

Frontline employee motivation to participate in service innovation implementation

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Published online: 18 July 2009
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Erratum: J. of the Acad. Mark. Sci.
DOI 10.1007/s11747-009-0151-3

The original version of this article unfortunately contained a mistake on page 10, on the righthand column in the 1st full paragraph, from the top of the page, Fornell and Larcker's should read Cronbach's alphas. The corrected paragraph is provided below.

Following data collection, we subjected the measures to CFA to assess their reliability and validity (Anderson and Gerbing 1988; Churchill 1979; Fornell and Larcker 1981). All analyses were conducted in maximum likelihood structural equation modeling, using AMOS 16.0. Both the sample size and resulting power were sufficient to test the CFA and the structural models, given the number of degrees

of freedom in the model (MacCallum et al. 1996). The fit of the CFA model is acceptable: $\chi_{(524)}^2=982.84$ ($p=0.00$), comparative fit index (CFI)=0.94, Tucker-Lewis index (TLI)=0.93, incremental fit index (IFI)=0.94, and root mean square error of approximation (RMSEA)=0.05. All the factor loadings were positive and significant, providing evidence of convergent validity. Reliabilities were also excellent, with all Cronbach's alphas at 0.83 or above, and the average variance extracted (Fornell and Larcker 1981) was well above the cutoff of 0.50 for all scales. In addition, when comparing the average variance extracted with the squared multiple correlations between constructs, which provides a rigorous test of discriminant validity, all constructs differentiated from one another. Table 1 shows the descriptive statistics and correlations for all the constructs.

The online version of the original article can be found at <http://dx.doi.org/10.1007/s11747-009-0151-3>.

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