Table of Contents

ICAMS 2011 Session 1

Effects of Motivational Factors on Job Satisfaction: An Empirical Study on Malaysian Gen-Y Administrative and Diplomatic Officers Nargess Mottaghi Golshan, Aznur Hafeez Kaswuri, Betsabeh Aghashahi, Muslim Amin and Wan Khairuzzaman Wan Ismail	1
A Success Story of Managing Millennial Talents: A Case of Mindvalley NedaMottaghiGolshan and Rosmini Omar	8
Modeling the Risk by Credibility Theory Irina Georgescu and Jani Kinnunen	15
Management of Technology Transfer in Developing Countries: Re-Engineering an Suitable Option for Iran Morteza Raei Dehaghi and Masoud Goodarzi	20
Relationship between Knowledge Management and Reverse Logistics. A theoretical approach Antonio Mihi-Ramírez, Hossein Bodaghi Khajeh Noubar and Victor V. Fernández-Bendito	26
An Ecological and Health Model of The Software Consultancy and Supply of Computer Software in Bogota, Colombia Fernando Juárez	31
Will such Information Technology as Facebook Become Regular Mean for Study Process? Vilmante Kumpikaite, Kestutis Duoba and Audrius Taraskevicius	36
Negative Aspects of Conflicts in Health Care Sector in Lithuania Vilmante Kumpikaite, Zivile Kondrotiene and Audrius Taraskevicius	41
Causes of failure in Healthcare IT projects Mohamed Abouzahra	46
Employees' Expectations from CSR: The Case of Master Students Rodica Milena Zaharia	51
Developing and Implementing an Auditing Tool For Assessing Health and Safety in Oil Industry Projects Ghazal Almasi, Roya Moradianmina and Setareh Zavari	56
ICAMS 2011 Session 2	
The Study on Policy Discretion and Policy Corruption in China Liang Zhiming	62
A Multiple Attribute Decision Making Model in the Presence of Gre Numbers <i>M. Aghajani and A. Hadi-Vencheh</i>	67
Influence of Tactical Factors on ERP Projects Success Shahin Dezdar	72
Developing an Intelligent Exercise Reminder System Infused with Sense of Community Zhen-Yee Liew, Yew-Siang Poong and Choo-Chuan Tay	77
Conflict Management Styles and Communication Quality; Two Parallel Approaches to Dysfunctional Conflict Milad Ghasemi Ariani and Seyyed Ahmad Nabavi Chashmi	83
Using Fuzzy DEMATEL method for analyzing the Technology Acceptance Model 2: A case	88

study Seyed Mohammad Zargar,Mojtaba Javidnia and Mahsa Shahhosseini	
Designing a conceptual model for quality measurement in supply chain of health care services Reza Baradaran kazemzadeh, Farzad firouzi jahantigh, Sima rafie and Nosratollah maleki	94
Managing Workplace Romance; A Headache for Human Resource Leaders Milad Ghasemi Ariani, Shokoofeh Shafiei Ebrahimi and Amirhossein Saeedi	99
The analysis of scoring matrix in voting system with multiple criteria and multiple places Fuh-Hwa Franklin LIU and Ling-Chuan TSAI	104
Discriminating efficient candidates of MEA model Fuh-hwa Franklin LIU and Cheng-Li CHEN	109
Adopting the policy instruments to Establish ETS in Asia countries Wan Wen-Cen	114
ICAMS 2011 Session 3	
Review of Optimisation Applications in Rail Freight Logistics with a View to Identify Possible Applications in the Southern African Region Samson Mhlanga, Charles Mbohwa, Jan Harm Pretorius and Norman Gwangwava	119
Brief Review of Succession Planning and Management Approach Shadi Ebrahimi Mehrabani and Noor Azmi Mohamad	126
The relevance cultural dimensions on the success Adoption and Use of IT Amine Nehari Talet and Saleh H. Al-Wahaishi	132
ServQual 2.0 – A Novel Approach to Delivering Scalable Quality in Knowledge Services Rajagopal Sevilimedu and Rajkumar Krishna	138
Supplier Evaluation and Selection in SCM using Fuzzy AHP Ali Nazeri, Hadi Meftahi and Awaluddin bin Mohamed Shaharoun	143
Supplier selection and order allocation a main factor in supply chain Kambiz Shahroudi, Hajar Rouydel, Shamin Assimi and Hamid Reza Eyvazi	148
Strategic Human Resource Management and Organizational Knowledge Creation Capability: Presenting a suitable model in Iranian public organizations Masoud Pourkiani, Dr Sanjar Salajeghe and Mokhtar Ranjbar	154
Risk management in forestry; Economics perspectives Soleiman Mohammadi Limaei	160
Design of an Integrated CAD and Quality Function Deployment (QFD) Product Data Management System (PDM). Norman Gwangwava and Samson Mhlanga	165
Interrelations of Critical Failure Factors in ERP Implementation: An ISM-based Analysis <i>Sanjay Jharkharia</i>	170
ICAMS 2011 Session 4	
Structuring Intellectual Capital as an Element of Virtual Organization in the SME Clusters <i>Yasir Muhammd, Majid Abdul, Ahmad Iftikhar and Tabassum Naila</i>	175
Review of studies on infidelity Bahareh Zare	182
Managerial Effects of Delay in Sport and Recreational Projects Mohammad Reza Maghareh, Fatemeh Imani, Shoresh Karimi, Mehdi Ostovan	187

Prediction of New Product Development (NPD) Performance in Research and Development (R&D) Company Owee Kowang Tan and Amran Rasli	192
A study of productivity in governmental (quasi-governmental)companies in Iran's Stock Exchange Parviz Saeidi and Neda Jorjani	201
Organizational culture and its impact on creativity in Malaysian SMEs Mohammad Zakersalehi, Mitra Maroofiyan and Arnifa Binti Asmawi	206
Survivability Evaluation in Wireless Sensor Network Vahid Mavaji and Bahareh Abbasi	212
A Framework for Survivability Evaluation Bahareh Abbasi and Vahid Mavaji	217
Let's Grow in Scrum Practices: Some Management Lessons Learned from a Global Software Development Project Hang Su	223
Innovation through Strategic Integration of Expert System and Knowledge Malini Srinivasa Rao	228
Author Index	233