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Abstract: Strategic alliances allow companies to develop products and rapidly expand their markets while managing risk and costs through sharing resources. In recent years, there has been a dramatic increase in strategic alliances by multinational firms. According to recent studies, a majority of executives believe that alliances will be a prime vehicle for future growth, dramatically improving an organization's operations and competitiveness. A validated instrument on organizational characteristics was used to empirically test the impact of strategic fit and complementarity on strategic effectiveness. The results show that strategic alliance environments were positively related to perceived changes in organizational effectiveness dimensions among respondents in more than half of the surveyed organizations in five countries. Successful alliance ventures were highly evolutionary and went through a process of learning, reevaluation, and readjustment. These findings indicate that managers searching for strategic alliance partners should look at compatibility, not only in terms of objectives that both prospective partners hope to achieve through the success of the venture, but also in terms of the corporate culture, resources, prospective partners' business domains, and willingness to go through the learning process.

Gabriel Héctor Carmona HOSPITALITY COMPETITIVENESS MEASUREMENT SYSTEM

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Abstract: Many hotels around the world, such as the ones in Morelia, Michoacán, Mexico, are essentially family businesses that need to develop and improve their managerial skills in order to face competition from chain hotels and franchises. Most of these hotels have a small percentage of foreign tourists, offer standard lodging service, and lack training and information management tools for their decision-making processes. For these hotels business relationship should be a priority and not the sentimental or family issues that lead to centralized, intuitive, and reactive decisions. At the same time, hotel chains and franchises need to improve their systems and procedures in order to compete in many countries with a successful business model, so it is necessary to measure their efforts and contrast its own performance with the rest of the competitors. The research answers the following questions: Which variables must be monitored by hotels in order to design a competitiveness measurement system? How can hotels develop a competitiveness measurement instrument that provides useful information for managerial activities and decisions?

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