

Table of Contents

Volume 7 Number 5

October 2014

The Effect of Crisis Processing Capacity on Brand Crisis Reparability

Y. Xiao, Q. Li, H. Y. Wei.....347

Leveraging Lean in the Office: Lean Office Needs a Novel and Differentiated Approach

B. G. Rüttimann, U. P. Fischer, M. T. Stöckli.....352

The Role of Trait Emotional Intelligence in Individual Performance: A Descriptive Study in Albaha University, Saudi Arabia

F. S. Alghamdi.....361

A Survey of the Effect of Social Media Marketing on Online Shopping of Customers by Mediating Variables

A. Mohammadpour, T. R. Arbatani, T. H. Gholipour, F. Farzianpour, S. Hosseini.....368