

Litteraturoversigt vedrørende integreret rapportering

Generelle artikler

- Kristensen, K., Schmidt, C., Nielsen, J., Burman, M., & Frederiksen, N. (2005), 'Sammenhængen mellem medarbejdertilfredshed, kundeloyalitet og virksomhedens resultater', i Børsens Ledeshåndbøger - TQM Håndbogen, s. 1-26, Børsen Forum, København.
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- Kristensen, K. and J. K. Eskildsen (2006). Design of PLS-based Satisfaction Studies (forthcoming). Handbook of Computational Statistics - PLS and Marketing. V. E. Vinzi, Springer Verlag.
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- Kristensen, K. and J. K. Eskildsen (2005). PLS Structural Equation Modelling for Customer Satisfaction Measurement: Some empirical and theoretical results. Handbuch PLS-Pfadmodellierung - Methode, Anwendung, Praxisbeispiele. F. W. Bliemel, A. Eggert, G. Fassott and J. Henseler, Schäffer-Poeschel: 5-24.
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