

Author	Date	Article/Journal Title or Book Title	Peer Review?	Abstract	Source	Web Address
Batt, R.	2002	MANAGING CUSTOMER SERVICES: HUMAN RESOURCE PRACTICES, QUIT RATES, AND SALES GROWTH	Yes	This study examined the relationship between human resource practices, employee quit rates, and organizational performance in the service sector. Drawing on a unique, nationally representative sample of call centers, multivariate analyses showed that quit rates were lower and sales growth was higher in	Academy of Management Journal, Vol. 45, No. 3, 587-597.	http://wv9lq5ld3p.search.serialssolutions.com.library.cappella.edu/?ctx_ver=Z39.88-2004&ctx_enc=info%3Aofi%2Fenc%3AUTF-8&rft_id=info:sid/summon.serialssolutions.com&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&rft.genre=article&rft.atitle=Managing+customer+services%3A+Human+resource+practices%2C+quit+rates%2C+and+sales+growth&rft.jtitle=Academy+of+Management+Journal&rft.au=Ros+emary+Batt&rft.date=2002-06-01&rft.pub=Academy+of+Management&rft.issn=0001-1002