Contents

Editorial .............................................................................................................................................. 85

'The Long and Winding Road' — Collective Action Among People Experiencing Homelessness. ..................... 87
Håvard Aaslund and Sissel Seim

Consistency of Socio-Economic Theory of Organizations and Organizational Innovation: an Example of Customer Complaint Management Strategy ................................................................. 109
Anh Tu Nguyen

Enhancing English Speaking Skills through Self-Assessment-Based Action Research .................................................. 132
Ariadna Pinto Avilez and Claudio Diaz Larenas

How Indonesian Junior High School Students Comprehend the Reading Text? A Digital Media Literacy Utilization ................................................................. 153
Dwi Bambang Putut Setiyadi and Hersulastuti
Community Engagement and Action Research
Book Review Essay ........................................................................................................... 173
Danilo Streck

Call for Application – Action Research PhD Program, Sabanci University .......... 179