MARKETING – FROM INFORMATION TO DECISION JOURNAL

EDITOR-IN-CHIEF

Ciprian-Marcel Pop, Babeş-Bolyai University, Romania

MANAGING EDITORS

Dan-Cristian Dabija, Babeş-Bolyai University, Romania Ovidiu Ioan Moisescu, Babeş-Bolyai University, Romania Mircea Andrei Scridon, Babeş-Bolyai University, Romania

EDITORIAL BOARD

EDITORIAL ADVISORY BOARD

Jozsef Beracs, Corvinus University, Hungary
Yuriy Bilan, University of Szczecin, Poland
Arnaud Delannoy, L'Ecole de Management de Normandie, France
Kyoko Fukukawa, University of Bradford, UK
Dana Lascu, University of Richmond, USA
Mihai Niculescu, New Mexico State University, College of Business, USA
Vatroslav Skare, University of Zagreb, Croatia
Alan Wilson, University of Strathclyde, UK
Anca Yallop, Auckland University of Technology, NZ

LANGUAGE EDITORS

Raluca Ciornea, Babeş-Bolyai University, Romania Ioana-Nicoleta Abrudan, Babeş-Bolyai University, Romania

TECHNICAL EDITORS

Raluca Ciornea, Babeș-Bolyai University, Romania

FOUNDING EDITORS

Ioan Plăiaș, Babeș-Bolyai University, Romania Raluca Ciornea, Babeș-Bolyai University, Romania

PUBLISHER

DE GRUYTER OPEN Bogumiła Zuga 32A Str. 01-811 Warsaw, Poland T: +48 22 701 50 15

JOURNAL CONTACT

mid@econ.ubbcluj.ro

EDITOR'S NOTE

It is a great privilege to introduce you to the newest issue of the **Marketing from Information to Decision Journal (MID)**.

The second issue is a collection of articles covering various themes from marketing domain, namely the use of informational support in educational marketing in a specific developing country, the impact of destination image in the context of domestic tourism, the level of internationalization of business groups from a particular developed country, service recovery strategies applied by small restaurants in a specific country, respectively a discussion regarding the employer branding and the proposal of a new marketing mix. We are confident that the papers considered, are inspiring and constitute significant contribution to the marketing field.

We remind you, that the general purpose of MID is to provide publication opportunities for researchers (not only) from various institutions with preoccupations in the field of marketing, in the context of a large range of topics and to enable a stimulating environment for knowledge enhancement and sharing experience. This journal aspires to be an anthology of articles that combine academic excellence with professional relevance, nonetheless any paper which approaches a marketing related topic in an original and innovative manner will be welcome. All submitted papers to MID go through a rigorous double blind review process of experts in the marketing field. Our reviewers provide a large panel of expertise, being members of different universities from several countries.

Marketing from Information to Decision Journal is a culmination of substantial efforts made by numerous people. For this reason, we want to take a moment to thank the authors, who contributed with their time and experience to the success of this journal. And also, we wish to express our sincere appreciation to the editorial board, the reviewers and all technical contributors for donating their time and dedication for the cause of research that makes this volume possible.

We are confident that this scientific journal (MID) represents a good opportunity for further evolution and development in the field of knowledge. Consequently, your suggestions and constructive comments on this issue are welcome.

We look forward to building a worldwide community that values the broad domain of marketing, and look forward your paper submissions for future issues.

Sincerely,

Editor-in-chief *Ciprian-Marcel Pop*

TABLE OF CONTENTS

Editorial	
Editor's note Ciprian-Marcel POP	3
Articles	
The Informational Support in Educational Marketing Decision-Making Process in the Republic of Moldova Lucia CASAP	5
The Impact of Destination Image on Tourists' Satisfaction and Loyalty in the Context of Domestic Tourism Flavia- Andreea HERLE	14
Internationalization of Japanese Business Groups -Literature Review Zsuzsanna JÁRFÁS	27
Service Recovery Strategies versus Customers' Expectations, Race for Sustainability: a Qualitative Study on Micro Brands Shamsul Huq Bin SHAHRIAR Sayed ARAFAT Md. Fayjullah KHAN Mahbub Ul ISLAM	42
Inspire to Hire and Win the War for Talents Doru ŞUPEALĂ	54