



PUBLISHER

NORTH-WEST UNIVERSITY

ISBN

978-0-6399779-0-4

EDITORS

PROF SP VAN DER MERWE & MR JA JORDAAN

INDEPENDENT QUALITY CONTROL COMMITTEE

CHAIRMAN

PROF CA BISSCHOFF (NORTH-WEST UNIVERSITY)

MEMBERS

PROF K JONKER (NELSON MANDELA UNIVERSITY)

PROF E SLABBERT (NORTH-WEST UNIVERSITY)

TABLE OF CONTENTS

EN	IVIRONMENTAL MANAGEMENT	16
1.	FACTORS THAT INFLUENCE ENVIRONMENTAL PERFORMANCE IN THE WASTE MANAGEMENT INDUSTRY IN KWAZULU-NATAL	17
2.	AN ASSESSMENT OF ENVIRONMENTAL AWARENESS IN A SOUTH AFRICAN STEEL PLANT	32
3.	A CASE STUDY ON ENVIRONMENTAL MANAGEMENT ACCOUNTING PRACTICES AT A SOUTH AFRICAN MANUFACTURING COMPANY	47
4.	ACCOMMODATING DISTRIBUTED SOLAR ENERGY GENERATION: THE CHALLENGE FOR CENTRAL ELECTRICITY BOARD, MAURITIUS	61
BU	JSINESS AND STRATEGIC MANAGEMENT	78
5.	CONCEPTUALISING STRATEGY-MAKING THROUGH A STRATEGIC ARCHITECTURE PERSPECTIVE	79
6.	REASONS OF INTERNATIONAL BUSINESS STRATEGY FOR CHINESE MERGERS AND ACQUISITIONS IN EUROPE AND GERMANY	101
7.	A STRATEGIC ANALYSES OF THE PERFORMANCES OF SOUTH AFRICAN AIRWAYS (SAA) AND ETHIOPIAN AIRLINES (EA) - A CASE STUDY	120
8.	CHALLENGES WHEN IMPLEMENTING CORPORATE STRATEGY: SMALL AND MEDIUM CONSULTING BUSINESSES	138
9.	EXPLORING THE CONTRIBUTION OF TOURISM BASED MICRO-ENTERPRISES TO EMPLOYMENT IN A TSHWANE METROPOLITAN AREA, SOUTH AFRICA	152
10.	THE STATE OF COMMUNICATION BETWEEN MANAGEMENT LEVELS IN A MUNICIPALITY	168
11.	REVISITING THE APPLICATION OF THE REASONABLE COMMISSIONERS' APPROACH IN THE SIDUMO TEST	182
12.	INVESTMENTS INTO NEW MARKET SEGMENTS	198
13.	CONCEPTIONS OF SOCIAL RESPONSIBILITY AMONG SMALL BUSINESS OWNER-MANAGERS IN A SOUTH AFRICAN LOCAL MUNICIPALITY	221

14.	QUICK DECISIONS: USING HEURISTICS UNDER TIME PRESSURE AND UNCERTAIN TURNAROUND CONDITIONS	236
	CNCENTAIN TORNAROUND CONDITIONS	250
15.	REVERSE LOGISTICS CHALLENGES IN MANUFACTURING PHARMACEUTICAL COMPANIES: A STUDY IN THE CITY OF TSHWANE SOUTH AFRICA	254
16.	SOCIAL NETWORKS OF FEMALE ENTREPRENEURS IN A DEVELOPING COUNTRY CONTEXT OF ZIMBABWE	267
17.	FACTORS INFLUENCING CUSTOMER NEEDS FOR NICHE MINING EQUIPMENT IN SOUTH AFRICA	282
BU	SINESS RESEARCH AND BUSINESS EDUCATION	301
18.	PRINCIPLES OF RESPONSIBLE MANAGEMENT EDUCATION: AN ASSESSMENT OF THE AFRICAN BUSINESS SCHOOL FRATERNITY	302
19.	A CASE STUDY OF POSTGRADUATE ONLINE FACILITATION LECTURER EXPERIENCES AND PERCEPTIONS	315
20.	DECOLONISED HIGHER EDUCATION: PROGRESS IN AN ACADEMIC DEPARTMENT AT THE UNIVERSITY OF JOHANNESBURG	328
21.	FACTORS INFLUENCING THE CHOICE OF UNIVERSITIES OF FIRST YEAR STUDENTS AT THE NORTH-WEST UNIVERSITY, MAFIKENG CAMPUS	344
22.	SEVEN SNAGS OF RESEARCH ETHICS ON THE QUALITATIVE RESEARCH VOYAGE	357
23.	QUALITATIVE BUSINESS AND MANAGEMENT DOCTORAL THESES: WHAT EXAMINERS WANT TO SEE	368
EN	TREPRENEURSHIP	385
24.	SOUTH AFRICA - ECONOMIC PROGRESS, STAGNATION, OR DECLINE? AN ANALYSIS OF THE WORLD ECONOMIC FORUM GLOBAL COMPETITIVENESS REPORTS FOR THE PERIOD 2008-2017	386
25.	WHAT'S IN A NAME? SMES: A DEFINITIONAL PERSPECTIVE	398
26.	STOKVELS: AN INVESTMENT OPPORTUNITY IN URBAN AGRICULTURE	406
27.	A CONCEPTUAL FRAMEWORK TO DETERMINE SMALL FIRM SURVIVAL: A	

	GROWTH PERSPECTIVE	422
28.	ASSESSING INTRAPRENEURSHIP IN A PHARMACEUTICAL	422
	MANUFACTURING ORGANISATION IN THE EASTERN CAPE, SOUTH AFRICA	433
29.	TESTING THE APPLICABILITY OF THE THEORY OF PLANNED BEHAVIOUR	
	(TPB) ON THE ENTREPRENEURIAL INTENTIONS OF YOUTH IN BOTSWANA	449
30.	DETERMINING THE MODERATING EFFECTS AND RELATIONSHIPS	
	BETWEEN ENTREPRENEURSHIP EDUCATION, ENTREPRENEURIAL ACTION	
	AND PRIOR ENTREPRENEURIAL EXPOSURE	462
31.	THE INFLUENCE OF PARTNERING, TECHNOLOGY PROACTIVENESS	
	CAPABILITIES AND INFORMATION SHARING ON PRODUCT INNOVATION	
	CAPABILITY IN SMALL AND MEDIUM ENTERPRISES	483
32.	THE ROLE OF ENTREPRENEURIAL ORIENTATION ON THE PERCEIVED	
	SUCCESS OF FITNESS ENTREPRENEURS	495
33.	DEVELOPMENT OF BLACK WOMEN-OWNED INVESTMENT ORGANISATIONS	
	HOLDING EQUITY IN JSE-LISTED COMPANIES	509
34.	ASSESSING THE ENTREPRENEURIAL INTENSITY FOR MEDIUM-SIZED	
	BUSINESSES IN GAUTENG	527
35.	CLARIFYING SMALL BUSINESS FAILURE FROM SMALL BUSINESS CLOSURES:	
	CREATING A COMMON UNDERSTANDING.	542
36.	DETERMINING THE RELATIONSHIP BETWEEN THE FACTORS OF THE	
50.	THEORY OF PLANNED BEHAVIOUR AND HOUSEHOLD WASTE SEPARATION	
	BEHAVIOUR	554
37.	DESIGN PERSPECTIVES: AN APPROACH TO SUPPORT AUTHENTIC	
	ENTREPRENEURIAL DESIGNERS DURING PRE-INCUBATION	578
38.	DECONSTRUCTING ENTREPRENEURIAL MARKETING DIMENSIONS IN	
	SMALL AND MEDIUM-SIZED ENTERPRISES IN NIGERIA: LITERATURE ANALYSI	S 591
ET	NANCIAI MANACEMENT	60 7
ГП	NANCIAL MANAGEMENT	607
39.	THE ROLE OF BIOGRAPHICAL FACTORS IN IDENTIFYING AT-RISK	
	STUDENTS IN FIRST YEAR ACCOUNTING	608
40.	PREVALENCE OF MOBILE BANKING AMONGST SOUTH AFRICAN	
T V.	UNIVERSITY STUDENTS	627
41	CHETOMER ADOPTION OF CHARGON AND ZARRED COMPARATIONS	
41.	CUSTOMER ADOPTION OF SNAPSCAN AND ZAPPER: COMPARATIVE STUDY	635

42.	THE EFFECT OF FINANCIAL CONTROL ON PERSONAL SAVINGS BEHAVIOUR: AN EXPLORATORY STUDY OF MAHIKENG MUNICIPAL EMPLOYEES651
43.	THE ASSOCIATION BETWEEN STUDENTS' PERSONAL FINANCIAL MANAGEMENT SKILLS AND STUDENT DEBT
44.	SUSTAINABLE FUNDING FOR THE PUBLIC BROADCASTER IN SOUTH AFRICA 679
45.	THE ROLE OF CAPITAL IN AN INTEGRATED VALUE CREATION FRAMEWORK FOR INDIVIDUAL FINANCIAL PLANNING BUSINESSES
46.	DETERMINANTS OF BANK PROFITABILITY: A CASE OF THE MAURITIAN BANKING SECTOR
47.	RELATIONSHIP BETWEEN STOCK PRICES AND MACROECONOMIC VARIABLES IN EMERGING MARKETS
48.	AN EMPIRICAL ANALYSIS OF THE DETERMINANTS OF INTEREST RATE SPREADS: A CASE OF THE BANKING INDUSTRY IN AIMS COUNTRIES742
49.	IMPACT OF SOVEREIGN CREDIT RATING ON FINANCIAL DEVELOPMENT
50.	AN ASSESSMENT OF THE FOREIGN ECONOMIC REPRESENTATIVES (FER) CAPACITY DEVELOPMENT PROGRAMME IN SOUTH AFRICA
51.	THE RELATIONSHIP BETWEEN PERCEIVED RISK, KNOWLEDGE OF SHARE TRADING, AND INVESTMENT INVOLVEMENT IN INVESTOR INTENTION
52.	A COALESCED APPROACH TO PORTFOLIO MANAGEMENT AND INVESTMENT DECISION MAKING FOR NEW AND OLD INVESTORS 806
Н	JMAN RESOURCE MANAGEMENT 818
53.	HUMAN RESOURCE MANAGEMENT PREDICTORS OF JOB SATISFACTION AT A MUNICIPALITY IN MPUMALANGA PROVINCE
54.	THREE GROUPS DIFFERENT LIVING WAGE PERCEPTIONS AFFECTING WORK ENGAGEMENT, ORGANISATIONAL COMMITMENT, AND JOB SATISFACTION 827
55.	MONITORING AND EVALUATION (M & E) IN PROMOTING PERFORMANCE IN SOUTH AFRICAN GOVERNMENT: A LITERATURE REVIEW
56.	INDUSTRY ENGAGEMENT IN WORK-INTEGRATED LEARNING - EXPLORING THE BENEFITS, CHALLENGES AND REALITIES853

57.	AN ORGANISATIONAL ALIGNMENT FRAMEWORK TO IMPROVE SOUTH AFRICAN MINING COMPANIES	868
58.	IMPROVING PSYCHOLOGICAL EMPOWERMENT AND EMPLOYEE ENGAGEMENT THROUGH THE DISPLAY OF LEADERSHIP EMPOWERING BEHAVIOURS	895
59.	GENERATION ME: INDIVIDUAL MORALISM ON THE RISE	908
60.	PERCEPTIONS REGARDING PROCEDURAL-INTERACTIONAL JUSTICE IN THE SOUTH AFRICAN FINANCIAL SERVICES INDUSTRY	924
61.	SYSTEMIC APPROACH TO THE REMEDIATION OF SECOND-GENERATION GENDER BIAS IN THE WORKPLACE	943
62.	SUBORDINATE PERCEPTIONS OF MANAGERS' COMMUNICATION COMPETENCIES: A GENERATION-BASED PERSPECTIVE	955
63.	COMMUNICATION AS A DRIVER OF HIGH PERFORMANCE LEVELS IN SCHOOL OPERATIONAL TEAMS	974
64.	ORGANISATIONAL CULTURE AND ORGANISATIONAL COMMITMENT IN THE SOUTH AFRICAN MANUFACTURING INDUSTRY	986
65.	THE RELATIONSHIP BETWEEN PSYCHOLOGICAL NEED SATISFACTION, WORK ROLE FIT AND ABSENTEEISM IN A CALL CENTRE	
66.	THE INFLUENCE OF ORGANISATIONAL CULTURE ON THE ORGANISATIONAL COMMITMENT OF BANKING EMPLOYEES IN THE EASTERN CAPE	1020
67.	THE POISON IN POWER: A NATIONAL EMPIRICAL STUDY OF THE INFLUENCE OF TOXIC LEADERSHIP IN ORGANISATIONS	1046
68.	SUSTAINABLE EMPLOYEE ENGAGEMENT OF SALESPEOPLE AT AUTOMOTIVE DEALERSHIPS IN GERMANY	1055
69.	EMPLOYEES' PERCEPTIONS OF AUTOMATION AND MACHINES, AND HOW IT AFFECTS THEIR RELATIONSHIPS AT WORK	1070
70.	AN EVALUATION OF THE PERSONAL AND ORGANISATIONAL DIVERSITY CLIMATE IN A SELECTION OF SOUTH AFRICAN COMPANIES	1083
71.	AN ASSESSMENT OF THE RELATIONSHIPS AMONG SELECTED LEADERSHIP STYLES AND INNOVATIVE ABILITY IN A SOUTH AFRICAN AGRICULTURAL BUSINESS.	1099

72.	OUTSOURCED EMPLOYEE DEVIANCE: WHEN BEHAVIOUR BECOME A THREAT TO INFORMATION SYSTEM SECURITY	. 1118
73.	DIAGNOSING AND MANAGING FEMALE MISOGYNY AMONG NURSING STAFF.	. 1126
74.	TALENT MANAGEMENT AND EMPLOYEE ENGAGEMENT IN A SOUTH AFRICAN VEHICLE SALES COMPANY	. 1136
75.	HUMAN RESOURCE STRATEGIES FOR CREATING A GREEN ORGANISATIONAL CULTURE	. 1152
76.	THE INFLUENCE OF LEADERSHIP STYLE ON THE ORGANISATIONAL PERFORMANCE OF A SELECTED MUNICIPALITY IN SOUTH AFRICA	. 1166
77.	EXPLORING THE RELATIONSHIP BETWEEN TRAINING AND DEVELOPMENT AND WORK ENGAGEMENT IN A TERTIARY EDUCATION INSTITUTION IN SOUTH AFRICA	. 1180
78.	THE RELATIONSHIP BETWEEN PERCEIVED ORGANISATIONAL SUPPORT AND ORGANISATIONAL COMMITMENT AMONG EMPLOYEES AT A HIGHER EDUCATION INSTITUTION IN SOUTH AFRICA	. 1197
79.	ASSESSING THE ROLE OF WORK-RELATED LEARNING ON EMPLOYEE PERFORMANCE IN TECHNICAL, VOCATIONAL EDUCATION AND TRAINING COLLEGES	1209
80.	DECONSTRUCTING THE CONCEPT OF TRUST FOR EFFECTIVE TALENT MANAGEMENT IN HIGHER EDUCATION INSTITUTIONS	1221
81.	MANAGERIAL ENABLEMENT FOR CHANGE: A SOUTH AFRICAN BUSINESS CASE ON CHANGING FROM HIERARCHICAL TO AGILE TEAM-BASED APPROACH	1232
82.	EXPLORING FACTORS AFFECTING TALENT RETENTION IN A SELECTED STATE OWNED ENTERPRISE IN THE NORTH WEST PROVINCE	1251
83.	REMEDIES FOR LOW RETURNS AND HIGH RISKS IN AFRICAN TALENT DEVELOPMENT	1262
84.	HAPPINESS: A BUSINESS STRATEGY	1272
85.	JOB SATISFACTION AND LEADERSHIP STYLE IN THE COAL MINING INDUSTRY OF SOUTH AFRICA	1283
86.	THE KRUGER NATIONAL PARK AS A MODEL OF LOCAL COMMUNITY DEVELOPMENT: LESSONS IN CORPORATE SOCIAL RESPONSIBILITY	1297

87.	SELECTED FACTORS AFFECTING THE ADOPTION OF INTERNET BANKING AMONG GENERATION Y CUSTOMERS IN SOUTH AFRICA	. 1314
88.	INVESTIGATING THE LONGITUDINAL RELATIONSHIPS BETWEEN BURNOUT, WORK ENGAGEMENT AND OBJECTIVE PERFORMANCE RATINGS: A CROSS-LAGGED MODEL	. 1326
89.	THE IMPACT OF WORK ENGAGEMENT AND BURNOUT ON A CUSTOMER SATISFACTION INDEX IN A CALL CENTRE ENVIRONMENT: A STRUCTURAL MODEL	. 1342
90.	THE IMPACT OF TRANSFORMATIONAL AND TRANSACTIONAL LEADERSHIP STYLES ON SELECTED JOB ATTITUDES AT A MANUFACTURING ORGANISATION	. 1359
91.	PERSONS WITH DISABILITIES AND THEIR ACCESS TO EMPLOYMENT IN THE SOUTH AFRICAN WORKPLACE: AN EXPLORATORY STUDY	. 1378
92.	ORGANISATIONAL SILENCE PRACTICED BY AFRICAN WOMEN LEADERS IN ORGANISATIONS	. 1395
93.	THE CINDERELLAS IN MERGERS: ADMINISTRATORS' ROLE IN OPERATIONAL SYSTEM ALIGNMENT	. 1409
94.	THE MANAGER AS PEOPLE DEVELOPER: SOME INDIVIDUAL AND ORGANISATIONAL OUTCOMES.	. 1425
MA	ARKETING MANAGEMENT	1447
95.	MEASURING THE BRAND LOYALTY OF FARMERS IN THE FREE STATE PROVINCE TOWARDS AGRICULTURAL BUSINESSES	. 1448
96.	DEVELOPING A PERSONAL BRAND: EXPLORING POPULAR LITERATURE ON THE TOPIC	. 1466
97.	CONTEMPORARY INNOVATIONS IN SUSTAINABLE CONSUMER PROTECTION POLICIES IN AFRICA	. 1478
98.	STRATEGIES FOR BRANDING THE CITY OF GABORONE	. 1496
99.	GENERATION FITNESS: ARE MILLENNIALS SHAPING THE FUTURE OF HEALTH AND FITNESS APPS?	. 1515
100.	THE INFLUENCE OF STORE ATMOSPHERE AND SOCIAL NORMS ON PURCHASE INTENTION AMONG MILLENNIAL CONSUMERS	. 1529

101.	SOURCE CREDIBILITY AND TRUST IN ONLINE CUSTOMER REVIEWS: A FOCUS ON GUEST-HOUSE ESTABLISHMENTS	. 1540
102.	THE GROWTH AND DOMINANCE OF THE SAMSUNG BRAND IN THE MOBILE PHONE INDUSTRY: A SOUTH AFRICAN AND GLOBAL PERSPECTIVE	. 1549
103.	A CONSUMER VALUE AND IMAGE PERSPECTIVE WHEN BUYING FROM SOUTH AFRICAN CLOTHING RETAILERS	. 1558
104.	COMPARING THE EVALUATIVE CRITERIA THAT GEN X AND GEN Y CONSUMERS USE WHEN SELECTING A SMARTPHONE	. 1569
105.	EXPLORING ANTECEDENTS THAT DETERMINE CONSUMER BEHAVIOR IN THE SOUTH AFRICAN LIFE INSURANCE INDUSTRY	. 1583
106.	THE ROLE OF MONETARY, FUNCTIONAL AND SYMBOLIC VALUES AMONG SOUTH AFRICAN GENERATION Y SAMSUNG MOBILE PHONE USERS	. 1598
107.	PERCEIVED USEFULNESS OF ONLINE CONSUMER PRODUCT REVIEWS AMONGST GENERATION Y STUDENTS	. 1613
108.	GENERATION Y STUDENTS' INTEREST AND INTENTION TO USE EBOOKS	. 1628
109.	ANTECEDENTS OF ORGANIC FOOD PURCHASE BEHAVIOUR IN SOUTH AFRICA: PILOT STUDY RESULTS	. 1640
110.	AESTHETICS, ONTOLOGY, AND OBJECTIVE WINE KNOWLEDGE: AN EXPLORATION OF UNIQUE LUXURY WINE GENERATION Y MARKET SEGMENTS IN AN EMERGING ECONOMY	1650
111.	SERVICE FAILURE AND RECOVERY IN THE BANKING INDUSTRY: A NETNOGRAPHIC STUDY OF CAPITEC BANKS FACEBOOK PAGE	1665
112.	THE RELATIONSHIP BETWEEN ELECTRONIC WORD-OF-MOUTH AND PURCHASE INTENTIONS: A CASE OF INSTAGRAM – FRIENDS VERSUS CELEBRITIES	1675
113.	BRAND PERSONALITY PERCEPTIONS OF SOUTH AFRICAN ALCOHOLIC BEVERAGE BRANDS	1687
114.	DESTINATION MARKETING BY MEANS OF AN AMAZING RACE TEAM BUILDING EVENT	1699
115.	FACTORS INFLUENCING THE ONLINE PURCHASE OF LIFE INSURANCE IN SOUTH AFRICA	1714
116.	. CUSTOMER COMPLAINTS IN THE AIRLINE INDUSTRY: A CASE OF	

	DOMESTIC AND INTERNATIONAL AIR TRAVELLERS IN SOUTH AFRICA	1732
OP	PERATIONS AND SUPPLY CHAIN MANAGEMENT	1742
117.	THE ROLE OF THIRD PARTY LOGISTICS PROVIDERS AS ORCHESTRATORS IN EMERGING MARKETS	1743
118.	AGILE PRACTICES AND SUPPLY CHAIN RESILIENCE: A STUDY OF FOOD AND BEVERAGE MANUFACTURERS IN SOUTH AFRICA	. 1765
119.	STREAMLINING THE HOSPITALITY VALUE NETWORK TO IMPROVE SERVICE DELIVERY USING LEAN PRACTICES	. 1780
120.	THE ROLE OF WORK STUDY IN IMPROVING PRODUCTIVITY: EVIDENCE FROM A MANUFACTURING CONTEXT	. 1790
121.	MISALIGNED IMPLEMENTATION: A CASE OF THE MUNICIPAL WATER SERVICES OF A DISTRICT MUNICIPALITY IN SOUTH AFRICA	. 1801
122.	EXPLORING A MODEL FOR OPTIMUM PRODUCTION IN A MULTI-GRADE CHROME PRODUCTION FACILITY	. 1816
123.	FACTORS INFLUENCING A CULTURE OF CONTINUOUS IMPROVEMENT IN THE PHARMACEUTICAL ENVIRONMENT	. 1834
124.	DETERMINANTS OF EFFECTIVE HIGH-RISK CARGO LOGISTICS AT SEAPORTS: A DEVELOPING ECONOMY'S PERSPECTIVE	. 1846
125.	DETERMINING THE QUALITY OF SUPPLY CHAIN MANAGEMENT EDUCATION AT A SOUTH AFRICAN UNIVERSITY USING AN ADAPTED SERVPERF MODEL	1862
126.	MEASUREMENT OF SERVICE QUALITY OF 3PLS AND 4PLS IN THE MANUFACTURING SECTOR IN JOHANNESBURG	
127.	THE EFFECT OF TOTAL QUALITY MANAGEMENT AND PERFORMANCE MANAGEMENT ON IMPROVED PERFORMANCE OF ENTREPRENEURSHIP IN SOUTH AFRICA	. 1887
128.	OPERATIONAL LEVEL SUPPLIER RELATIONSHIP MANAGEMENT BEST PRACTICES IN THE SOUTH AFRICAN AUTOMOTIVE INDUSTRY	. 1902
129.	IMPROVING SUPPLY CHAIN OPERATIONS THROUGH A TRANSPORT MANAGEMENT SYSTEM IMPLEMENTATION: A CASE STUDY	. 1920
130.	ANALYSING THE RELATIONSHIP BETWEEN INVENTORY MANAGEMENT	

	AND SUSTAINABLE SUPPLY CHAIN MANAGEMENT	1021
	AND SUSTAINABLE SUPPLI CHAIN MANAGEMENT	1931
131.	ASSESSING QUALITY MANAGEMENT WITHIN A SELECTED SOUTH AFRICAN MANUFACTURER	
INI	FORMATION AND KNOWLEDGE MANAGEMENT	1961
132.	EXPLORING KNOWLEDGE SHARING AND KNOWLEDGE LEAKAGE IN	
	SOFTWARE DEVELOPMENT ORGANISATIONS	1962
133.	MEASURING KNOWLEDGE SHARING BEHAVIOUR AMONG SOFTWARE	
	DEVELOPMENT TEAMS	1972
134.	ADOPTING AN E-COMMERCE SYSTEM FOR A STEEL MANUFACTURER: A	1001
	CASE STUDY	1981
135.	JEKYLL AND HYDE: THE IMPORTANCE AND IMPLEMENTATION OF GOVERNANCE PRACTICES IN INFORMATION SYSTEMS PROJECTS	1007
	GOVERNANCE I RACTICES IN INTORNATION STOTEMOT ROJECTS	1777
136.	A CONCEPTUAL E-GOVERNMENT MANAGEMENT MODEL FOR TRUST AND INFORMATION SECURITY RISK EFFECTS IN E-FILING SYSTEMS USAGE	2016
	THE ORDINAL PROPERTY IN EARLY OF THE WOOD CONCESS	2010
137.	ADOPTING THE AGILE PRINCIPLES AS SUCCESS FACTORS FOR AGILE SOFTWARE PROJECTS	2027
138.	THE EFFECTS OF KNOWLEDGE MANAGEMENT AND INFORMATION SHARING CAPABILITIES ON THE OPERATIONAL FLEXIBILITY OF SMALL	
	AND MEDIUM ENTERPRISES	2040
139.	THE ROLE OF PROJECT COMMUNICATION MANAGEMENT IN THE	
	GOVERNANCE OF INFORMATION SYSTEMS PROJECTS IN THE FINANCIAL SERVICES INDUSTRY	2054