

## Disruptive Change In The Taxi Business The Case Of Uber

Be an transformational leader during times of rapid organizational change The Art of Change Leadership represents a major milestone in the study of change leadership. An approachable yet thorough guide for leaders and team members that illustrates how to increase speed and agility during times of intense technological innovation and fast change, this resource focuses on the ways in which you, as an individual, can harness your unique abilities to lead cultural change and personal leadership in a positive and proactive way. Through eleven comprehensive chapters, explore the need for increased human brain speed, how to improve your focus, the body/mind connection, agility within a team setting, improving productivity, communication with your team, and more. Technology, globalization, evolving business models—these are just some of the variables impacting the competitive landscapes across virtually all industries. To keep up with the changes that these and other factors are creating, it is critical that you are able to understand what change leadership is, why it is important, and how you can leverage it in your workplace to positively impact your company. Explore research on change leadership vs. change management to improve business Leverage technology to improve

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productivity and adaptability to rapid change  
Evolutionary approaches to change leadership that include energy management and innovative mindset approaches Discover questionnaires, assessments and quizzes to assess your change leadership agilities The Art of Change Leadership is a (r)evolutionary text that prepares you to increase your team's speed and agility, and to thrive in today's continually evolving business environment. Technology provides accessibility otherwise unavailable to the people who can benefit from it the most. As new digital tools become less expensive and more widely available, research and real-world cases that examine the union between emergent countries and information systems are essential in determining the next steps for these nations. The Handbook of Research on Managing Information Systems in Developing Economies is a pivotal reference source that explores the effects of technological data handling within developing economies. Covering a broad range of topics such as emerging digital technologies, socio-economic development, and technology startups, this book is ideally designed for software programmers, policymakers, practitioners, educators, academicians, students, and researchers. This book is a critical examination of the main ideas regarding disruptive change and startups. It systematically lays out the full set of challenges and

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tasks one needs to master in order for existing organizations to weather severe change or make a startup successful. Ian Mitroff outlines the protective actions business leaders must take to ensure their continued existence, providing a clear demonstration of the key roles leaders must assume such as Applied Epistemologist, Applied Ethicist, Applied Systems Thinker, Applied Social Psychologist, and Applied Crisis Manager, and how to perform these roles competently. Citing cases such as Facebook, Uber, and Airbnb, this book uniquely analyzes the disrupting agent in emerging industries, which is crucial for success in today's complex and turbulent world. It will be of value to students, academics, and entrepreneurs looking to develop a new product or service.

The most comprehensive, global guide to business model design and innovation for academic and business audiences. *Business Model Innovation Strategy: Transformational Concepts and Tools for Entrepreneurial Leaders* is centered on a timely, mission-critical strategic issue that both founders of new firms and senior managers of incumbent firms globally need to address as they reimagine their firms in the post COVID-19 world. The book, which draws on over 20 years of the authors collaborative theoretical and rigorous empirical research, has a pragmatic orientation and is filled with examples and illustrations from around the world. This action-

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oriented book provides leaders with a rigorous and detailed guide to the design and implementation of innovative, and scalable business models for their companies. Faculty and students can use Business Model Innovation Strategy as a textbook in undergraduate, MBA, and EMBA degree courses as well as in executive courses of various designs and lengths. The content of the book has been tested in both degree and non-degree courses at some of the world's leading business schools and has helped students and firm leaders to develop groundbreaking business model innovations. This book will help you: Learn the basics of business model innovation including the latest developments in the field Learn how business model innovation presents new and profitable business opportunities in industries that were considered all but immune to attacks from newcomers Learn how to determine the viability of your current business model Explore new possibilities for value creation by redesigning your firm's business model Receive practical, step-by-step guidance on how to introduce business model innovation in your own company Become well-versed in an important area of business strategy and entrepreneurship Authors Amit and Zott anchored the book on their pioneering research and extensive scholarly and practitioner-oriented publications on the design, implementation, and performance implications of innovative business models. They are

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the most widely cited researchers in the field of business model innovation, and they teach at the top-ranked Wharton School of the University of Pennsylvania and the prestigious global business school IESE with campuses in Barcelona, Madrid, Munich, New York, and São Paulo.

Ideal for MBA and advanced undergraduate students, *Contemporary Strategy Analysis*, 11th Edition delivers an accessible and insightful exploration of the fundamentals of strategic value creation. With a strong focus on practical strategies proven to work in the real-world, the text includes a multitude of case studies based on recognizable companies that illustrate the implementation of the concepts discussed within.

This volume focuses on frontiers in regional research and identifies trends and future developments in the areas of innovation, regional growth and migration. It also addresses topics such as mobility, regional forecasting, and regional policy, and includes expert contributions on disasters, resilience, and sustainability. Building on recent methodological and modelling advances, as well as on extensive policy-analysis experience, top international regional scientists identify and evaluate emerging new conceptual and methodological trends and directions in regional research. This book will appeal to a wide readership, from regional scientists and economists to geographers, quantitatively oriented regional

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planners and other related disciplines. It offers a source of relevant information for academic researchers and policy analysts in government, and is also suitable for advanced teaching courses on regional and spatial science, economics and political science.

This book provides practical knowledge on different aspects of information and knowledge management in businesses. For enterprises/businesses those intend to remain prosperous and prolific, it is critically important to share best practices, ensure efficient information flow across company, capturing shared knowledge centrally, and communicate compliance rules, i.e. managing competently information in general. It enables faster and better decisions by helping employees' to build a strong expertise and by avoiding duplicated projects. Thus, the second volume of this series subline continues to explore different aspects of information and knowledge handling as well as doing business with information. We survey further the key aspects of managerial implications of the informational business. The novel methodologies and practices for the business information processing as well as application of mathematical models to the business analytics and efficient management are examined.

In most cities, the taxi industry is highly regulated and utilizes technology developed in the 1940s. Ride sharing services such as Uber and Lyft, which use

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modern internet-based mobile technology to connect passengers and drivers, have begun to compete with traditional taxis. This paper examines the efficiency of ride sharing services vis-à-vis taxis by comparing the capacity utilization rate of UberX drivers with that of traditional taxi drivers in five cities. The capacity utilization rate is measured by the fraction of time a driver has a fare-paying passenger in the car while he or she is working, and by the share of total miles that drivers log in which a passenger is in their car. The main conclusion is that, in most cities with data available, UberX drivers spend a significantly higher fraction of their time, and drive a substantially higher share of miles, with a passenger in their car than do taxi drivers. Four factors likely contribute to the higher capacity utilization rate of UberX drivers: 1) Uber's more efficient driver-passenger matching technology; 2) the larger scale of Uber than taxi companies; 3) inefficient taxi regulations; and 4) Uber's flexible labor supply model and surge pricing more closely match supply with demand throughout the day.

Platform Economics tackles head on the rhetoric surrounding the so-called “sharing economy”, which has muddied public debate and has contributed to a lack of policy and regulatory intervention.

Demand for Emerging Transportation Systems: Modeling Adoption, Satisfaction, and Mobility Patterns comprehensively examines the concepts and factors

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affecting user quality-of-service satisfaction. The book provides an introduction to the latest trends in transportation, followed by a critical review of factors affecting traditional and emerging transportation system adoption rates and user retention. This collection includes a rigorous introduction to the tools necessary for analyzing these factors, as well as Big Data collection methodologies, such as smartphone and social media analysis. Researchers will be guided through the nuances of transport and mobility services adoption, closing with an outlook of, and recommendations for, future research on the topic. This resource will appeal to practitioners and graduate students. Examines the dynamics affecting adoption rates for public transportation, vehicle-sharing, ridesharing systems and autonomous vehicles Covers the rationale behind travelers' continuous use of mobility services and their satisfaction and development Includes case studies, featuring mobility stats and contributions from around the world

Over the last fifty years in the United States, unions have been in deep decline, while income and wealth inequality have grown. In this timely work, editors Richard Bales and Charlotte Garden - with a roster of thirty-five leading labor scholars - analyze these trends and show how they are linked. Designed to appeal to those being introduced to the field as well as experts seeking new insights, this book demonstrates how federal labor law is failing today's workers and disempowering unions; how union jobs pay better than nonunion jobs and help to increase the wages of even nonunion workers; and how, when

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union jobs vanish, the wage premium also vanishes. At the same time, the book offers a range of solutions, from the radical, such as a complete overhaul of federal labor law, to the incremental, including reforms that could be undertaken by federal agencies on their own.

Library Marketing Basics is an accessible, step-by-step, easy to understand, and “hands on” resource for any librarian who is interested in learning basic marketing tips to raise the profile of their library. It is designed for beginners who are new to library marketing.

Whether or not you've ever hailed a cab on Broadway, Taxi! provides a fascinating perspective on New York's most colorful emissaries.

Recent technological innovation in fields such as robotics, automation, and artificial intelligence have reduced the number of workers required in a range of sectors, while lowering costs and increasing reliability. This trend has led policymakers, academics, CEOs, and entrepreneurs to ask what types of jobs will be most affected, what new skillsets will be needed for the jobs of tomorrow, and how governments can ease the transition. “The Future of Work: Regional Perspectives” considers how technology is likely to change labor markets in Africa, Developing Asia, Emerging Europe, Central Asia, Southern and Eastern Mediterranean, and Latin American and the Caribbean in the coming years. The study identifies concrete policy actions countries in these regions could take to face up to the challenges and seize the opportunities presented by emergent technology. The Evolving Impacts of ICT on Activities and Travel Behavior, Volume Three in the Advances in Transport

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Policy and Planning series, assesses both successful and unsuccessful practices and policies from around the world on the topic. This new volume highlights ICT as a Resilient Travel Behavior Alternative; The Past, Present and Future of Travel Time Use; The Intersection of Transportation and Telecommunications in Demand Forecasting and Traffic Management; International Journey Planning System to Welcoming MaaS; An Empirical Analysis of the Relationship Between Mobile Internet Usage and Activity-Travel Behavior; Travel Time Perception and Time Use in an Era of Automated Driving, and more. Provides the authority and expertise of leading contributors from an international board of authors Presents the latest release in the Advances in Transport Policy and Planning series Updated release includes the latest information on the evolving impact of ICT on activities and travel behavior

"This work focuses on how individuals and communities navigate through, and out of, conflict. Through theory and concept-building, and empirical examples, it investigates the pro-peace tactical agency deployed by individuals and communities in conflict-affected contexts. It examines how compassion, humanity, civility, and solidarity can take root in unlikely circumstances - even in the midst of war - and the possibility of everyday peace scaling-up and out to disrupt violent conflict. The book develops a number of key concepts, including Everyday Peace Power and Conflict Disruption, to help us understand how everyday 'small peace' actions can accumulate into movements and processes that may have wider significance. As well as a detailed

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conceptualisation of everyday peace, the book is interested in how local-level peace might connect with other levels (the national, international, and transnational) and uses the notion of circuitry to explain how different levels of society might influence one another. In an unusual departure for Peace and Conflict Studies, the book draws on World War One and Two memoirs and personal diaries to investigate the possibility of everyday peace in extreme circumstances (such as the battlefield) but also to illustrate that many of the possibilities and challenges associated with everyday peace are in fact timeless"--

This book employs a variety of economic and philosophical methodologies in order to discover the philosophical implications of creative destruction, competition regulation, and the role that businesses or market agents play. Instead of discussing these relations in a purely abstract manner, Schneider uses Uber to illuminate important matters in economic and philosophical thought. Schneider tells the following story: While creative destruction and disruptive innovation change the entrepreneurial landscape, regulation--especially the regulation of sectorial markets and competition regulation— delay this change or even bring it to a halt. Uber, as an agent in the market, is not just an object moved by these two opposing forces. Rather, it plays an active role, first as an agent of creative destruction and then in championing regulations on its own terms. Tourism has been gaining importance in recent

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decades with its increasing socio-economic, geopolitical, and ecological contributions, including its potential contribution to GDP, foreign exchange, and international business. At this juncture, an assessment and analysis of the scope, opportunities, and challenges of tourism and hospitality entrepreneurship is essential to the economic development of numerous countries. *Global Entrepreneurial Trends in the Tourism and Hospitality Industry* is a pivotal reference source that provides conceptualized ideas regarding the scope, prospects, and challenges of tourism and hospitality entrepreneurship. While highlighting topics such as destination tourism, multigenerational travel, and social entrepreneurship, this publication explores the relationship among tourism, hotel management, transportations, international trade, cargo and supply chain management, as well as the inter-linkages among various sectors and sub-sectors of the tourism industry. This book is ideally designed for entrepreneurs, directors, restaurateurs, travel agents, hotel management, industry professionals, academics, professors, and students.

This book presents a novel way to enable people, regardless of their scale of influence, to take responsibility for global environmental problems including climate change. It introduces a new framework called Planetary Accounting, which allows the Planetary Boundaries, non-negotiable limits for

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the environment, to be translated into limits for human activity. It shows how such limits can be broken down into chunks that can be managed at different levels (from individual and community, to business and sector levels, to cities and regions), and at any level of government. The book begins by summarising the science of climate change and introducing the notion of the Anthropocene – the “human age”. It highlights the importance of returning to and remaining within the Planetary Boundaries but shows that we can’t realistically do so unless we have a new approach to environmental accounting. The book then outlines how Planetary Accounting furnishes this new approach by combining sustainability science, change theory, and environmental accounting to create a scalable framework for environmental management that encourages systemic and individual change. The details of the science of and our human contribution to ten critical human pressures are then presented, and the book concludes with a guide for those seeking to apply Planetary Accounting in practice. Planetary Accounting could form the scientific underpinning of behaviour change programs, guide the development of policy and regulations, and provide both the basis for environmental laws, and the foundation of future global environmental agreements. It has been 50 years since the first views from space showed a blue planet alone in our

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solar system. This book is an historic opportunity to provide humanity for the first time with sufficient information to begin implementing Planetary Accounting.

Underneath the Golden Boy series of the Manitoba Law Journal reports on developments in legislation and on parliamentary and democratic reform in Manitoba, Canada, and beyond. This issue has articles from a variety of contributing authors including: Darcy L. MacPherson, Brian Bird, Andrew Flavelle-Martin, Brendan Roziere, Dren Maloku, Kasia Kieloch, Nichole Mirwaldt, Allison Fehr, and Jennifer Sokal.

Provides an introduction to the technical and business aspects of mobile telecommunications, exploring the complete eco-system of the industry with the key segments and how they interact with each other. This industry has seen rapid technical advancements in recent years, yet the basics of providing coverage and capacity to the end users have not changed. The authors introduce these technical basics to the reader and then show how a network is deployed. Technical innovation has been pivotal to the rapid advancement of this industry and the book details some of the main innovations over the years. The book highlights some of the current challenges the industry is facing and how innovation is driven by these challenges. Mobile operators business structures are examined, from the

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purchasing spectrum to deploying the network and attracting and retaining customers. The role of the regulator is not overlooked, and its role in ensuring a competitive market where consumers have sufficient choice. The authors detail current challenges faced by the operators and how they are using business innovation to overcome these challenges. In describing the changing face of mobile telecoms, the book covers business challenges as well as the technological challenges faced today by the industry. The advent of the Smart phones, which support multiple technologies that compliment and sometimes compete with mobile cellular technology has had a profound impact on the industry, sometimes challenging the role of the mobile operator. A discussion of these yet-unanswered challenges provides some insight into where the industry is heading. The technical aspects of this book are pitched at undergraduate first year mathematics and physics subject levels, making it easily comprehensible to the undergraduate students studying relevant fields. As the title denotes, this book will be at an introductory level, giving a broad coverage to many of the significant technical and business aspects of the industry. This book provides an overview of innovative and new directions being chartered in South African tourism geographies. Within the context of global change the volume explores different facets and

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different geographies of tourism. Key themes under scrutiny include the sharing economy, the changing accommodation service sector, touring poverty, tourism and innovation, tourism and climate change, threats to sustainability, inclusive tourism and a number of studies which challenge the present-mindedness of much tourism geographical scholarship. The 18 chapters range across urban and rural landscapes in South Africa with sectoral studies which include adventure tourism, coastal tourism, cruise tourism, nature-based tourism, sports tourism and wine tourism. Finally, the volume raises a number of policy and planning issues in the global South in particular relating to sustainability, local economic development and poverty reduction. Outlining the impact of tourism expansion in South Africa and suggesting future research directions, this stimulating book is a valuable resource for geographers as well as researchers and students in the field of tourism studies.

This book constitutes the proceedings of the 9th Scandinavian Conference on Information Systems, SCIS 2018, held in Odder, Denmark in August 2018. The 5 full papers presented in this volume were carefully reviewed and selected from 18 submissions. They focus on digital adaptation, disruption, and survival as overall themes, and deal with issues related to challenges, obstacles, and unintended consequences that require an

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understanding of the role of digital technologies in organizations.

In the 21st century, advancements in the digital world are bringing about rapid waves of change in organizational management. As such, it is increasingly imperative to discover ways for businesses to adapt to changes in the markets and seize various digital marketing opportunities.

Improving Business Performance Through Innovation in the Digital Economy is an essential reference source for the latest research on the impact of digital computing. It investigates new economic and entrepreneurial approaches to enhancing community development. Featuring research on topics such as business ethics, mobile technology, and cyber security, this book is ideally designed for knowledge workers, business managers, executives, entrepreneurs, small and medium enterprise managers, academicians, researchers, students, and global leaders seeking coverage on the management of sustainable enterprises.

Combating Fiscal Fraud and Empowering Regulators analyzes the impact of new international tax regulations on the scope and scale of tax evasion, tax avoidance, and money laundering

Discover how to use managerial economics to both diagnose and solve business problems with this breakthrough approach. Froeb/McCann/Ward/Shor's

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MANAGERIAL ECONOMICS, 5E offers a succinct, fast-paced, yet challenging, approach full of invaluable insights from cover to cover. This edition incorporates less math and fewer technical models, graphs and figures than traditional managerial economics books, while emphasizing the real decisions that today's managers face daily. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

With the increasing prevalence of information, communication, and technology, including social media, in the digital economy, leveraging consumer behavior and psychology has become a dominant ground for researchers and practitioners to inspect the trends, opportunities, and challenges to social networking service (SNS) developers and online firms. These platforms have become a key channel for social interactions and networking among individuals and online communities to leverage business activities in respect to product and service visibility and sustainability via the internet. Leveraging Consumer Behavior and Psychology in the Digital Economy is a pivotal reference source that provides current research on topics relevant to consumer behavior, consumer psychology, consumer value, customer satisfaction, and loyalty and how best to utilize this research consumer behavior and psychology in the digital economy. Emphasizing critical topics in the field of consumer behavior research, this publication is a wide-ranging resource for professionals, practitioners, marketers, retailers, business managers, academics, researchers, and graduate-level students interested in

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the latest material on consumer behavior and psychology in the digital economy.

This book debates and discusses the present and future of Disruptive Technologies in general and military Disruptive Technologies in particular. Its primary goal is to discuss various critical and advanced elucidations on strategic technologies. The focus is less on extrapolating the future of technology in a strict sense, and more on understanding the Disruptive Technology paradigm. It is widely accepted that technology alone cannot win any military campaign or war. However, technological superiority always offers militaries an advantage. More importantly, technology also has a great deterrent value. Hence, on occasion, technology can help to avoid wars. Accordingly, it is important to effectively manage new technologies by identifying their strategic utility and role in existing military architectures and the possible contributions they could make towards improving overall military capabilities. This can also entail doctrinal changes, so as to translate these new technologies into concrete advantages.

Written by a team of leading international scholars, this new book treats entrepreneurship as an ever-evolving social phenomenon, and explores the recent trends that impact it, such as: digitisation; disruptive technologies; the rise of the 'gig' economy and; the growing importance of community-based and social entrepreneurship.

Including a mixture of case studies, examples, consideration of policy issues and exercises, this text provides practical perspectives of Entrepreneurship in support of key theory, while discussion questions,

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suggested reading and assignments help situate and test understanding.

The widespread adoption of smartphones, ridesharing and carsharing have disrupted the transport sector. In cities around the world, new mobility services are both welcomed and challenged by regulators and incumbent operators. Mobility as a Service (MaaS), an ecosystem designed to deliver collaborative and connected mobility services in a society increasingly embracing a sharing culture, is at the center of this disruption. Understanding Mobility as a Service (MaaS): Past, Present and Future examines such topics as: How likely MaaS will be implemented in one digital platform app Whether MaaS will look the same in all countries The role multi-modal contract brokers play Mobility regulations and pricing models MaaS trials, their impacts and consequences Written by the leading thinkers in the field for researchers, practitioners, and policy makers, Understanding Mobility as a Service (MaaS): Past, Present and Future serves as a single source on all the current and evolving developments, debates, and challenges.

This book constitutes the refereed proceedings of the IFIP WG 8.2, 9.1, 9.4 Joint Working Conference on the Future of Digital Work: The Challenge of Inequality, IFIPJWC 2020, which was supposed to be held in Hyderabad, India, in December 2020, but was held virtually due to the COVID-19 pandemic. This conference was organized for IFIP's 60th anniversary and to commemorate its mission to "achieve worldwide professional and socially responsible development and

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application of ICTs." The 22 full papers presented together with an introduction and two keynotes were carefully reviewed and selected from 29 submissions. They are organized in topics on: innovation and entrepreneurship; the social significance of digital platforms; transforming healthcare; and the dark side of digitalization.

This edited book examines the challenges and opportunities arising from today's sharing economy from an operations management perspective. Individual chapter authors present state-of-the-art research that examines the general impact of sharing economy on production and consumption; the intermediary role of a sharing platform; crowdsourcing management; and context-based operational problems. Sharing economy refers to a market model that enables and facilitates the sharing of access to goods and services. For example, Uber allows riders to share a car. Airbnb allows homeowners to share their extra rooms with renters. Groupon crowdsources demands, enabling customers to share the benefit of discounted goods and services, whereas Kickstarter crowdsources funds, enabling backers to fund a project jointly. Unlike the classic supply chain settings in which a firm makes inventory and supply decisions, in sharing economy, supply is crowdsourced and can be modulated by a platform. The matching-supply-with-demand process in a sharing economy requires novel perspectives and tools to address challenges and identify opportunities. The book is comprised of 20 chapters that are divided into four parts. The first part explores the general impact of

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sharing economy on the production, consumption, and society. The second part explores the intermediary role of a sharing platform that matches crowdsourced supply with demand. The third part investigates the crowdsourcing management on a sharing platform, and the fourth part is dedicated to context-based operational problems of popular sharing economy applications.

“While sharing economy is becoming omnipresence, the operations management (OM) research community has begun to explore and examine different business models in the transportation, healthcare, financial, accommodation, and sourcing sectors. This book presents a collection of the state-of-the-art research work conducted by a group of world-leading OM researchers in this area. Not only does this book cover a wide range of business models arising from the sharing economy, but it also showcases different modeling frameworks and research methods that cannot be missed. Ultimately, this book is a tour de force – informative and insightful!”

Christopher S. Tang Distinguished Professor and Edward Carter Chair in Business Administration UCLA Anderson School of Management

How do companies identify potentially disruptive technologies? How are they evaluated? And how are potentially disruptive technologies developed and implemented in companies? The disruption field study addresses these questions with the aim of providing insights into the actual handling of potentially disruptive technologies by companies.

While creative destruction and disruptive innovation change the entrepreneurial landscape; regulation –

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especially regulation of sectorial markets and competition regulation – can delay this change or even bring it to a halt. Uber plays an active role between these two forces: first as an agent of creative destruction and then possibly in championing regulation on its own terms. Grounded in a particular understanding of the economic concept of the market as a series of processes, this book explores the implications of creative destruction, competition regulation and the role that businesses play. Instead of discussing these relations in a purely abstract manner, this book uses Uber as a case study.

A comprehensive guide to understanding the theory and practice of digital entrepreneurship.

Connected customers, using a wide range of devices such as smart phones, tablets, and laptops have ushered in a new era of consumerism. Now more than ever, this change has prodded marketing departments to work with their various IT departments and technologists to expand consumers' access to content. In order to remain competitive, marketers must integrate marketing campaigns across these different devices and become proficient in using technology. The Handbook of Research on Innovations in Technology and Marketing for the Connected Consumer is a pivotal reference source that develops new insights into applications of technology in marketing and explores effective ways to reach consumers through a wide range of devices. While highlighting topics such as cognitive computing, artificial intelligence, and virtual reality, this publication explores practices of technology-empowered digital marketing as

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well as the methods of applying practices to less developed countries. This book is ideally designed for marketers, managers, advertisers, branding teams, application developers, IT specialists, academicians, researchers, and students.

This book presents software engineering methods in the context of the intelligent systems. It discusses real-world problems and exploratory research describing novel approaches and applications of software engineering, software design and algorithms. The book constitutes the refereed proceedings of the Software Engineering Methods in Intelligent Algorithms Section of the 8th Computer Science On-line Conference 2019 (CSOC 2019), held on-line in April 2019.

"Across diverse disciplines, the term resilience is appearing more and more often. However, while each discipline has developed theory and models to explain the resilience of the systems they study (e.g., a natural environment, a community post-disaster, the human mind, a computer network, or the economy), there is a lack of over-arching theory that describes: 1) whether the principles that underpin the resilience of one system are similar or different from the principles that govern resilience of other systems; 2) whether the resilience of one system affects the resilience of other co-occurring systems; and 3) whether a better understanding of resilience can inform the design of interventions, programs and policies that address "wicked" problems that are too complex to solve by changing one system at a time? In other words (and as only one example among many) are there similarities between how a person builds

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and sustains psychological resilience and how a forest, community or the business where he or she works remains successful and sustainable during periods of extreme adversity? Does psychological resilience in a human being influence the resilience of the forests (through a change in attitude towards conservation), community (through a healthy tolerance for differences) and businesses (by helping a workforce perform better) with which a person interacts? And finally, does this understanding of resilience help build better social and physical ecologies that support individual mental health, a sustainable environment and a successful economy at the same time?"--

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