure performance and align performance measurement to executive pay Understand information technology governance, sustainability governance, and the different forms of governance Highly relevant to board and committee members regardless of sector or industry, The Handbook of Board Governance, 2nd Edition is an invaluable source of knowledge on all aspects of corporate and organization governance.

Getting your qualification is just the start of the safety professional's journey towards effective workplace practice. World Class Health and Safety doesn't repeat the whys and whats of health and safety management, instead it is a helpful how-to guide for newly qualified and experienced health and safety professionals to get the best out of their knowledge, experience and the people they work with. This book is filled with practical examples that bring the subject to life, covering the skills and techniques you need to be a leader of safety, overcome inaction and make lasting positive changes to safety performance and culture – enabling more people to go home safe every day. World Class Health and Safety teaches the reader to: work efficiently and effectively with senior managers and budget holders to implement the wider corporate social responsibility agenda emphasize the 'value-added' benefits of good health and safety management clearly and simply create effective and engaging training use monitoring and audits to get the best out of the resources available World Class Health and Safety is essential reading for those wishing to invest in their own professional development, to communicate effectively and to understand and deliver safety in the wider business context, wherever in the world they might be working.

Gary Craig and his contributors blend theory and practice-based case studies to review how different community development approaches can empower minority ethnic communities to confront racism and overcome social, economic and political disadvantage.

This book builds upon a wide variety of academic and professional resources to offer an in-depth analysis of the nature, causes, and consequences of major business and technology trends of our time. First, prospects for energy, commodities, water, food, and healthcare services are explored. Then, leading business transformations such as the sharing economy, Fourth Industrial Revolution, gig economy, and recent developments in the global economy are analyzed. Finally, innovation and emerging technologies including automation, robotics, connectivity, quantum computing, and new materials and energies are examined and their business implications are discussed. Major Business and Technology Trends Shaping the Contemporary World is a timely and relevant reference for business leaders, managers, students, and all those who are passionate about understanding our rapidly changing world.

FROM THE VERY FOUNDING OF OUR NATION, diversity has been one of our greatest strengths but also the greatest source of conflict. In less than a generation, America will become "minority-majority," and the world economy, already interconnected, will be even more globalized. The stakes for how we handle this evolution couldn't be higher. Will diversity be a source of growth, prosperity, and progress-or perpetual division and strife? America has the potential to realize huge gains economically and socially by more fully capitalizing on diversity, but significant challenges remain and it's a problem that all Americans should be focused on solving. Despite tremendous progress, women and minorities still face barriers to accessing the full promise of the American dream. It doesn't have to be this way. Many of the solutions are right in front of us, and many exceptional, committed Americans are doing their part to make a difference. In the twenty-first century, nations will prosper only insofar as they embrace and celebrate the individuals, organizations, and collective efforts to advance every kind of diversity. Lauren Leader-Chivée believes America must lead the way. In *CROSSING THE THINNEST LINE*, she explores the state of our diverse union and shares important stories of progress and potential, highlighting those who are crossing dividing lines of race, gender, culture, and political party to build a more united and prosperous nation. Her revelations will transform the discussion and set the agenda for America's progress on these critical issues. A work of originality and ambition, *CROSSING THE THINNEST LINE* changes our understanding of diversity and offers lessons to change our lives and our country.

This book focuses on the theoretical, policy and practice linkages and disjunctures between tourism and the creative industries. There are clear and strong intersections between the sectors, for example in the development and application of new and emerging media in tourism; festivals and cultural events showcasing the creative identity of place; tours and place identities associated with film, TV, music and arts tourism; as well as particular destinations being promoted on the basis of their 'creative' endowments such as theatre breaks, art exhibitions and fashion shows. *Tourism and the Creative Industries* explores a variety of relationships in one volume and offers innovative and critical insights into how creative industries and tourism together contribute to place identity, tourist experience, destination marketing and

management. The book is aligned with the sectors that have been demarcated by the UK Government Department of Culture, Media and Sport as comprising the creative industries: advertising and marketing; architecture; design and designer fashion; film, TV, video, radio and photography; IT, software and computer services; publishing and music; performing and visual arts. The title of this volume demonstrates how the exclusion of tourism from the creative industries is arguably perverse, given that much of the work by destination managers and of private sector tourism is characterised by creativity and innovation. Interdisciplinary research and international context bring a broader perspective on how the creative industries operate in varying cultural and policy contexts in relation to tourism. This book brings together the parallel and disparate inter-disciplinary fields of tourism and the creative industries and will be of interest to students, academics and researchers interested in tourism, creative industries, marketing and management.

In this Springer Brief, the author introduces how Chinese firms are successfully using their own variants of the 'Silicon Valley Approach' to management. The author begins the discussion by deliberating on the extent to which management models need to be re-invented. A fundamentally new approach is then introduced, which already exists and is proving itself in practice at some of Silicon Valley's most dynamic firms. The author finds that the Chinese management models, in comparison, may be even more advanced. If true, this could have profound implications for managers everywhere. The author acknowledges that no management model fails (or succeeds) every time. Skeptics can point to bigbureaucratic firms that continue to prosper, as well as to radical innovators that have gone under. This book brings to light the need that has emerged for a model that will give companies their best chances of thriving amid the VUCA whirlwind. A combination of evidence and informed opinion indicates the old management model has run its course.

Foreword by Colonel Dame Kelly Holmes. Regardless of one's plans for the future, many people's careers are founded on a series of chance encounters, experiences and serendipity. School, college, university, jobs, family, sports, hobbies, friends, relationships - these are all fertile grounds for career-related conversations and explorations. What if we teachers, guides, mentors, parents and peers started to notice these seemingly unconnected happenings and, indeed, started to engineer and encourage them to happen? Using the mantra 'every adult is a careers teacher', *The Ladder* will inspire teachers to explicitly link their subject area to students' futures, both in school and outside its walls, and support them in doing so. Bernie draws upon his 30-year career in education and business development to bring clarity, focus and ideas to educators as to how they can best start students on their own ladders to success. Ultimately, in writing this book, Bernie's aim is to bring young people's futures to life with some personal skills reflection and forward planning designed to help them as they embark on their fulfilling futures - regardless of their upbringing, academic achievements or ethnic background. 'As the world economic system stumbles, as trade wars intensify and the dangers of a diminishing global multilateralism threaten, Davies' new book offers a unique blend of astute analysis and personal experience. It is a must-read.' – Jeremy Cronin, former Deputy Minister of Transport Africa's past quarter century has been shaped by the decisions and reach of one of the oldest political alliances in southern Africa, that between the African National Congress and the South African Communist Party. In this memoir, Rob Davies, one of the government's most articulate former senior ministers, looks back on the politics, policies and inner workings of the South African government in the democratic era. He offers an insider's account of the evolution of trade and economic policy over the last 25 years, up to the presidency of Cyril Ramaphosa and the global impact of the COVID-19 pandemic. Leavened with intriguing anecdotes and informed by the author's very personal and humanising history of activism and

exile, Towards a New Deal makes the case for an economic policy transformation that is focused on creating jobs and reducing poverty, that highlights South Africa's role in Africa, and that addresses the challenges of economic stagnation, climate change and the fourth industrial revolution. It will be essential reading for economists, businesspeople and ordinary readers keen to grasp the political and economic dynamics of the moment.

This book explores the student discontent a year after the start of the 2015 South African #FeesMustFall revolt #FeesMustFall, the student revolt that began in October 2015, was an uprising against lack of access to, and financial exclusion from, higher education in South Africa. More broadly, it radically questioned the socio-political dispensation resulting from the 1994 social pact between big business, the ruling elite and the liberation movement. The 2015 revolt links to national and international youth struggles of the recent past and is informed by black consciousness politics and social movements of the international left. Yet, its objectives are more complex than those of earlier struggles. The student movement has challenged the hierarchical, top-down leadership system of university management and it's 'double speak' of professing to act in workers' and students' interests yet entrenching a regressive system for control and governance. University managements, while on one level amenable to change, have also co-opted students into their ranks to create co-responsibility for the highly bureaucratized university financial aid that stands in the way of their social revolution. This book maps the contours of student discontent a year after the start of the #FeesMustFall revolt. Student voices dissect colonialism, improper compromises by the founders of democratic South Africa, feminism, worker rights and meaningful education. In-depth assessments by prominent scholars reflect on the complexities of student activism, its impact on national and university governance, and offer provocative analyses of the power of the revolt.

Clear, comprehensive guidance toward the global infrastructure investment market Infrastructure As An Asset Class is the leading infrastructure investment guide, with comprehensive coverage and in-depth expert insight. This new second edition has been fully updated to reflect the current state of the global infrastructure market, its sector and capital requirements, and provides a valuable overview of the knowledge base required to enter the market securely. Step-by-step guidance walks you through individual infrastructure assets, emphasizing project financing structures, risk analysis, instruments to help you understand the mechanics of this complex, but potentially rewarding, market. New chapters explore energy, renewable energy, transmission and sustainability, providing a close analysis of these increasingly lucrative areas. The risk profile of an asset varies depending on stage, sector and country, but the individual structure is most important in determining the risk/return profile. This book provides clear, detailed explanations and invaluable insight from a leading practitioner to give you a solid understanding of the global infrastructure market. Get up to date on the current global infrastructure market Investigate individual infrastructure assets step-by-step Examine illustrative real-world case studies Understand the factors that determine risk/return profiles Infrastructure continues to be an area of global investment growth, both in the developed world and in emerging markets. Conditions continually change, markets shift and new considerations arise; only the most current reference can supply the right information practitioners need to be successful. Infrastructure As An Asset Class provides clear reference based on the current global infrastructure markets, with in-depth analysis and expert guidance toward effective infrastructure investment.

Editorial We are living in an era of digitization thus moving towards a digital government. The use of ICT in public-administration is beneficial and it is not mere a coincidence that the top 10 countries in e-government implementation (according to UN E-Government Survey 2016) are flourishing democracies. There has been a sharp rise in the number of countries using e-government to provide public services online through one stop-platform. According to the 2016 survey, 90 countries now offer one or more single entry portal on public information or online

services, or both and 148 countries provide at-least one form of online transaction services. More and more countries are making efforts through e-government to ensure and increase inclusiveness, effectiveness, accountability and transparency in their public institutions. Across the globe, data for public information and security is being opened up. The 2016 survey shows that 128 countries now provide data-sets on government spending in machine readable formats. E-government and innovation seems to have provided significant opportunities to transform public administration into an instrument of sustainable development. The governments around the globe are rapidly transforming. The use of information and communication technology in public administration – combined with organizational change and new skills- seems to be improving public services and democratic processes and strengthening support to public policies. There has been an increased effort to utilize advanced electronic and mobile services that benefits all. Fixed and wireless broadband subscriptions have increased unevenly across regions, with Europe leading, but Africa still lagging behind. We have to focus on these substantial region disparities and growing divide. All countries agreed, in SDG 9, that a major effort is required to ensure universal access to internet in the least developed countries. The rise of Social media and its easy access seems to have enabled an increasing number of countries moving towards participatory decision making, in which developed European countries are among the top 50 performers. But, the issues of diminishing collective thinking and rising Individual thinking are some rising issues that we will have to deal with in the future. There are more sensitive issues like the new classification of citizens into literate-illiterate, e-literate and e-illiterate, that the governments need to look upon. It is a good sign that many developing countries are making good progress. Enhanced e-participation can support the realization of the SDGs by enabling more participatory decision making, but the success of e-government will ultimately depend upon our ability and capability to solve the contrasting issues raised due to this transition with sensitivity. In this issue of SOCRATES we have discussed, this new era of Digital Government. We have focused on what we have learned from the past and the future we want. From discussions on the role of e-governance within the local government settings in a modern democratic state to the experience of an academia with online examination, we have tried to include every possible aspect of e-government. Paper authored by Dr. Hoff Maarten, aims to outline the role of e-governance within the setting of a local government in a modern democratic state. It is agreed that a local governmental organization needs to be fit for the purpose of serving its citizens. Fits can be tested both through universally acknowledged principles, and drivers that suit modern on-demand organizations. Paper authored by Mr. Alsaeed Abraheem and Dr. Carl, proposes a conceptual framework which captures the main factors (both enablers and barriers) influence and contributes toward a successful implementation of eServices in countries that have unstable status. The paper draws upon Osborn and Gaebler's work, 'reinventing government', which identifies 10 principles of government transformation. This is used to examine eGov examples in the case of Syria along with previous work covering barriers and enablers to eGov activities within countries that have unstable status. The resulting derived conceptual framework provides a base to understand eGov activity for nations going through geopolitical uncertainty. Paper authored by Mr. Saurabh Chandra highlights the initiatives taken by the Governments in India at various levels to modernise their processes and functions for delivery of information and services to the citizens, using the Information and Communication technology [ICT]. It also highlights E-Government uptake in different parts of the world, highlighting its need in India, as in developing countries like India, there is no comprehensive data on actual e-government uptake on a global scale. Paper authored by Mr. Peter Asare-Nuamah and Mr. Darko Emmanuel Agyepong highlights the various legal policies and framework that support e-governance in Ghana as well as the challenges of implementing e-governance initiatives. The findings of the study indicate that several polices and frameworks

support e-governance in Ghana but their implementations are burdened with social, cultural, political and legal constraints. The study provides some recommendations that are necessary to tackle the challenges of e-governance implementation. Paper authored by Mr. Ojo Patrick highlights battling sub-Saharan African countries. The perspective in this paper is that the emergence of democratic governments in this region occurred through lopsided process which impacts on their governance structures. Consequently, the institutionalization of liberal democracy has been omitted; the absence of which creates gaps between aspiration for and struggle by African people for democracy on the one hand, and the actual performance of democratic governments on the other hand. The paper identifies structural deficiencies in the current pattern of governance as the political missing link in the value chain between democracy and development in the region. The paper recommends e-governance; an administrative process that guarantees good governance through accountability and transparency, as the necessary connecting link and panacea to bridging the observable existing gaps. Paper authored by Dr. Nandita Kaushal highlights the Plausibility of E-Governance as a Public Service Delivery Mechanism in India. It argues that there is no doubt, wherever e-governance projects have been conceived, designed and implemented with due regard to the needs of the people there positive outcomes have been visible. However, it has to be acknowledged that most of the projects are facing multiple challenges which are reducing their success rate. It recommends serious consideration to all the issues which are hampering their efficiency. At the same time it suggests measures that must be taken up to maintain the human face of these initiatives. Paper authored by Dr. Inderjeet Singh Sodhi reviews the achievements and progress of e-government in India. The paper briefly discusses various e-government projects in India. The purpose of the paper is to delve into policy and issue of the government of India in making e-government accessible to the common person. It briefly identifies the strategic issues for achievement of e-government. This paper derives a list of key strategic factors that are appropriate for planning, designing, development and implementation of e-government. The paper identifies the range of diverse problems, challenges and barriers planners and developers must face as they work in the e-government projects. The paper discusses prospects and future of e-government in India. The paper highlights the role of government to develop richer and deeper understanding of e-government. Paper authored by Ms. Shreyasi Ghosh attempts to trace the essence of e-government in the modern era of Indian Public Administration today as another new paradigm shift is in the offspring and slowly becoming distinct from the amorphous shape of Public Administration in the Indian context with the ICT-blessed governance, or e-Governance. Paper authored by Ms. Stuti Saxena probes the OGD platform using a qualitative and quantitative lens. This paper shows that OGD usage is popular among the end-users in terms of the number of views and downloads of the datasets. Future research might undertake the empirical investigation of the research hypotheses advanced in the paper. Paper authored by Dr. Jyotirmoy W. Singh is developed by a contributor who has been a national and International online examiner for past six or more years. This paper is based on his experience. It seeks to compare the traditional mode of examination with that of the online examination in citing the mode of High School Leaving Examination of Board of Secondary Education Manipur and International Baccalaureate Organisation (IBO) examination as case studies. I wish scholars and potential readers will find this issue useful. We will bring more special issues focused on e-government and other various dimensions of governance in the near future. Issue Editor Prof. Manoj Dixit Professor and Head, Department of Public Administration, University of Lucknow, Lucknow, India

Companies are increasingly facing intense pressures to address stakeholder demands from every direction: consumers want socially responsible products; employees want meaningful work; investors now screen on environmental, social, and governance criteria; "clicktivists" create social media storms over company missteps. CEOs now realize that their companies

must be social as well as commercial actors, but stakeholder pressures often create trade-offs with demands to deliver financial performance to shareholders. How can companies respond while avoiding simple "greenwashing" or "pinkwashing"? This book lays out a roadmap for organizational leaders who have hit the limits of the supposed win-win of shared value to explore how companies can cope with real trade-offs, innovating around them or even thriving within them. Suggesting that the shared-value mindset may actually get in the way of progress, bestselling author Sarah Kaplan shows in *The 360° Corporation* how trade-offs, rather than being confusing or problematic, can actually be the source of organizational resilience and transformation.

In *Global Risk Agility and Decision Making*, Daniel Wagner and Dante Disparte, two leading authorities in global risk management, make a compelling case for the need to bring traditional approaches to risk management and decision making into the twenty-first century. Based on their own deep and multi-faceted experience in risk management across numerous firms in dozens of countries, the authors call for a greater sense of urgency from corporate boards, decision makers, line managers, policymakers, and risk practitioners to address and resolve the plethora of challenges facing today's private and public sector organizations. Set against the era of manmade risk, where transnational terrorism, cyber risk, and climate change are making traditional risk models increasingly obsolete, they argue that remaining passively on the side-lines of the global economy is dangerous, and that understanding and actively engaging the world is central to achieving risk agility. Their definition of risk agility taps into the survival and risk-taking instincts of the entrepreneur while establishing an organizational imperative focused on collective survival. The agile risk manager is part sociologist, anthropologist, psychologist, and quant. Risk agility implies not treating risk as a cost of doing business, but as a catalyst for growth. Wagner and Disparte bring the concept of risk agility to life through a series of case studies that cut across industries, countries and the public and private sectors. The rich, real-world examples underscore how once mighty organizations can be brought to their knees—and even their demise by simple miscalculations or a failure to just do the right thing. The reader is offered deep insights into specific risk domains that are shaping our world, including terrorism, cyber risk, climate change, and economic resource nationalism, as well as a frame of reference from which to think about risk management and decision making in our increasingly complicated world. This easily digestible book will shed new light on the often complex discipline of risk management. Readers will learn how risk management is being transformed from a business prevention function to a values-based framework for thriving in increasingly perilous times. From tackling governance structures and the tone at the top to advocating for greater transparency and adherence to value systems, this book will establish a new generation of risk leader, with clarion voices calling for greater risk agility. The rise of agile decision makers coincides with greater resilience and responsiveness in the era of manmade risk.

It is increasingly understood that entrepreneurship plays a critical role in economic growth and well-being. But which policies can governments develop to release its benefits? This publication offers guidance and inspiration.

MGMT4 is the fourth Asia–Pacific edition of this innovative approach to teaching and learning the principles of management. Concise yet complete coverage of the subject, supported by a suite of online learning tools and teaching material equips students and instructors with the resources required to successfully undertake an introductory management course. This highly visual and engaging resource is now available on the MindTap eLearning platform, allowing for seamless delivery both online and in-class. With the Cengage Mobile app students can take course materials with them – anytime, anywhere. New, print versions of this book include access to the MindTap platform.

*The Transformation of Citizenship* addresses the basic question of how we can make sense of

citizenship in the twenty-first century. These volumes make a strong plea for a reorientation of the sociology of citizenship and address serious threats of an ongoing erosion of citizenship rights. Arguing from different scientific perspectives, rather than offering new conceptions of citizenship as supposedly more adequate models of rights, membership and belonging, they deal with both the ways citizenship is transformed and the ways it operates in the face of fundamentally transformed conditions. This volume *Political Economy* discusses manifold consequences of a decades-long enforcement of neo-liberalism for the rights of citizens. As neo-liberalism not only means a new form of economic system, it has to be conceived of as an entirely new form of global, regional and national governance that radically transforms economic, political and social relations in society. Its consequences for citizenship as a social institution are no less than dramatic. Against the background of both manifest and ideological processes the book looks at if citizenship has lost the basis it has rested upon for decades, or if the institution itself is in a process of being fundamentally transformed and restructured, thereby changing its meaning and the significance of citizens' rights. This book will appeal to academics working in the field of political theory, political sociology and European studies. Using real examples of ethical issues in today's workplace, *BUSINESS & PROFESSIONAL ETHICS*, 8E provides readers with the strategies needed to make the most ethical decisions possible -- no matter what the situation. By integrating the latest information on ethics, governance scandals, legal liability, and professional accounting and audit issues, this edition highlights the most recent ethical issues in today's business environment. The book examines the background and nature of the new stakeholder-support era of corporate and professional accountability and governance with valuable insights into the effective behavior patterns of directors, executives, and accountants. More than 120 current cases and key readings provide an interesting, challenging, and practical learning experience. Intriguing real-world situations equip readers with an understanding of appropriate values, ethical pitfalls, applicable codes of conduct, and sound ethical reasons. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

*Business Chemistry: How to Build and Sustain Thriving Businesses in the Chemical Industry* is a concise text aimed at chemists, other natural scientists, and engineers who want to develop essential management skills. Written in an accessible style with the needs of managers in mind, this book provides an introduction to essential management theory, models, and practical tools relevant to the chemical industry and associated branches such as pharmaceuticals and consumer goods. Drawing on first-hand management experience and in-depth research projects, the authors of this book outline the key topics to build and sustain businesses in the chemical industry. The book addresses important topics such as strategy and new business development, describes global trends that shape chemical companies, and looks at recent issues such as business model innovation. Features of this practitioner-oriented book include: Eight chapters covering all the management topics relevant to chemists, other natural scientists and engineers. Chapters co-authored by experienced practitioners from companies such as Altana, A.T. Kearney, and Evonik Industries. Featured examples and cases from the chemical industry and associated branches throughout chapters to illustrate the practical relevance of the topics covered. Contemporary issues such as business model design, customer and supplier integration, and business co-operation.

Increasingly, business leaders are tasked with developing new products, services, and business models that minimize environmental impact while driving economic growth. It's a tall order—and a call that is only getting louder. In *Can Business Save the Earth?*, Michael Lenox and Aaron Chatterji explain just how the private sector can help. Many believe that markets will inevitably demand sustainable practices and force them to emerge. But Lenox and Chatterji see it differently. Based on more than a decade of research and work with companies, they argue that a bright green future is only possible with dramatic innovation across multiple

sectors at the same time. To achieve this, a broader ecosystem of players—including inventors, executives, customers, investors, activists, and governments—all must play a role. The book outlines how and the extent to which each group can serve as a driver of green growth. Then, Lenox and Chatterji identify where economic incentives currently exist, or could exist with institutional change, and ultimately address the larger question of how far well-coordinated efforts can take us in addressing the current environmental crisis.

*Shooting The Picture* is the story of Australian press photography from 1888 to today—the power of the medium, seismic changes in the newspaper industry, and photographers who were often more colourful than their subjects. This groundbreaking book explores our political leaders and campaigns, crime, war and censorship, international events, disasters and trauma, sport, celebrity, gender, race and migration. It maps the technological evolution in the industry from the dark room to digital, from picturegram machines to iPhones, and from the death knock to the ascendancy of social media. It raises the question whether these changes will spell the end of traditional press photography as we know it.

The twenty-first century has witnessed the rise of India as a major media producer and consumer market increasingly engaged with the global economy. Aided by rising incomes, technological remediation, regulatory strategies, and a shifting political terrain, the business of media has been given official recognition as a substantive component of India's economy and as a prominent feature of its economic thinking. In light of these developments, these two pioneering volumes investigate the dynamics of an increasingly integrated media economy encompassing television, film, music, sport, and telecoms. *Volume 1: Industrial Dynamics and Cultural Adaptation* illustrates the distinctive industrial dynamics of India's media economy, tracking the deeply embedded cultural, political, and economic forces that determine its everyday operation. The selection of essays serves to demonstrate the unique patterns of development and the complex field of exchanges that have constituted India's media economy. As a whole, this volume posits a comprehensive approach to understanding the nature of media resources, the negotiation of industrial norms and the cultural context of a media economy firmly situated in the realities of India's distinct regions, cultures, and human networks. *Volume 2: Market Dynamics and Social Transactions* provides a comprehensive analysis of the interlocking markets that constitute the media economy, focusing upon its particular commodity forms, labour conditions, and spaces of consumption. Taking account of a rich set of case studies, this volume argues for the necessary consideration of multiple and interdependent markets in explicating our everyday encounters with media. By foregrounding the social transactions that encapsulate market exchanges, it begins to illustrate some of the novel aspirations, meanings, and relationships arising with India's media economy.

*The Multi-dimensional Review of Côte d'Ivoire* aims to support the crafting of a development strategy for Côte d'Ivoire to reach emergence, the status of emergent economy, in 2020.

In 2011, capital's crisis erupted in Egyptian society. This eruption, and subsequent politics, have been misrepresented as revolutionary, as the working class was – and is increasingly so – devalued and disempowered. In *Crisis and Class War in Egypt*, Sean F. McMahon critically analyses Egypt's recent political history. He argues that the so-called 'revolution' was the appearance of capital's destruction of the value of the Egyptian working class and an existential crisis for capital. In response, productive capital in the form of the military used, disposed of and replaced its junior partners in governing; first the predatory capital of the Mubarak state with the commodity capital of the Muslim Brotherhood, and then commodity capital with the finance capital of the Gulf Cooperation Council. These reconfigurations have been expressed in all manner of reactionary governmental arrangements including constitutions, legislation and

currency reform. Extending today's analysis into the near future, McMahon sees the war of Egyptian society intensifying, and increasingly violent lives for Egyptian workers. Haters are not your problem. . . . Ignoring them is. Eighty percent of companies say they deliver outstanding customer service, but only 8 percent of their customers agree. This book will help you close that gap by reconfiguring your customer service to deliver knockout experiences. The near-universal adoption of smartphones and social media has fundamentally altered the science of complaints. Critics ("haters") can now express their displeasure faster and more publicly than ever. These trends have resulted in an overall increase in complaints and a belief by many businesses that they have to "pick their spots" when choosing to answer criticisms. Bestselling author Jay Baer shows why that approach is a major mistake. Based on an extensive proprietary study of how, where, and why we complain, *Hug Your Haters* proves that there are two types of complainers, each with very different motivations:

- Offstage haters. These people simply want solutions to their problems. They complain via legacy channels where the likelihood of a response is highest—phone, e-mail, and company websites. Offstage haters don't care if anyone else finds out, as long as they get answers.
- Onstage haters. These people are often disappointed by a substandard interaction via traditional channels, so they turn to indirect venues, such as social media, online review sites, and discussion boards. Onstage haters want more than solutions—they want an audience to share their righteous indignation. *Hug Your Haters* shows exactly how to deal with both groups, drawing on meticulously researched case studies from businesses of all types and sizes from around the world. It includes specific playbooks and formulas as well as a fold-out poster of "the Hatrix," which summarizes the best strategies for different situations. The book is also filled with poignant and hilarious examples of haters gone wild, and companies gone crazy, as well as inspirational stories of companies responding with speed, compassion, and humanity. Whether you work for a mom-and-pop store or a global brand, you will have haters—and you can't afford to ignore them. Baer's insights and tactics will teach you how to embrace complaints, put haters to work for you, and turn bad news into good outcomes.

Climate change presents one of the greatest challenges of our time, and has become one of the defining issues of the twenty-first century. The radical changes which both developed and developing countries will need to make, in economic and in legal terms, to respond to climate change are unprecedented. International law, including treaty regimes, institutions, and customary international law, needs to address the myriad challenges and consequences of climate change, including variations in the weather patterns, sea level rise, and the resulting migration of peoples. The *Oxford Handbook of International Climate Change Law* provides an unprecedented and authoritative overview of all aspects of international climate change law as it currently stands, with guidance for how it should develop in the future. Over forty leading scholars and practitioners set out a comprehensive understanding of the legal issues that surround this vitally important but still emerging area of international law. This book addresses the major legal dimensions of the problems caused by climate change: not only in the content and nature of the international legal frameworks, which need implementation at the national level, but also the development of carbon trading systems as a means of reducing the costs of meeting emission reduction targets. After an introduction to the field, the Handbook assesses the relevant institutions, the key applicable principles of

international law, the international mitigation regime and its consequences, and climate change litigation, before providing perspectives focused upon specific countries or regions. The Handbook will be an invaluable resource for scholars, students, and practitioners of international climate change law. It provides readers with diverse perspectives, bringing together interpretations from different disciplines, countries, and cultures.

As Europe rebuilt after the devastation of the Second World War, the former colonies of the major imperial powers sought their independence at the same time that the United States extended its economic and political power globally. In *Turbulent Empires* Mike Mason analyzes the struggles for post-colonial sovereignty and economic domination and how these competing forces led to conflicts and shifting alliances around the postwar world. *Turbulent Empires* surveys the major polities and economies of Africa, Asia, Latin America, Russia, and the West and traces the trajectory of nationalist ruling classes bent on exercising sovereign control over economic resources. It emphasizes the convulsions that brought about unanticipated realignments and shocking reversals, such as the rise and fall of regimes, continuous interventions in the Muslim world, the sudden collapse of the commodities supercycle, and the continuing challenge of inequality. By the second decade of the twenty-first century, the global economic crisis of 2008 raised the question of a new global order while the question of American decline, captured in the slogan "Make America Great Again," became commonplace. Both erudite and accessibly written, *Turbulent Empires* provides an insightful and sweeping analysis of world political and economic history that is an ideal introduction to postwar political science, history, and development studies.

-...examines class formation under the ANC, education and black upward social mobility, the black middle class at work and in social life, and its political role in the post-apartheid era.--- jacket.

This book offers a new geographical political economy approach to our understanding of regional and local economic development in Western Europe over the last twenty years. It suggests that governance failure is occurring at a variety of spatial scales and an 'impedimenta state' is emerging. This is derived from the state responding to state intervention and economic development that has become irrational, ambivalent and disoriented. The book blends theoretical approaches to crisis and contradiction theory with empirical examples from cities and regions.

This ambitious volume sets out to understand how every company impacts public health and introduces a robust model, rooted in organizational and scientific knowledge, for companies committed to making positive contributions to health and wellness.

Focusing on four interconnected areas of corporate impact, it not only discusses the business imperative of promoting a healthier society and improved living conditions worldwide, but also provides guidelines for measuring a company's population health footprint. Examples, statistics and visuals showcase emerging corporate involvement in public health and underscore the business opportunities available to companies that invest in health. The authors offer a detailed roadmap for optimizing health-promoting actions in a rapidly evolving business and social climate across these core areas:

- Planning and building a culture of health
- Consumer health: How organizations affect the safety, integrity, and healthfulness of the products and services they offer to their customers and end consumers
- Employee health: How organizations affect the health of

their employees (e.g., provision of employer-sponsored health insurance, workplace practices and wellness programs) Community health: How organizations affect the health of the communities in which they operate and do business Environmental Health: How organizations' environmental policies (or lack thereof) affect individual and population health Implementing and sustaining a culture of health Building a Culture of Health clarifies both a mission and a vision for use by MPH and MBA students in health management, professors in schools of public health and business schools, and business leaders and chief medical officers in health care and non-health care businesses.

Managerial Accounting, 4th edition presents a modern and practical approach to managerial accounting through a combination of unique and flexible learning units, real-world concepts, and integrated practice, all within the business context. Praised for its decision-making framework, C&C Sports Continuing Case Story, and Data Analytics Cases, this new edition helps students develop a thorough understanding of how businesses make informed decisions and builds the skills required to be successful in tomorrow's workplace.

This is the first scholarly treatment of the history of public eating in London in the Victorian and Edwardian eras. The quotidian nature of eating out during the working day or evening should not be allowed to obscure the significance of the restaurant (defined broadly, to encompass not merely the prestigious West End restaurant, but also the modest refreshment room, and even the street cart) as a critical component in the creation of modern metropolitan culture. The story of the London restaurant between the 1840s and the First World War serves as an exemplary site for mapping the expansion of commercial leisure, the increasing significance of the service sector, the introduction of technology, the democratization of the public sphere, changing gender roles, and the impact of immigration. The London Restaurant incorporates the notion of 'gastro-cosmopolitanism' to highlight the existence of a diverse culture in London in this period that requires us to think, not merely beyond the nation, but beyond empire. The restaurant also had an important role in contemporary debates about public health and the (sometimes conflicting, but no less often complementary) prerogatives of commerce, moral improvement, and liberal governance. The London Restaurant considers the restaurant as a business and a place of employment, as well as an important site for the emergence of new forms of metropolitan experience and identity. While focused on London, it illustrates the complex ways in which cultural and commercial forces were intertwined in modern Britain, and demonstrates the rewards of writing histories which recognize the interplay between broad, global forces and highly localized spaces. The only sustainable advantage in our hypercompetitive marketplace is the ability to learn and adapt faster than everyone else. Companies that cling to management practices of a bygone era continue to fade away. They desperately need managers who empower people to seek out learning at a moment's notice. Minds at Work can help you be that manager. This book captures the role

managers play in the knowledge economy—where uninhibited, on-demand learning inspires employees to achieve higher levels of performance. Authors David Grebow and Stephen J. Gill describe how managers can move from a traditional “command and control” position to become advocates of communication and collaboration. They share what happens when managers help their direct reports grow as people and use technology to pull the learning they need when they need it. *Minds at Work* illustrates this shift to a learning community with success stories from forward-looking companies. With this better way to manage, these companies have unearthed those “aha!” moments as the dots connect after continuous problem solving, trial and error, and innovation. Each has redefined norms, made knowledge sharing flat, and created a workplace culture built to last. Use this book to embrace learning anytime, anywhere. Nurture the minds at work, and you’ll win the hearts of your organization.

Since their introduction in 1964, American muscle cars have been closely associated with masculinity. In the 21st century, women have been a growing presence in the muscle car world, exhibiting at automotive events and rumbling to work in modern Mustangs, Camaros and Challengers. Gathered from the experiences of 88 female auto enthusiasts, this book highlights their admiration and passion for American muscle, and reveals how restoring and showing classic cars provides a means to challenge longstanding perceptions of women drivers and advance ideas of identity and gender equality.

With the advent of the internet and handheld or wearable media systems that plunge the user into 360o video, augmented—or virtual reality—technology is changing how stories are told and created. In this book, John V. Pavlik argues that a new form of mediated communication has emerged: experiential news. Experiential media delivers not just news stories but also news experiences, in which the consumer engages news as a participant or virtual eyewitness in immersive, multisensory, and interactive narratives. Pavlik describes and analyzes new tools and approaches that allow journalists to tell stories that go beyond text and image. He delves into developing forms such as virtual reality, haptic technologies, interactive documentaries, and drone media, presenting the principles of how to design and frame a story using these techniques. Pavlik warns that although experiential news can heighten user engagement and increase understanding, it may also fuel the transformation of fake news into artificial realities, and he discusses the standards of ethics and accuracy needed to build public trust in journalism in the age of virtual reality. *Journalism in the Age of Virtual Reality* offers important lessons for practitioners seeking to produce quality experiential news and those interested in the ethical considerations that experiential media raise for journalism and the public.

The twentieth century was a period of rapid change for religion. Secularisation resulted in a dramatic fall in church attendance in the West, and the 1950s and 1960s saw the introduction of new religions including the International Society for

Krishna Consciousness (ISKCON), the Church of Scientology, and the Children of God. New religions were regarded with suspicion by society in general and Religious Studies scholars alike until the 1990s, when the emergence of a second generation of 'new new' religions – based on popular cultural forms including films, novels, computer games and comic books – and highly individualistic spiritualities confirmed the utter transformation of the religio-spiritual landscape. Indeed, Scientology and ISKCON appeared almost traditional and conservative when compared to the radically de-institutionalised, eclectic, parodic, fun-loving and experimental fiction-based, invented and hyper-real religions. In this book, scholarly treatments of cutting-edge religious and spiritual trends are brought into conversation with contributions by representatives of Dudeism, the Church of All Worlds, the Temple of the Jedi Order and Tolkien spirituality groups. This book will simultaneously entertain, shock, challenge and delight scholars of religious studies, as well as those with a wider interest in new religious movements.

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