



Colegio de San Juan de Letran
Dominican Avenue, Abucay, Bataan
Library and Media Services

RESEARCH GUIDE: EVENT MANAGEMENT SERVICES

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RESEARCH GUIDES

EVENT MANAGEMENT SERVICES

I. SCOPE NOTE

Event Management is the coordination, running and planning of all the people, teams and features that come together to create every kind of event. eventbusinessacademy.com

II. SEARCH AIDS (BT: Broader Term, RT: Related Term, NT: Narrow Term)

BT:

- Event Management

RT:

- Training
- Tourism
- Wedding Planners
- Festivals
- Sports Events
- Social Media

NT:

- Events
- Management
- Planning
- Meetings
- Conferences/Conventions
- Exhibitions
- Event Concept
- Event Proposal
- Event Program
- Budget
- Letters to Event Sponsor
- Risk Management
- Place Marketing
- Customer Feedback

III. INFORMATION RESOURCES

A. LIBRARY RESOURCES

Note: For the appropriate access credentials, please contact the Letran Bataan Library

➤ E-BOOKS

- (2010). SECTION 3: THE PROCESSES AND FUNCTIONS - chapter 26. EVENT MANAGEMENT (SO 4.1.4). 161-163. Swindon: BCS Learning & Development Limited. Retrieved from <https://www.proquest.com/books/section-3-processes-functions-chapter-26-event/docview/619746249/se-2?accountid=190548>
- (2010). Service Operation. 143-173. Swindon: BCS Learning & Development Limited. Retrieved from <https://www.proquest.com/books/08-service-operation/docview/612892603/se-2?accountid=190548>
- Calder, A. (2008). Chapter 12: Risk management. 95-106. London: Kogan Page Ltd. Retrieved from <https://www.proquest.com/books/chapter-12-risk-management/docview/287963843/se-2?accountid=190548>
- Barker, Alan. (2007). Chapter 01: What is a meeting? 4-13. London: Kogan Page Ltd. Retrieved from <https://www.proquest.com/books/chapter-01-what-is-meeting/docview/288325983/se-2?accountid=190548>
- IT Service Management: A Guide for Foundation Exam Candidates. Swindon: BCS Learning & Development Limited, 2010. ProQuest <https://search.proquest.com/docview/619747234?accountid=190548>
- Pilgrim, Dee. Case study 2. In Real Life Guide to Catering. 39-VII. Richmond: Crimson Business Ltd, 2007. ProQuest. <https://search.proquest.com/docview/189251669?accountid=190548>
- Pinto, C Ariel. Risk Management. In Engineering Management Handbook. 209-225,296. Rolla, United States, American Society for Engineering Management (ASEM), 2010. ProQuest. <https://search.proquest.com/docview/1704369808?accountid=190548>
- Atkinson, Frank. Essential time management skills. In Successful Time Management: Get More Out of Your Day. 105-117. Richmond: Crimson Business Ltd, 2009. ProQuest. <https://search.proquest.com/docview/742654862?accountid=190548>
- Anonymous. Service Operation. In The Manager's Bridge Certificate in IT Service Management. 143-173. Swindon: BCS Learning & Development Limited, 2010. ProQuest. <https://search.proquest.com/docview/612925909?accountid=190548>
- Young, Trevor L. The Handbook of Project Management: a Practical Guide to Effective Policies, Techniques and Processes. 77-98. London: Kogan Page Ltd, 2007. ProQuest. <https://search.proquest.com/docview/276283735?accountid=190548>
- Green, Andy. Creativity in Public Relations. 123-138. London: Kogan Page Ltd, 2007. ProQuest. <https://search.proquest.com/docview/287924784?accountid=190548>

➤ E-JOURNALS

- International Information Institutes. <https://www.proquest.com/scholarly-journals/internet-things-management-service-based-event/docview/1930757923/se-2?accountid=1905>
- Worldwide Hospitality and Tourism Themes. <http://dx.doi.org/10.1108/17554211111142211>
- IEEE Transactions on Network and Service Management. <http://dx.doi.org/10.1109/TNSM.2016.2587807>

- Computers in Industry. <https://www.proquest.com/scholarly-journals/agent-based-monitoring-service-management/docview/1676465099/se-2?accountid=190548>
- Journal of Consumer Research. <https://www.proquest.com/scholarly-journals/consumer-wait-management-strategies-negative/docview/215044958/se-2?accountid=190548>
- Anveshana. <https://www.proquest.com/scholarly-journals/event-management-dark-horse-service-sector/docview/2211984918/se-2?accountid=190548>
- International Journal of Advanced Corporate Learning. https://search.proquest.com/central/publication/publications_4425142
- International Journal of Event & Festival Management. https://search.proquest.com/central/publication/publications_106029
- Sport Management Education. https://search.proquest.com/central/publication/publications_3748004
- Journal of Hospitality, Leisure, Sports and Tourism Education. https://search.proquest.com/central/publication/publications_40023
- Facilities. https://search.proquest.com/central/publication/publications_30645
- Parks & Recreation. <http://search.ebscohost.com/login.aspx?direct=true&db=a9h&AN=82081513&site=ehost-live>

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- St. Helene-Kraft, J. J. (2013). Quality event management: A non-punitive approach to reporting laboratory errors (Order No. 1524272). Available from ProQuest Central. (1461391179). Retrieved from <https://www.proquest.com/dissertations-theses/quality-event-management-non-punitive-approach/docview/1461391179/se-2?accountid=190548>
- Obidallah, Waeal. (2013). Business process and service change management in service oriented virtual organizations (Order No. MS25293). Available from ProQuest Central. (1504823019). Retrieved from <https://www.proquest.com/dissertations-theses/business-process-service-change-management/docview/1504823019/se-2?accountid=190548>
- Secchi, Enrico. (2012). Essays on service improvisation competence: Empirical evidence from the hospitality industry (Order No. 3526061). Available from ProQuest Central. (1039555755). Retrieved from <https://www.proquest.com/dissertations-theses/essays-on-service-improvisation-competence/docview/1039555755/se-2?accountid=190548>
- Albano, Wanda Y. (2000). Special event planning in the non-profit sector (Order No. 1405230). Available from ProQuest Central. (304628618). Retrieved from <https://www.proquest.com/dissertations-theses/special-event-planning-non-profit-sector/docview/304628618/se-2?accountid=190548>
- Wei, Wei. (2015). Modeling the experiences of customer-customer encounters (CCEs) in event tourism. Available from ProQuest Central. <https://search.proquest.com/docview/1718548347?accountid=190548>
- Lawsirirat, Chaipat. (2007). Creating optimal service delivery strategy of long -term service agreements from risk management perspective. Available from ProQuest Central. <https://search.proquest.com/docview/304836763?accountid=190548>

- Trevino, Rey A.rthur, Jr. (2001). Differences in event managers' and officials' perceived importance of effectiveness factors and event competencies for cycling events. Available from ProQuest Central. <https://search.proquest.com/docview/304716102?accountid=190548>
- Phelan, Kelly Virginia. (2006). Service quality in convention management: What is the value of the meeting concierge?. Available from ProQuest Central. <https://search.proquest.com/docview/304962340?accountid=190548>
- Mahata, Debanjan. (2015). A framework for collecting, extracting and managing event identity information from textual content in social media. Available from ProQuest Central. <https://search.proquest.com/docview/1803304194?accountid=190548>
- Chen, Po-Ju. (2014). Can fundraising be fun? an event management study of unique experiences, performance and quality. Tourism Review of Aiest - International Association of Scientific Experts in Tourism. <http://dx.doi.org/10.1108/TR-07-2014-0039>
- Granito, Francis A. (2011). Organizational resilience and culture A model for information technology service management (ITSM). Available from ProQuest Central. <https://search.proquest.com/docview/1019235444?accountid=190548>
- Gomez, David R. (2011). Intersecting knowledge management and quality improvement to enhance customer service with the involvement of front-line service employees. Available from ProQuest Central. Retrieved from <https://search.proquest.com/docview/875888239?accountid=190548>

B. OPEN ACCESS

➤ FREE E-BOOKS

- Evans, Nigel. (2015). Strategic Management for Tourism, Hospitality and Events, 2nd ed. New York: Routledge. <https://www.pdfdrive.com/strategic-management-for-tourism-hospitality-and-events-e184625085.html>
- Beech, John. (2014). The Business of Events Management. United Kingdom: Pearson Education Limited. <https://www.pdfdrive.com/the-business-of-events-management-e158524752.html>
- Shone, Anton. (2010). Successful Event Management, 3rd ed. Singapore: Cengage Learning. <https://www.pdfdrive.com/successful-event-management-a-practical-handbook-e175144509.html>
- Conway, DG. (2009). The Event Manager's Bible: The Complete Guide to Planning and Organising a Voluntary or Public Event. United Kingdom: How to Books, Ltd. <https://www.pdfdrive.com/the-event-managers-bible-the-complete-guide-to-planning-and-organising-a-voluntary-or-public-event-e159483206.html>
- Allen, Judy. (2009). Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fund-Raising Galas, Conferences, Conventions, Incentives and ther Special Events. Canada: John Wiley & Sons, Ltd. <https://www.pdfdrive.com/event-planning-the-ultimate-guide-to-successful-meetings-corporate-events-fundraising-galas-conferences-conventions-incentives-other-special-events-2nd-edition-e161365989.html>
- Berridge, Graham. (2007). Events Design and Experience. USA: Elsevier Ltd. <https://www.pdfdrive.com/events-design-and-experience-events-management-e184925476.html>

- Getz, Donald. (2007). Event Studies: Theory, Research and Policy for Planned Events. USA: Elsevier Ltd. <https://www.pdfdrive.com/event-studies-theory-research-and-policy-for-planned-events-events-management-e157134552.html>
- Van der Wagen, Lynn. (2007). Human Resource Management for Events: Managing the event workforce. USA: Elsevier Ltd. <https://www.pdfdrive.com/human-resource-management-for-events-managing-the-event-workforce-e185512545.htm>
- Korstanje, Maximiliano (2019). International Event Management: ebook. Nova Science Publishers. https://www.researchgate.net/publication/335892309_INTERNATIONAL_EVENT_MANAGEMENT_EBOOK
- (2006). Events Management: A Practical Guide. EventScotland. <https://www.pdfdrive.com/events-management-d389089.html>
- Schüßler, Elke. (2013). From Event Management to Managing Events. Managementforschung. https://www.researchgate.net/publication/259117550_From_Event_Management_to_Managing_Events
- Tum, Julia. (2006). Management of Event Operation. Oxford. UK: Elsevier Ltd. <https://www.pdfdrive.com/management-of-event-operations-events-management-e184377831.html>

➤ FREE E-JOURNALS

- Journal of King Saud University- Computer and Information Sciences. <https://doi.org/10.1016/j.jksuci.2012.03.001>
- Computers in Industry. <https://doi.org/10.1016/j.jksuci.2012.03.001>
- Travel Behaviour and Society. <https://doi.org/10.1016/j.tbs.2020.03.011>
- IFAC- Papers Online. <https://doi.org/10.1016/j.ifacol.2019.11.615>
- IFAC- Proceedings Volumes. <https://doi.org/10.3182/20130811-5-US-2037.00057>
- Journal of Management and Marketing Research <https://www.aabri.com/manuscripts/11847.pdf>
- International Journal of Event & Festival Management. <https://www.emerald.com/insight/publication/issn/1758-2954>
- International Journal of Hospitality & Event Management. <https://www.inderscience.com/jhome.php?jcode=ijhem>
- Procedia- Social and Behavioral Sciences. <https://doi.org/10.1016/j.sbspro.2012.06.448>
- Procedia Marketing. <https://doi.org/10.1016/j.promfg.2018.06.059>

➤ FREE E-THESES

- Kokolakis, Spyridon. (2018). Critical success factors and their implementation in sports events organisation and management. (Doctoral Dissertation). University of Stirling. Retrieved from <http://hdl.handle.net/1893/29216>
- Gupta, Sounak. (2018). Pending Event Set Management in Parallel Discrete Event Simulation. (Doctoral Dissertation). University of Cincinnati. Retrieved from http://rave.ohiolink.edu/etdc/view?acc_num=ucin1535701778479768

- Leon, Ryan J. (2018). An event management framework to aid solution providers in cybersecurity. (Doctoral Dissertation). Retrieved from <https://www.proquest.com/dissertations-theses/event-management-framework-aid-solution-providers/docview/2013776372/se-2?accountid=190548>
- Elo, Lauri. (2016). From Event Planning to Legacy Planning. (Thesis). Haaga-Helia ammattikorkeakoulu. Retrieved from <http://www.theseus.fi/handle/10024/118895>
- Berridge, Graham. (2015). Event experiences : design, management and impact. (Doctoral Dissertation). University of West London. Retrieved from <https://repository.uwl.ac.uk/id/eprint/1374/>
- Sen, Sinan. (2013). Efficient and Effective Event Pattern Management. (Doctoral Dissertation). Universität Karlsruhe. Retrieved from <https://publikationen.bibliothek.kit.edu/1000034056>
- Boelius, Emma. (2013). Planning and staging the backstage area as an integral part of event production and management on temporary venues. (Thesis). Satakunnan ammattikorkeakoulu. Retrieved from <http://www.theseus.fi/handle/10024/62465>
- Park, Kwangsoo. (2016). An Analysis of Research Topics in Event Management Research. Travel and Tourism Research Association: Advancing Tourism Research Globally. <https://scholarworks.umass.edu/cgi/viewcontent.cgi?article=1935&context=ttra>
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- Bekkeheien, Thomas. (2010). Introducing Event-Driven Business Process Management to Integrated Operations: A Case Study. (Thesis). University of Oslo. <http://urn.nb.no/URN:NBN:no-25671>
- Mercer, Alan. (2013). Security Information and Event Management for Small and Medium-Sized Enterprises. (Thesis). Luleå University of Technology. <http://urn.kb.se/resolve?urn=urn:nbn:se:ltu:diva-44311>

C. PROFESSIONAL ORGANIZATIONS

- Corporate Event Marketing Association. <https://cemaonline.com/>
- International Association of Exhibitions and Events. <https://www.iaee.com/>
- International Association of Venues Managers. <https://www.iavm.org/>
- American Planning Association. <https://www.planning.org/>
- Society of Government Meeting Professionals. <https://www.sgmp.org/>
- International Festivals and Events Association. <https://www.ifea.com/>
- The Association of Events Organisers Limited. <http://aeo.org.uk/>
- American Society of Association Executives. <https://www.asacenter.org/>
- International Congress and Convention Association. <https://www.iccaworld.org/>
- Professional Convention Management Association. <https://www.pcma.org/>
- International Life Event Association. <https://www.ileahub.com/>
- Events Industry Council. <https://www.eventscouncil.org/>

D. OTHER RELATED WEB PORATALS

- Cvent. <https://www.cvent.com/en/blog/events/what-is-event-management>
- The Balance Small Business. <https://www.thebalancesmb.com/what-is-event-management-4067066>
- Midlothian. <https://www.midlothiancenter.com/the-5-cs-of-event-management-that-everyone-should-know-about/>
- EX Link Events Blog. <https://www.exlinkeventsblog.com/2014/11/5-definitions-of-event-management.html>
- Guide Book. <https://guidebook.com/resources/event-planning-guide/>
- Brighton School of business and Management. <https://www.brightonsbm.com/news/top-10-tips-successful-event-management/>
- BCI Asia. <https://www.bciasia.com/events/event-management-services/>
- Event Manager Blog. <https://www.eventmanagerblog.com/>
- Bizzabo. <https://www.bizzabo.com/>
- Event Planning. <https://eventplanningblueprint.com/>
- Smart Meetings. <https://www.smartmeetings.com/>
- Social Tables. <https://www.socialtables.com/>

E. RELATED RESEARCH GUIDES

- Iowa State University Library. <https://instr.iastate.libguides.com/c.php?g=845224>
- George Washington University. <https://libguides.gwu.edu/event>
- Thompson Rivers University Libraries. <https://libguides.tru.ca/eventmanagement>
- Sheffield Hallam University. <https://libguides.shu.ac.uk/hosptouevents/journals>
- Madison College Libraries. <https://libguides.madisoncollege.edu/mgmt/Mtgs>
- University of Sunshine Coast. <https://libguides.usc.edu.au/c.php?g=508391&p=3479757>
- Earl K. Long Libraries. <https://libguides.uno.edu/c.php?g=149922&p=986633>
- Tafesa. <https://tafesa.libguides.com/eventmanagement>
- University of Central Florida. <https://guides.ucf.edu/rosen/event-management/articles>
- The University of Queensland. <https://guides.library.uq.edu.au/event-management>
- University of Suffolk. <https://libguides.uos.ac.uk/subject/event-tourism-management>
- Thompson River University. <https://libguides.tru.ca/eventmanagement/books>

IV. TUTORIALS

- Visit Scotland. <https://www.visitscotland.org/events/advice-materials/management-guide>
- Personify Wild Apricot. <https://www.wildapricot.com/blog/how-to-plan-an-event>
- Capterra. <https://blog.capterra.com/how-to-plan-an-event-a-10-step-guide/>
- Guide Book Content Hub. <https://guidebook.com/resources/event-planning-guide/>
- Jot Form. <https://www.jotform.com/event-planning-guide/>
- 5 Event management Tips for Beginners. <https://www.youtube.com/watch?v=PSDIJ7LNpbw>
- Share Point/Sapiens. <https://www.sharepointsapiens.com/event-management/documentation/user-guide/>
- The Balance Small Business. <https://www.thebalancesmb.com/event-planning-basics-4161510>
- Udemy. <https://www.udemy.com/course/global-event-managementintroduction/>

- Mind Meister. <https://www.mindmeister.com/blog/event-planning-mind-maps/>
- Events Manager. <https://wp-events-plugin.com/tutorials/>
- Simpli Learn. <https://www.simplilearn.com/event-management-itiil-intermediate-osa-tutorialvideo>

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