

Some reflections on my career, publishing, and contributing significantly to a field

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ALGUNAS REFLEXIONES SOBRE MI TRAYECTORIA: CÓMO PUBLICAR Y CONTRIBUIR DE MANERA SIGNIFICATIVA EN UN CAMPO DE CONOCIMIENTO

RESUMEN: En el presente artículo, el autor ofrece una perspectiva general de sus más de tres décadas de trayectoria académica y hace un análisis retrospectivo de la evolución de su investigación. Siguiendo sus pautas en el tipo de análisis propio, el autor revisa sus 33 años de investigación colaborativa sobre la calidad del servicio con sus colegas Valerie Zeithaml y Len Berry, en orden de ilustrar la naturaleza de un programático stream de investigación y el impacto significativo que una forma de investigación puede tener en la base y en la práctica del conocimiento de una disciplina. El autor también menciona algunas experiencias personales que surgieron de la colaboración sobre su carrera como investigador, y discute las sugerencias que estas experiencias pueden tener para otros investigadores. El artículo concluye con algunas observaciones y recomendaciones generales sobre cómo se puede contribuir significativamente a un campo de conocimiento.

PALABRAS CLAVE: Investigación programática, estrategia de publicación, calidad del servicio.

QUELQUES REFLEXIONS SUR MON PARCOURS: COMMENT PUBLIER ET CONTRIBUER SIGNIFICATIVEMENT DANS UN DOMAINE DE CONNAISSANCE

RÉSUMÉ: Dans cet article, l'auteur offre une perspective générale de son parcours académique de plus de trois décennies et réalise une analyse rétrospective de son évolution en tant que chercheur. Dans cette perspective et que son analyse propre, il discute de ses recherches de collaboration avec ses collègues Valerie Zeithaml et Len Berry sur la qualité du service, afin d'illustrer la nature d'un courant d'investigation programmatique sur un thème important en l'occurrence significatif de la gestion de marketing sur le fonctionnement et l'efficacité de la connaissance d'un discipline. L'auteur mentionne également plusieurs expériences personnelles surgissant de la collaboration sur le thème de l'efficacité et les recommandations que ces expériences peuvent avoir pour d'autres chercheurs. Le conclusion, il discute de quelques observations et suggestions générales sur comment on peut contribuer significativement à un domaine de connaissance.

MOTS CLÉS: Investigation programmatique, stratégie de publication, qualité du service.

ALGUNAS REFLEXÕES SOBRE MINHA TRAJETÓRIA: COMO PUBLICAR E CONTRIBUIR DE MANEIRA SIGNIFICATIVA EM UM CAMPO DE CONHECIMENTO

RESUMO: No presente artigo, o autor oferece uma perspectiva geral de sua carreira acadêmica de mais de três décadas e realiza uma análise retrospectiva de sua evolução como pesquisador. Seguindo suas próprias regras e tipo de análise própria, o autor faz uma revisão de seus 33 anos de pesquisa colaborativa sobre a qualidade do serviço com seus colegas Valerie Zeithaml e Len Berry, com o objetivo de ilustrar a natureza de um stream de pesquisa programático e o impacto significativo que uma forma de pesquisa pode ter na base e na prática do conhecimento de uma disciplina. O autor também menciona experiências pessoais que surgiram da colaboração sobre sua carreira como pesquisador, e discute as recomendações que estas experiências podem ter para outros pesquisadores. O artigo é concluído com algumas observações e sugestões gerais sobre como se pode contribuir significativamente a um campo de conhecimento.

PALAVRAS CHAVE: pesquisa programática, estratégia de publicação, qualidade do serviço.

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ABSTRACT: In this article the author provides an overview and a retrospective analysis of his, over three-decade-long academic career and the evolution of his research during the course of that career. Within the broad overview and analysis of his career, he singles out and elaborates on his fifteen-year collaborative research on service quality (with colleagues Valerie Zeithaml and Len Berry), in order to illustrate the nature of a programmatic research stream on an important topic and the significant impact that such a research stream can have on a discipline's knowledge base and practice. The author also derives a number of personal lessons from his reflections about his career and research, and discusses the implications of those lessons for researchers. He concludes the article with some general observations and recommendations about making significant contributions to a field.

KEYWORDS: Programmatic research, publishing strategy, service quality

Introduction

The three primary categories of articles solicited and published by *INNOVAR* are *Research Articles*, *Reflection Articles*, and *Review Articles* (as per this journal's "Guidelines for Contributing Authors"). The present piece would fall under the reflection-article category. However, its scope and intent are broader than those implied in *INNOVAR*'s guidelines for this type of article – namely, that reflection articles "present the results of research from an author's original source-based, analytical, interpretative, or critical perspective on a specific topic." Although my research stream over the last quarter century has focused on the topic of customer service, and while this article will allude to some key insights from that research stream, it is likely to be somewhat different from typical reflection articles appearing in this journal. The article's primary objectives are to (a) provide a critical analysis of my thirty-six year academic career; (b) discuss the personal lessons my career has taught me; and (c) draw on those lessons to offer suggestions to graduate students, researchers and other professionals for making significant contributions to their respective fields.

As a backdrop to what is to follow, I begin with a brief overview of my education and employment history. I obtained a Bachelor of Technology degree (in mechanical engineering) in 1970 from the Indian Institute of Technology-Madras and a Master of Business Administration degree (with a marketing concentration) in 1972 from the Indian Institute of Management-Ahmedabad. Among the various business fields to which I was introduced during the first year of my MBA program, I was most fascinated by

Reflections From A Publishing Career

Hussin A.Rothana



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