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ABOUT AUTHORS

Michele Kremen Bolton ("Organization Innovation and Substandard Performance: When Is Necessity the Mother of Innovation?") is Assistant Professor of Management at the College of Business at San Jose State University. She received her B.A. in Psychology from Stanford University, her M.B.A. from San Jose State University, and her Ph.D. in Management from the University of California, Los Angeles. She is the author or coauthor of several articles and chapters appearing in scholarly journals and books on innovation and strategic management. Her current research interests focus on comparative studies of organizational innovation, particularly those involving Japanese practices in comparison with management of technology and innovation in the U.S. Address: College of Business, San Jose State University, San Jose, CA 95192 (telephone: (408) 924-3578; fax: (408) 924-3419).

Kim S. Cameron ("Organizational Downsizing: A Convergence and Reorientation Framework") is Professor of Organizational Behavior and Human Resource Management at the University of Michigan School of Business Administration, and is a past department chair. He is also professor of Higher Education at the School of Education at the University of Michigan. His research on organizational effectiveness, the management of decline, and the development of management skills has been published in more than 50 articles and five books. In addition, Cameron is director of the University of Michigan's Management of Managers program and is co-director of the Human Resource Executive program and the Organizational Studies Laboratory. Address: University of Michigan, School of Business Administration, Ann Arbor, MI 48109-1234 (telephone: (313) 763-1179).

Rocki-Lee DeWitt ("The Structural Consequences of Downsizing") is Assistant Professor of Strategic Management in the Smeal College of Business at The Pennsylvania State University. She received her Ph.D. from Columbia University. Her current research focuses on the strategic management of doom and gloom, including downsizing, bankruptcy, and turnaround management. Address: Smeal College of Business, The Pennsylvania State University, 415 Beam, University Park, PA 16802 (telephone: (814) 865-0381; fax: (814) 863-7261; Bitnet: RLD10 @ PSUVM).

Sarah J. Freeman ("Organizational Downsizing: A Convergence and Reorientation Framework") is Assistant Professor at the

University of Wisconsin-Milwaukee. She received her Ph.D. in organizational behavior from the University of Michigan. Her dissertation research focused on downsizing and redesign in the U.S. automotive industry, identifying patterns of tactics, implementation processes, and changes in downsizing organizations. She has also conducted research on the globalization process of multinational corporations. Address: University of Wisconsin-Milwaukee, School of Business Administration, Bolton Hall, P.O. Box 742, Milwaukee, WI 53201.

Dean Ludwig ("Adapting to a Declining Environment: Lessons from a Religious Order") is Assistant Professor of Management at the University of Toledo. After receiving his M.B.A. (1980) and Ph.D. (1984) in Management from the Wharton School of Business, Ludwig spent several years in industry developing a national profile for a line of consumer products. Since returning to academia in 1988, his teaching and research have increasingly been devoted to the areas of business ethics and social issues in management. He has been an active member of both the SIMS Division of the Academy of Management and the International Association for Business and Society. He has also maintained an active research and consulting interest in strategic planning within the not-for-profit and family business settings. Address: Department of Management, University of Toledo, 2801 W. Bancroft Street, Toledo, OH 43606 (telephone: (419) 537-2376; fax: (419) 537-7744).

William McKinley ("Organizational Decline and Adaptation: Theoretical Controversies") is Associate Professor of Management in the College of Business and Administration at Southern Illinois University, Carbondale. He received his Ph.D. from Columbia University. His current research interests include organizational decline, organizational downsizing, and the philosophy of organization science. His publications have appeared in such journals as *Administrative Science Quarterly*, *Academy of Management Journal*, *Academy of Management Review*, and *Management International Review*. He is also a member of the editorial board of *Academy of Management Review*. Address: Department of Management, Southern Illinois University at Carbondale, Carbondale, IL 62901 (telephone: 618-453-7886; Bitnet: GA3964 at SIUCVMB).

Walter R. Nord ("Toward a Political Framework for Flexible Management of Decline" and "From Quicksand to Crossroads:

An Agnostic Perspective on Conversation”) is currently Professor of Management at the University of South Florida. Previously he was at Washington University, St. Louis (1967–1989). His current research centers on: critical political economics and organizations, organizational innovation, and organizational conflict. He has published widely in scholarly journals and edited/authored a number of books. His recent books include: *The Meanings of Occupational Work* (with A. Brief), *Implementing Routine and Radical Innovations* (with S. Tucker), *Organizational Reality: Reports from the Firing Line* 4th edition (with P. Frost and V. Mitchell), and *HRM Reality: Putting Competence in Context* (also with Frost and Mitchell). He is currently coeditor of *Employee Responsibilities and Rights Journal* and a recent past book review editor for the *Academy of Management Review*. Address: Department of Management, College of Business Administration, BSN 3403, University of South Florida, 4202 E. Fowler Ave., Tampa, FL 33620-5500 (telephone: (813) 974-4155).

Lawrence A. Ponemon (“The Influence of Auditors’ Perceptions of Organizational Decline on Audit Risk”) is the Muller Term Chair and the KPMG Peat Marwick Faculty Research Fellow at Babson College in Wellesley, Massachusetts. He holds a Ph.D. in accounting from Union College and has graduate degrees from Harvard University and Carnegie Mellon University. He has publications in leading academic journals including *Contemporary Accounting Research*, *Auditing: A Journal of Practice and Theory*, *Journal of Information Systems*, and *Accounting, Organizations and Society*. Address: Babson College, Wellesley, MA 02157.

Kathryn S. Rogers (“Toward a Political Framework for Flexible Management of Decline”) is Associate Professor of Organizational Studies at Pitzer College, Claremont,

California 91711 (telephone: (714) 621-8555 X3067). Pitzer is a member of the Claremont Colleges. She holds an M.A. in Political Theory from Columbia University and Ph.D. in Organizational Behavior from Washington University, St. Louis. She is currently engaged in research on participation in interorganizational social networks in Scandinavia.

Zehava Rosenblatt (“Toward a Political Framework for Flexible Management of Decline”) is on the faculty of John M. Olin School of Business, Washington University, Campus Box 1133, St. Louis, MO 63130-4899 (telephone: (314) 935-6318; Bitnet: Zehava@wuolin). She holds a Ph.D. degree from the Technion-Israel Institute of Technology. Her main research interests are organization decline, workforce cutbacks and job insecurity.

Allen G. Schick (“The Influence of Auditors’ Perceptions of Organizational Decline on Audit Risk”) is Associate Professor of Accounting in the School of Business and Management at Morgan State University. He received his B.B.A. and M.S. degrees in accounting from the University of Texas at Austin and his Ph.D. degree in management from the University of Kansas. His current research focuses on the organizational elements of budgeting, the effects of organizational decline on various accounting issues and the organizational aspects of information overload. He has published articles in *Academy of Management Journal*, *Academy of Management Review*, *Accounting, Organizations and Society*, *Auditing: A Journal of Practice and Theory*, *Canadian Journal of Administrative Sciences*, *Journal of Management* and other journals. Address: School of Business and Management, Morgan State University, Coldspring Lane and Hillen Road, Baltimore, MD 21239 (telephone: (410) 319-3175; fax: (410) 319-3358).

ERRATUM TO: “SERVICE ENCOUNTERS AS RITES OF INTEGRATION: AN INFORMATION PROCESSING MODEL” (Vol. 3, No. 4, November 1992)

CAREN SIEHL, DAVID E. BOWEN AND CHRISTINE M. PEARSON

Thunderbird, American Graduate School of International Management,
15249 N. 59th Avenue, Glendale, Arizona 85306-6000
Business Programs, Arizona State University West, 4701 West Thunderbird Road,
Phoenix, Arizona 85069-7100
Center for Crisis Management, School of Business Administration, University
of Southern California, Los Angeles, California 90089-1421

The title page footnote (p. 537) should read as follows:

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