

Purnendu Mandal *Editor*

Proceedings of the International Conference on Managing the Asian Century

ICMAC 2013

Proceedings of the International Conference on Managing the Asian Century

Purnendu Mandal
Editor

Proceedings of the International Conference on Managing the Asian Century

ICMAC 2013

 Springer

Editor

Purnendu Mandal
James Cook University
Singapore
Singapore

ISBN 978-981-4560-60-3 ISBN 978-981-4560-61-0 (eBook)
DOI 10.1007/978-981-4560-61-0
Springer Singapore Heidelberg New York Dordrecht London

Library of Congress Control Number: 2013957129

© Springer Science+Business Media Singapore 2013

This work is subject to copyright. All rights are reserved by the Publisher, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, reuse of illustrations, recitation, broadcasting, reproduction on microfilms or in any other physical way, and transmission or information storage and retrieval, electronic adaptation, computer software, or by similar or dissimilar methodology now known or hereafter developed. Exempted from this legal reservation are brief excerpts in connection with reviews or scholarly analysis or material supplied specifically for the purpose of being entered and executed on a computer system, for exclusive use by the purchaser of the work. Duplication of this publication or parts thereof is permitted only under the provisions of the Copyright Law of the Publisher's location, in its current version, and permission for use must always be obtained from Springer. Permissions for use may be obtained through RightsLink at the Copyright Clearance Center. Violations are liable to prosecution under the respective Copyright Law.

The use of general descriptive names, registered names, trademarks, service marks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use.

While the advice and information in this book are believed to be true and accurate at the date of publication, neither the authors nor the editors nor the publisher can accept any legal responsibility for any errors or omissions that may be made. The publisher makes no warranty, express or implied, with respect to the material contained herein.

Printed on acid-free paper

Springer is part of Springer Science+Business Media (www.springer.com)

Preface

Recent developments on economic, social, cultural and political fronts among Asian countries give us an impression that perhaps this century, the 21st century, belongs to Asia. I used the words “impression” and “perhaps” to emphasise that we are not sure that the Asian Century is, indeed, happening or about to happen. As per the 2011 Asian Development Bank report, Asian countries do possess the capacity necessary for economic supremacy. According to the 2012 Australian government white paper, ‘Australia in the Asian Century’, “the transformation of the Asian region into the economic powerhouse of the world is not only unstoppable, it is gathering pace”.

Great Britain dominated the 19th century; known as the British Century. Then, we saw the advent of the American Century in the 20th century. Many of us now believe that the influences of USA in the world arena are in decline, and the Asian countries are coming to prominence. There is optimism that in the 21st century, the Asian countries will show greater political and cultural influence in the world. We are now talking about a Chinese century, an Indian century or even a Pacific century. But could this really happen? What are the signs?

The British century was the result of the industrial revolution and Britain’s colonial endeavours. The American century was largely due to exploitation of intellectual capital matched with entrepreneurial behaviour. Sometimes I wonder, what force could create a “wave” in Asian countries similar to the waves which gave rise to the British and American centuries. Perhaps it is not only one force, but a combination of forces that would generate make this wave in Asian countries. Population for sure is one such factor. A huge young population in Asian countries is an advantage. Education is another factor; Asian countries are producing a well educated and qualified workforce. Furthermore, cultural and social developments have exposed Asian citizens to outside world. Last but not least, we have seen industries becoming more competitive and innovative.

All these forces lead me to believe that we need a holistic framework to understand the Asian century phenomena. We need to bring to bear many dimensions in explaining this trend. This is exactly what the 2013 international conference, Managing the Asian Century, aimed to achieve. In this conference, we put together several tracks covering areas such as economics, production, marketing, finance, entrepreneurship, education, culture, and psychology. The conference offered both

academics and practitioners the opportunity to share knowledge and experience relevant to Asian countries. The overarching question was how we together can facilitate further development in emerging Asia. The book represents selected papers from the conference.

The conference attracted huge interest from academics and practitioners around the world because of importance of the theme areas and the conference's timeliness in addressing the needs of Asian countries. For instance, the Asian nations must address weaknesses in education investment, women's rights technology, climate change, wage inequality, poor governance and corruption. This means there are huge challenges for businesses to establish world class practices; societies to change attitudes and embrace non-indigenous cultural influences; governments and leaders to find new ways of leading their nations.

The conference received papers from 21 different countries. However, the main contributions were from authors in Asia-Pacific region given the proximity of Singapore to the countries in this region.

Each full paper was put to the review process and was reviewed by at least two experts. This proceedings includes only the accepted papers and is organized in 9 (nine) parts, confirming with major tracks as per the call for papers:

Part 1: Global Education (global education hubs, offshore campuses, spaces for innovative learning, development and education, life-long learning)

Part 2: Antecedents of Asia's Competitiveness (Innovation, productivity, clusters, emerging economies)

Part 3: Emerging Trends in Banking, Finance and Accounting (IFRS convergence in Asia, alternative models of banking)

Part 4: Psychological Issues in Asia (tropical psychology, societal attitudes)

Part 5: Emerging Retail and Service Industries (retailing, leisure industries, e-commerce, marketing, supply chain)

Part 6: Entrepreneurship, Creativity and Innovation (entrepreneurial skill development, models of innovation, Asia's potential, investment in creativity and innovation)

Part 7: Systems Thinking and Systems Practices (systemic thinking models, system dynamics, qualitative modeling, case applications)

Part 8: Tourism Initiatives, Relationships and Issues in Asia-Pacific (Eco-tourism, sustainable tourism, tourist behaviour, sports and event management, destination management, tourism policy and planning)

Part 9: General Topics (not covered in a specific track)

Acknowledgements

I would like to acknowledge the help of all involved in organizing the conference, as well as in the collation and review process of the proceedings, without whose support this publication could not have been satisfactorily completed. Many of the authors included in this proceedings also served as referees. Thanks go to all those who provided constructive and comprehensive reviews.

JCU Singapore hosted the conference. Without the generous financial and administrative support of JCU Singapore this publication would not have been possible.

Special thanks also go to the Springer publishing team, whose contributions throughout the process from inception of the initial idea to final publication have been invaluable. In particular, thanks are due to Loyola D'Silva at Springer Asia, whose continuous gentle email proddeing kept the project on schedule.

In closing, I wish to thank all of the authors for their insights and excellent contributions to this proceedings.

International Conference on Managing the Asian Century (ICMAC 2013)

Organizing Committee

Professor Purnendu Mandal

Conference Chair

Associate Professor John Vong & Dr. Harshini Siriwardane

Conference Program Chairs

Dr. Nguwi Yok Yen

Conference Secretary

Dr. Tjong Budisantoso & Dr. Wang Pengji

Conference Publications Chairs

Mr Melvin Lin

Conference Manager

Dr. Insu Song

Conference IT Support Chair

Dr. Adrian Kuah & Associate Professor Roberto Dillon

Young Researcher Workshop Chairs

Dr. Anita Lundberg & Dr. Margaret Anne Carter

Public Relations Chairs

Dr. K. Thirumaran & Dr. Teoh Teik Toe

Conference Sponsorships Chairs

Dr. Jenny Panchal

Conference Volunteer Services Chair

Conference Track Chairs

Track 1: Transnational Education: Dr. Anita Lundberg, anita.lundberg@jcu.edu.au;
Dr. Margaret Carter, margaret.carter@jcu.edu.au

Track 2: Antecedents of Asia's Competitiveness: Dr. Adrian Kuah, adrian.kuah@jcu.edu.au

Track 3: Emerging Trends in Banking, Finance and Accounting: Associate Professor John Vong, john.vong@jcu.edu.au; Dr. Insu Song, insu.song@jcu.edu.au

Track 4: Business and Revenue Models in Gaming Industry: Associate Professor Roberto Dillon, roberto.dillon@jcu.edu.au; Dr. Tan Check Tien, ChekTien.Tan@uts.edu.au

Track 5: Psychological Issues in Asia: Associate Professor Deborah Graham, deborah.graham@jcu.edu.au; Dr Denise Dillon, denise.dillon@jcu.edu.au

Track 6: Emerging Retail and Service Industries: Dr. Tjong Budisantoso, budisantoso.tjong@jcu.edu.au

Track 7: Entrepreneurship, Creativity and Innovation: Dr. Helan Gamage, helan.gamage@jcu.edu.au; Dr. Ayon Chakraborty, ayon.chakraborty@jcu.edu.au

Track 8: Systems Thinking and Systems Practices: Professor Purnendu Mandal, purnendu.mandal@jcu.edu.au; Professor Bob Cavana, Bob.Cavana@vuw.ac.nz

Track 9: Tourism Initiatives, Relationships and Issues in Asia-Pacific: Mr. Abhishek Bhati, abhishek.bhati@jcu.edu.au; Dr. K. Thirumaran, k.thirumaran@jcu.edu.au; and Mr. Derrick Lee, derrick.lee@jcu.edu.au

Contents

Part I Global Education

1	Exporting Work-Integrated Learning to Asian Environment	3
	Helga Nagy, Christine Bilsland and Philip Smith	
2	Asian-Australian Nexus: An Educational Challenge	13
	Robbie Robertson and Anita Lundberg	
3	Using Eportfolios in Transnational Asian Campuses	23
	Christine Bilsland	
4	International Higher Education: Reasons Students Choose Singapore	31
	Robyn Anderson	
5	TCK Professional Development for International School Teachers in China	39
	Yvonne McNulty and Margaret Carter	
6	GlobalNxt University: A New Paradigm in Transnational Education .	47
	Kanishka Bedi and AmyWong	
7	Small Steps Towards Student-Centred Learning	55
	George M Jacobs and Hwee Leng Toh-Heng	
8	The Competitive Advantage of Singapore Tertiary Education	65
	John Vong, Insu Song, Nguyen Tan Phat, Huynh Khanh Linh and Channary Ou	
9	Transnational Psychology: A Case Study of South East Asia	73
	Lennie Geerlings, Anita Lundberg and Claire Thompson	

10 Challenges in Teaching Tertiary English: Benefits of Action Research, Professional Reflection and Professional Development 81
Pamela Arumynathan and Boby S. Kappen

11 MOOCs vs MMOGs 89
Chek Tien Tan

12 The Evolution of Business Models in the Video Game Industry 101
Roberto Dillon and Ori Cohen

Part II Antecedents of Asia’s Competitiveness

13 Investigating Leadership Barriers in South-East Asia 111
Murray Prideaux

14 Australian Connection in Asia: Australians Working in Singapore . . . 119
Robyn Anderson

15 Analysis of Key Factors to Develop an International Trade Policy of Thailand for Joining the Asean Economic Community (AEC) 127
Padcharee Phasuk and Jong-Wen Wann

16 Antecedent Analysis of Indonesia’s Creative City: The Case of Bandung 139
Adiwan Aritenang

17 Work-Life Interventions: A Review on Balance, Harmony, and Creativity as an Indicator of Policy Effectiveness 145
Ong He Lu Calvin and Senthur Jeyaraj

18 The Impact of I.T. Development Outsourcing on Worker Dynamics in Vietnam 153
Anna Shillabeer

19 Development of an E-Health Strategic Framework for Vietnam 163
Anna Shillabeer

20 Chinese Companies Enter the German Market; But are the Germans Prepared? 175
Rainer Lisowski

Part III Emerging Trends in Banking, Finance and Accounting

21 Lower the Interest Burden for Microfinance 185
Carrie Lui, Insu Song and John Vong

22 Environmental Performance Measurement and Evaluation for Manufacturing Organizations: A Review and Reflection 193
 Parag Sen, Pradip Kumar Ray and Sadhan Kumar Ghosh

23 Impact of Microfinance on Gender Equality in Indonesia 201
 John Vong, Song Insu, Rakesh Dhananjay Salian, Rui Xu, Rinu Kariath and Kritchawan Bunyong

24 Market Reaction and Investors’ Behaviour to Earnings Announcement: Evidence from Indonesia Stock Exchange 207
 Sandy Triady and Deddy P. Koesrindartoto

25 Corporate Governance, Financial Distress, and Voluntary Disclosure 217
 Christina Yuniasih Surya Dharma and Paskah Ika Nugroho

26 The Strategic Focus of Management Control Systems: The use of Innovative and Organic Processes 225
 Chris Durden

27 Can Transformational Leadership Make a Difference in Banking Service? 239
 Nalin Abeysekera and Ananda Wickramasinghe

28 Easy e-Money Syndrome: Challenges of Risk Management in Credit Card Industry in Sri Lanka 247
 A. R. Waidyalankara and Helan Gamage

29 Model of Lending Decisions on Small and Medium Enterprises: Case Study in the South of Sumatera 255
 Maulana Ali

30 New Paradigms in Banking 263
 Madhavi Pethe and Sudha Subramaniam

31 Determining the Factor Affecting Stock Investment Decision of Potential Women Investors in Indonesian 275
 Linda Ariany Mahastanti and Edy Hariady

Part IV Psychological Issues in Asia

32 The Teenagers’ Lifestyle of Popular Culture Fans 285
 Livia Yuliawati

33 Individual Differences in Statistics Anxiety Among Students in Singapore 293
 Kia Hong Peter Chew and Denise B. Dillon

34 Parental Influences on Young Adult Body Dissatisfaction and Disordered Eating: The Role of Gender	303
Samuel C.W. Chng and Daniel B. Fassnacht	
35 ‘Feeling’ (and Feeding) the Body: The role of Body and Emotional Awareness, Body Responsiveness, and Body Appreciation in Intuitive Eating	311
Sudev Suthendran and Daniel Fassnacht	
36 Smartphone Use and Work Related Wellbeing	319
Angela A. Q. See and Nicola Lasikiewicz	
37 Understanding Career Choice Among Asians: The Need For Indigenous Vocational Psychology?	327
Stefanus Suryono and Koong Hean Foo	
38 The Contradictory Nature of Vietnamese Society in Relation to Gender Equality	335
Ann McMillan	
39 Filial Parenting is Not Working!	343
Koong Hean Foo	
40 Borderless Psychology in South East Asia: History, Current State and Future Directions	353
Lennie Geerlings, Claire Thompson and Anita Lundberg	
Part V Emerging Retail and Service Industries	
41 Job Satisfaction and Organizational Commitment—Retail Banking Services in Hong Kong	365
Macy Mei ChiWong and Cheung Ronnie	
42 The Influence of Brand Image and Brand Attitude Toward Buying Interest (The Case of Garuda Indonesia and Lion Air)	375
Hendro Lukman and Stevanus Adree Cipto Setiawan	
43 The Effect of Product Quality and Service Quality Towards Customer Satisfaction and Customer Loyalty in Traditional Restaurants in East Java	383
Christina Esti Susanti	
44 The Importance of Attributes in Customers’ Buying Decisions: A Case of Bridal Business	395
Chun Meng Tang	

Part VI Entrepreneurship, Creativity and Innovation

45 Inquisitiveness in Organisational Life: Finding Things in Unusual Places 405
 Ananda Wickramasinghe, Helan R. Gamage and Ayon Chakraborty

46 Profile of Entrepreneurs of SME Sector in Sri Lanka: Motivations, Perceived Success Factors and Problems 413
 B. Nishantha and K. P. J. M. Pathirana

47 Identification of Positive Deviance—Methodology Development 421
 Ayon Chakraborty and Harshini Siriwardane

48 Classification Based Reliability Growth Prediction on Data Generated by Multiple Independent Processes 429
 Vishwas M Bhat, Rajesh P Mishra, Sainarayanan Sundarakrishna and Ayon Chakraborty

49 South-Asian Way of Taking Entrepreneurial Risk 441
 Helan Gamage

50 Organizational Learning, Knowledge Management and Innovation Fusion 449
 Preethi Kesavan

51 Innovations in Entrepreneurship: The Experience of Indian Business 457
 R. Satya Raju and Suneetha Rapaka

52 Reflection of Ethicality in Business Practices: Perspectives of Sri Lankan Entrepreneurs 463
 G D V Rupika Senadheera, Helan R Gamage and H D Karunaratne

53 Innovation in Small and Medium-Sized Wood-Furniture Firms in Central Java, Indonesia 471
 Amie Kusumawardhani and Grace McCarthy

Part VII Systems Thinking and Systems Practices

54 Foreign Direct Investment and Income Inequality in Developing Countries: A System Dynamics Approach 483
 Pard Teekasap

55 Exploring the World Through Systems Thinking 491
 Piero Mella

56 Innovative Strategies Layout in Recruiting 503
 Jui-Chin Jiang and Yuan-Ju Chou

57 Modelling and Managing Patient Flows in a Hospital Outpatient Environment	513
Papiya Bhattacharjee and Pradip Kumar Ray	
Part VIII Tourism Initiatives, Relationships and Issues in Asia-Pacific	
58 Explore the Use of Visitors E-GATE System Intention	523
Tsung-Ying Yu and Po-Tsang Huang	
59 Major Sporting Events and National Pride: A Comparison Between the London 2012 Olympics and Singapore 2010 Youth Olympic Games	531
H. K. Leng and H. Hopfl	
60 Drivers of Green Market Orientation of the Hotel Sector in Sri Lanka	539
G. D. Samarasinghe and F. J. Ahsan	
61 Singapore’s Ability to Maintain Destination Competitiveness Through Integrated Resorts (IRs)	547
Derrick Lee, Abhishek Bhati and Laurie Murphy	
62 Visitor Interest in Heritage Railways of Asia	559
Josephine Pryce, Taha Chaiechi and Abhishek Bhati	
63 “Tourists’ ‘Me Time’ in Asian Spas”	567
Jenny H. Panchal	
64 Managing Graffiti at Tourist Attractions	575
K. Thirumaran	
65 Shopping Experience and Their Influence on Satisfaction in Australia and Indonesia	583
Tjong Budisantoso and Teik Toe Teoh	
Part IX General Topics	
66 Family Ownership and Board Independence, Evidence from Thailand	593
Parichart Rachapradit	
67 A Study on Supply Chain Sustainability in Asia	601
Purnendu Mandal and Ayon Chakraborty	
68 To Hire Foreign Talents or Groom Locals?The Singaporean Workforce Dilemma	609
Crystal Tang Jieyi and Koong Hean Foo	

69 Trust or Cultural Distance—Which Has More Influence in Global Information and Communication Technology (ICT) Adoption? 619
Kallol Bagchi, Purnendu Mandal and Khendum Choden

70 A Critical Review of Cultural Stereotypes Underpinning Research on Self-Construal and Cognitive Dissonance 629
Jamie J.Y. Lee and Senthu Jeyaraj

71 Issues in Transnational Higher Education Regulation in Vietnam 637
George Nguyen and Anna Shillabeer

Contributors

Nalin Abeysekera Faculty of Graduate Studies, University of Colombo, Colombo, Sri Lanka

F. J. Ahsan Department of Marketing, University of Colombo, Colombo, Sri Lanka

Maulana Ali Manajemen Faculty, STIE MURA, Lubuk Linggau Sumatera Selatan, Indonesia

Robyn Anderson James Cook University, Townsville, Australia

Adiwan Aritenang Regional Economic Studies, Institute of Southeast Asian Studies, Singapore

Pamela Arumynathan JCU, Singapore, Singapore

Kallol Bagchi College of Business Administration, The University of Texas at El Paso, El Paso, US

Kanishka Bedi GlobalNxt University, Kuala Lumpur, Malaysia

Vishwas M Bhat Department of Mechanical Engineering, Birla Institute of Technology and Sciences, Pilani, India

Abhishek Bhati School of Business, James Cook University Australia, Townsville, Australia

James Cook University, Townsville, Australia

Papiya Bhattacharjee Department of Industrial Engineering and Management, Indian Institute of Technology Kharagpur, Kharagpur 721302, India

Christine Bilsland RMIT University, Hanoi, Vietnam

Centre of Commerce and Management, RMIT University Vietnam, Ho Chi Minh City, Vietnam

Tjong Budisantoso James Cook University Australia—Singapore Campus, Singapore, Singapore

Kritchawan Bunyong School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

Ong He Lu Calvin Singapore Campus, James Cook University Australia, Singapore

Margaret Carter School of Education, James Cook University, Townsville, Australia

Taha Chaiechi James Cook University, Townsville, Australia

Ayon Chakraborty School of Business, JCU, Singapore, Singapore

Kia Hong Peter Chew James Cook University, Singapore

Samuel C. W. Chng Department of Psychology, James Cook University, Singapore

Khendum Choden College of Business Administration, The University of Texas at El Paso, El Paso, US

Yuan-Ju Chou Department of Industrial and Systems Engineering, Chung Yuan Christian University, Taiwan, People's Republic of China

Ori Cohen Kentaura Pte.Ltd., 82 Telok Ayer St. #03-07, Singapore

Christina Yuniasih Surya Dharma Faculty of Economics and Business, Universitas Kristen Satya Wacana, Salatiga, Indonesia

Denise B. Dillon James Cook University, Singapore

Roberto Dillon James Cook Australia Institute of Higher Learning, Upper Thomson Road, Singapore, Singapore

Chris Durden Discipline of Accounting and Finance, School of Business James Cook University Cairns, Cairns, Australia

Daniel B. Fassnacht Department of Psychology, James Cook University, Singapore, Singapore

Koong Hean Foo School of Psychology, James Cook University, Singapore

Helan R. Gamage James Cook University, Singapore

School of Business, James Cook University, Singapore

Lennie Geerlings Interdisciplinary Studies, James Cook University, Singapore Campus, Singapore, Rep. of Singapore

Sadhan Kumar Ghosh Department of Mechanical Engineering, Jadavpur University, Calcutta, India

Edy Hariady Management Department, Satya Wacana Christian University, Salatiga, Indonesia

H. Hopfl Essex Business School, University of Essex, Essex, UK

Po-Tsang Huang Department of Industrial and Systems Engineering, Chung Yuan Christian University, Zhongli City, Taiwan, Peoples Republic of China

Song Insu School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

George M Jacobs Learning Support Department, JCU Singapore, Singapore

Senthu Jeyaraj OrgCognisance, Singapore

Jui-Chin Jiang Department of Industrial and Systems Engineering, Chung Yuan Christian University, Chung Pei Road, Chung Li City, Taiwan, People's Republic of China

Boby S. Kappen JCU, Singapore, Singapore

Rinu Kariath School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

H D Karunaratne University of Colombo, Colombo, Sri Lanka

Preethi Kesavan University of Canberra, Canberra, Australia

Huynh Khanh Linh School of Business/IT, James Cook University, Singapore Campus, Thomson, Singapore

Deddy P. Koesrindartoto School of Business and Management, Institut Teknologi Bandung, Bandung, Indonesia

Amie Kusumawardhani Sydney Business School, University of Wollongong, Wollongong, Australia

Nicola Lasikiewicz James Cook University, Singapore

Derrick Lee School of Business, James Cook University Singapore, Singapore

Jamie J.Y. Lee James Cook University, Townsville, Australia

H. K. Leng National Institute of Education, Nanyang Technological University, Singapore, Singapore

Rainer Lisowski Faculty of Business Management and Social Sciences, University of Applied Sciences Osnabrück, Osnabrück, Germany

Carrie Lui School of Business/IT, James Cook University, Cairns Campus, Cairns, Australia

Hendro Lukman Accounting Department, Faculty of Economics, University of Tarumanagara, Jakarta, Indonesia

Anita Lundberg Anthropology, School of Arts & Social Sciences, James Cook University, Singapore Campus, Singapore, Rep. of Singapore

Linda Ariany Mahastanti Management Department, Satya Wacana Christian University, Salatiga, Indonesia

Purnendu Mandal James Cook University, JCU Singapore, Singapore

Grace McCarthy Sydney Business School, University of Wollongong, Wollongong, Australia

Ann McMillan RMIT University, Ho Chi Minh City, Vietnam

Yvonne McNulty Sydney Institute of Language and Commerce, Shanghai University, Shanghai, PR China

Piero Mella Department of Economics and Business, University of Pavia—Italy, Pavia, Italy

Rajesh P Mishra Department of Mechanical Engineering, Birla Institute of Technology and Sciences, Pilani, India

Laurie Murphy JCU Singapore, James Cook University Singapore, Singapore

Helga Nagy Centre of Commerce and Management, RMIT University Vietnam, Ho Chi Minh City, Vietnam

George Nguyen Department of Computer Science and Information Technology, RMIT International University Vietnam, Ho Chi Minh City, Vietnam

B. Nishantha Department of Management & Organization Studies, Faculty of Management & Finance, University of Colombo, Colombo, Sri Lanka

Paskah Ika Nugroho Faculty of Economics and Business, Universitas Kristen Satya Wacana, Salatiga, Indonesia

Channary Ou School of Business/IT, James Cook University, Singapore Campus, Thomson, Singapore

Jenny H. Panchal School of Business, JCU, Singapore, Singapore

K. P. J. M. Pathirana Department of Management Studies, Open University of Sri Lanka, Nawala, Nugegoda, Sri Lanka

Madhavi Pethe M. L. Dahanukar College of Commerce, Mumbai, India

Padcharee Phasuk Department of Applied Economics, National Chung Hsing University, Taichung, Taiwan

Nguyen Tan Phat School of Business/IT, James Cook University, Singapore Campus, Thomson, Singapore

Murray Prideaux School of Business, James Cook University, Townsville, Australia

Josephine Pryce James Cook University, Townsville, Australia

Parichart Rachapradit Lecturer, Faculty of Business, Economics and Communications, Naresuan University, Phitsanulok, Thailand

R. Satya Raju Department of Commerce and Management Studies, Andhra University, Visakhapatnam, India

Suneetha Rapaka Jigyasa Analytics, New Jersey, USA

Pradip Kumar Ray Department of Industrial Engineering and Management, Indian Institute of Technology Kharagpur, Kharagpur, India

Robbie Robertson Head of School, Arts & Social Sciences, James Cook University, Townsville, Australia

Cheung Ronnie University of South Australia, Adelaide, Australia

Rakesh Dhananjay Salian School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

G. D. Samarasinghe Faculty of Graduate Studies, University of Colombo, Colombo, Sri Lanka

Angela A. Q. See James Cook University, Singapore

Parag Sen Department of Industrial Engineering and Management, Indian Institute of Technology Kharagpur, Kharagpur, India

G D V Rupika Senadheera University of Sri Jayewardenepura, Nugegoda, Sri Lanka

Stevanus Adree Cipto Setiawan Faculty of Economics, University of Tarumanagara, Jakarta, Indonesia

Anna Shillabeer Department of Computer Science and Information Technology, RMIT International University Vietnam, Ho Chi Minh City, Vietnam

Harshini Siriwardane School of Business, James Cook University, Upper Thompson, Singapore

Philip Smith Centre of Commerce and Management, RMIT University Vietnam, Ho Chi Minh City, Vietnam

Insu Song School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

Sudha Subramaniam M. L. Dahanukar College of Commerce, Mumbai, India

Sainarayanan Sundarakrishna Information Analytics, Engineering Design Center India, Caterpillar India, Bangalore, India

Stefanus Suryono JCU Singapore, Singapore, Singapore

Christina Esti Susanti Faculty of Business, Widya Mandala Catholic University Surabaya, East Java, Indonesia

Sudev Suthendran Department of Psychology, James Cook University, Singapore, Singapore

Chek Tien Tan Games Studio, University of Technology, Sydney, Australia

Chun Meng Tang JCU Singapore, Singapore

Crystal Tang Jieyi School of Psychology, James Cook University, Singapore, Singapore

Pard Teekasap Thai-Nichi Institute of Technology, Bangkok, Thailand

Teik Toe Teoh James Cook University Australia—Singapore Campus, Singapore, Singapore

K. Thirumaran James Cook University, Singapore, Singapore

Claire Thompson Psychology, School of Arts & Social Sciences, James Cook University, Singapore Campus, Singapore, Rep. of Singapore

Hwee Leng Toh-Heng Learning Support Department, JCU Singapore, Singapore

Sandy Triady School of Business and Management, Institut Teknologi Bandung, Bandung, Indonesia

John Vong School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

A. R. Waidyalankara The Sri Lanka Police Service, Colombo, Sri Lanka

Jong-Wen Wann Department of Applied Economics, National Chung Hsing University, Taichung, Taiwan

Ananda Wickramasinghe Sydney Business School, Sydney, Australia

Amy Wong GlobalNxt University, Kuala Lumpur, Malaysia

Macy Mei Chi Wong The Hong Kong Polytechnic University, Hung Hom, Hong Kong

Rui Xu School of Business/IT, James Cook University, Singapore Campus, Singapore, Singapore

Tsung-Ying Yu Department of Industrial and Systems Engineering, Chung Yuan Christian University, Zhongli City, Taiwan, Peoples Republic of China

Livia Yuliawati Faculty of Psychology, Ciputra University, Surabaya, Indonesia