# Table of Contents

**The Important Performance Analysis of Computer Auditing Services in Taiwan**  
Ling-Yi Chou, Shi-Ming Huang ................................................................. 1

**The Study of Service Quality Index and Customer Satisfaction – A Case Study of Nan Yang Industries Co., Ltd in Taipei City**  
Ching-Sheng Chang, Hsiu-Chia Ko ............................................................. 14

**Characteristics of a Business-to-Business Sales Configurator**  
Tommi Mahlamäki, Mika Ojala, Mikko Myllykangas .................................. 28

**The Effect of Within-Network Transactions on Information Search Behaviors and Satisfaction**  
Hakkyun Kim, Ohjin Kwon ........................................................................... 35

**Exploring the Effect of Product Traceability and Green Brand on Green Consumption**  
Hsien-Kuei Chiu .......................................................................................... 36

**Driving Force of the Cultural and Creative Department Store: Consumption Value and Service Quality**  
Tzu Ya Ho, Hung Pei Chen, Hsien Tang Tsai .................................................. 43

**Customer Loyalty with Two Aspects: The Roles of Customer Satisfaction and Switching Costs**  
Masako Amino, Naoya Ito ............................................................................ 44

**Customer Equity and Trust Effect on Word of Mouth at Private University**  
Rifqi Suprapto ............................................................................................. 61

**Who is Most Affected Consumer by Cause Related Marketing? : Consumer Typology Analysis and CRM Influence**  
Naoya Ito, Masateru Noguchi ....................................................................... 78

**An Early Alarm System for Housing Bubbles**  
Meichi Huang, Hsiu-Hsuan Chiang ............................................................ 79

**What Determines the Issuing of Corporate Bond? Evidence from Chinese Listed Firms**  
Pei-Gi Shu, Tsui-Lin Chiang ....................................................................... 80

**The Security Price Response to Accounting Information in the Financial Crisis**  
Kazuhiro Manabe ........................................................................................ 110

**Conventional Versus Islamic Banking: Which is Better?**  
Neuneung Ratna Hayati, Rio Akhmad Choirudin ........................................... 119
<table>
<thead>
<tr>
<th>Title</th>
<th>Authors</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyzing the Asymmetric Cyclic Dynamics of Business and Stock Market Fluctuations: Evidence from South Korea</td>
<td>Ismail Onur Baycan</td>
<td>139</td>
</tr>
<tr>
<td>Impacts of Emergency Electronic Referral System on the Medical Staff-A Case Study in Chiayi Area Hospitals</td>
<td>Hsien-Chi Yin, Chun-Yu Tien, Yu-Hsin Hsiung, Shun-Ting Ho, Chia-Hui Chang</td>
<td>156</td>
</tr>
<tr>
<td>Assessing the Feasibility of Distal Antibiotic Audit Center - Case Study of Southern Health and Welfare Ministry Regional Hospitals</td>
<td>Chao-Yin Kuo, I-Chiu Chang, Cheng-Peng Kuo, Jing-En Li, Pei-Chin Chou</td>
<td>157</td>
</tr>
<tr>
<td>Negative Psychological Responses to Smartphone Apps’ Permission Request to Access Personal Information – The Case of Android</td>
<td>Sanghyuck Bae, Won Jun Jacob Lee</td>
<td>158</td>
</tr>
<tr>
<td>E-Health Implementation in Complex Settings</td>
<td>Bertil Lindenfalk, Sofie Wass, Vivian Vimarlund, Christina Keller</td>
<td>160</td>
</tr>
<tr>
<td>A Study on the Factors Affecting Collaboration within Companies in Smart Work Environment</td>
<td>One Hui Choi</td>
<td>183</td>
</tr>
<tr>
<td>Study on Factors Affecting Resistance to Mobile Payment Services in Korea: Focusing on Mobile AppCards</td>
<td>In Sook Jeon, Seung Ha Lee, Jung Hoon Lee</td>
<td>211</td>
</tr>
<tr>
<td>The Study of CSF (Critical Success Factor) for the Internal Consulting: Empirical Study</td>
<td>Kwon Hyun Ki, Lee Jung Hoon, Jung Jun Young</td>
<td>230</td>
</tr>
<tr>
<td>DOA Estimation Based on a Hybrid NPSOGSA Algorithm for CDMA Signal</td>
<td>Chao-Li Meng, Shiaw-Wu Chen, Ann-Chen Chang</td>
<td>244</td>
</tr>
<tr>
<td>Open Innovation Model for Small Medium Enterprise in Developing Country: Perspective and Prospective of Indonesian Startup Technopreneur</td>
<td>Muhammad Rosyihan Hendrawan, Aniesa Samira Bafadhal</td>
<td>255</td>
</tr>
<tr>
<td>Analysis of Factors Affecting the Use of E-Commerce on Small and Medium Enterprises (SMEs) Creative Industries in Jabodetabek-Indonesia</td>
<td>Rambat Lupiyoadi, Adi Pramudita Tjiptadi, Donny Oktavian Syah</td>
<td>273</td>
</tr>
</tbody>
</table>
Application of Situational Method Engineering in Hybrid Software Project
Deepti Mishra, Alok Mishra ........................................................................................................ 294

On the Home Health Care Problem that Jointly Considers Rostering, Routing, and Reroster-
ing
Chun-Cheng Lin, Ming-Chun Tsai, Wan-Yu Liu, Lun-Ping Hung........................................... 302

Matric Model of Business Continuity Management, Agility and Resilience in Supply Chains
Nilubon Sivaborvornvatana, Prin Weerapong................................................................. 303

Will Hotels Certainly Have Better Operational Performance if They Have Green Hotel’s Cert-
tification?
Shou-Lin Yang, Yen-Hsun Chen, Tzu-Hung Huang ................................................................. 304

Organizational Justice and Organizational Commitment with Pay Raise Satisfaction as Mod-
erateing Variable: A Study of Remuneration on University Employee and Lecturer
Mugi Harsono, Lintang Ayuninggar, Yeni Fajariyanti, Suryandari Istiqomah ...................... 336

Turn Adversity into Happiness: Cultivation of the Adversity Quotient of the College Students
Yan Shaobing ......................................................................................................................... 337

The Impact of CSR on Organizational Commitment
Masateru Noguchi, Naoya Ito ...................................................................................................... 409

The Effects of HPWS on Firm’s Intellectual Capital
Tung-Chun Huang .................................................................................................................. 419

Peripheral and Emerging Countries on the Origins of the Superhighways of Information:
Spain and Spanish America
Angel A. Calvo .......................................................................................................................... 435

The Development of Teaching Material and Innovative Curriculum in Quality Agriculture
Ming-Hsiung Wu, Hsin Cheng Chen ....................................................................................... 436

Current Status and Future of Banking Mobile Payment
Ting-Sheng Weng, Shao-Chih Chang, Chien-Kuo Li ............................................................ 441

The Roles of Persistence and Calculated Risk-Taking Within CEO Toward The Development of Sobaloe
Gracia Ongkowijoyo, Gamaliel Waney ................................................................................. 452

Treating Transitory Time-Specific Effects as Measurement Errors
Chung-Ki Min .......................................................................................................................... 482

Systematic Capacity Building Program Makes a Big Difference!
Mohammad Shahjahan, Shahida Haque, Mohammad Shamimul Islam .................................. 486
Supply Chain Decarbonisation: Supply Chain Carbon Footprint in Beverage and Wine Product
Eugene Wong, Emma Zhou ........................................................................................................... 487

A Study on the Implementation of the Teaching Excellence Project for Technological and Vocational Colleges and Universities in Taiwan: In Terms of Student Learning Outcomes
Ru-Ping Hu, Li-Jiun Hsieh .......................................................................................................... 497

The Internet Governance Research at the Internet of Things Era
Moses Yook, Dasom Kim ............................................................................................................. 510