

TABLE OF CONTENTS

Volume 5 Number 2

June 2012

A Solution for Cross-Docking Operations Planning, Scheduling and Coordination Z. P. Li, C. H. Sim, W. He, C. C. Chen.....	111
Performance Based Maintenance of Road Infrastructure by Contracting— A Challenge for Developing Countries M. Sultana, A. Rahman, S. Chowdhury.....	118
State of Content: Healthcare Executive’s Role in Information Technology Adoption N. Hikmet, S. Banerjee, M. B. Burns.....	124
Empirical Study on the Impact of User Participation on Service Value B. Liu, D. Li.....	132
Does Board Experience Matter? Evidence from Foreign Direct Investment J.-H. Lai, L.-Y. Chen.....	140
Identification of the Causes of Deadline Slippage in Construction Projects: State of the Art and Application A. Challal, M. Tkiouat.....	151
The Social Dimension of Service Workers’ Job Satisfaction: The Perspective of Flight Attendants C. Lee, M. An, Y. Noh.....	160
Research on the Relationship of Commercial Bank’s Loan Loss Provision and Earning Management and Capital Management X. L. Dong, J. Liu, B. B. Hu.....	171
Empirical Study on the Influence of Rural Labor Transfer upon Rural Economic Development in China Jiangxi—Based on Industrial Structure Deviation Z. W. Chen, Q. Chen, Y. H. Li.....	180
Knowledge Space Concept and Its Application for Servitizing Manufacturing Industry H. M. Belal, K. Shirahada, M. Kosaka.....	187
Consumer Lifestyle Matters: Evidence from Gray Markets in China W. N. Liu, L.-Y. Chang, J.-R. Lin.....	196
Research on Module Selection Method Based on the Integration of Kano Module with QFD Method H. Liu.....	206
A Conceptual Model for Success in Implementing Knowledge Management: A Case Study in Tehran Municipality M. Ansari, H. R. Youshanlouei, M. M. Mood.....	212

The figure on the front cover is from the article published in *Journal of Service Science and Management*, 2012, Vol. 5, No. 2, pp. 212-222 by Manoucher Ansari, Hossein Rahmany Youshanlouei and Mohammad Mirkazemi Mood.