



# Journal of Service Science and Management



### **Journal Editorial Board**

ISSN: 1940-9893 (Print), 1940-9907 (Online) http://www.scirp.org/journal/jssm

Editor-in-Chief

**Prof. Samuel Mendlinger** Boston University, USA

**Editorial Board** 

Prof. Helena Alves University of Beira Interior, Portugal

**Prof. Sónia R. Bentes** Lisbon Institute of Management and Accounting, Portugal

**Prof. Chia-Fen Chi**National Taiwan University of Science and Technology, Chinese Taipei

**Prof. Tsan-Ming Choi**The Hong Kong Polytechnic University, China

**Prof. Leung Kit Nam Francis** City University of Hong Kong, China

Dr. Craig F. Freedman Macquarie University, Australia

Prof. Md. Mamun Habib University Utara Malaysia (UUM), Malaysia

Prof. Guangwei Hu Nanjing University, China

**Prof. Imed Kacem** Université Paul Verlaine Metz, France

**Prof. Shih-Kung Lai** Zhejiang University, China

Prof. Patrick L. Leoni Euromed Management, France

**Prof. Eugene Levner** Bar Ilan University, Israel

Prof. Hans Lofsten Chalmers University of Technology, Sweden

**Prof. Sangbing Tsai** University of Electronic Science and Technology of China, China



ISSN Online: 1940-9907 ISSN Print: 1940-9893

## **Table of Contents**

Volume 10	Number 4	August 2017
Comparison of I	Fish Supply Chain from Aquacult	ture and Sea Catchment Areas
A. D. Guritno, N	1. R. Tanuputri	
Do Customer Lo	yalty Programs Really Work in A	Airlines Business?—A Study on Air Berlin
M. Z. Hossain, H	I. Kibria, S. Farhana	
-	•	e and Foreign Visitors about Performance pression of Liu Sanjie as Example
J. Y. Mo, Y. X. F	u	
Study on the Spi	llover Effects of Overseas Brand	Crises
Q. Li, Z. Jiang		
	ellent International Entrepreneur ational Entrepreneurs Based on tl	
Y Pan		394

# Journal of Service Science and Management (JSSM) Journal Information

#### SUBSCRIPTIONS

The *Journal of Service Science and Management* (Online at Scientific Research Publishing, <a href="www.SciRP.org">www.SciRP.org</a>) is published bimonthly by Scientific Research Publishing, Inc., USA.

#### Subscription rates:

Print: \$89 per issue.

To subscribe, please contact Journals Subscriptions Department, E-mail: <a href="mailto:sub@scirp.org">sub@scirp.org</a>

#### **SERVICES**

#### Advertisements

Advertisement Sales Department, E-mail: service@scirp.org

#### Reprints (minimum quantity 100 copies)

Reprints Co-ordinator, Scientific Research Publishing, Inc., USA.

E-mail: sub@scirp.org

#### **COPYRIGHT**

#### Copyright and reuse rights for the front matter of the journal:

Copyright © 2017 by Scientific Research Publishing Inc.

This work is licensed under the Creative Commons Attribution International License (CC BY).

http://creativecommons.org/licenses/by/4.0/

#### Copyright for individual papers of the journal:

Copyright © 2017 by author(s) and Scientific Research Publishing Inc.

#### Reuse rights for individual papers:

Note: At SCIRP authors can choose between CC BY and CC BY-NC. Please consult each paper for its reuse rights.

#### Disclaimer of liability

Statements and opinions expressed in the articles and communications are those of the individual contributors and not the statements and opinion of Scientific Research Publishing, Inc. We assume no responsibility or liability for any damage or injury to persons or property arising out of the use of any materials, instructions, methods or ideas contained herein. We expressly disclaim any implied warranties of merchantability or fitness for a particular purpose. If expert assistance is required, the services of a competent professional person should be sought.

#### PRODUCTION INFORMATION

For manuscripts that have been accepted for publication, please contact:

E-mail: jssm@scirp.org



# Journal of Service Science & Management

ISSN 1940-9893 (Print), 1940-9907 (Online) http://www.scirp.org/journal/jssm

Journal of Service Science & Management (JSSM) is an international multidisciplinary journal with the emphasis laid on the service innovation in the global economy and entrepreneurship, the latest management technologies. It also explores the contributions of knowledge discovery and information management research and applications. The goal of this journal is to keep a record of the state-of-theart research and promote the fast moving service science and management technologies.

#### Editor-in-Chief

#### Prof. Samuel Mendlinger

#### Boston University, USA

#### **Subject Coverage**

All manuscripts must be prepared in English, and are subject to a rigorous and fair peer-review process. Accepted papers will immediately appear online followed by printed in hard copy. The journal publishes the highest quality, original papers included but not limited to the fields:

- Behavioral Health Services
- Building Services
- Business Intelligence
- Business Management
- Business Process Re-Engineering
- Children and Youth Services
- Computational Economics
- Customer Capital Management
- Data Mining and Knowledge Discovery
- Decision Support System
- Economics and Management
- Environment and Energy Management
- Financial Engineering
- Financial Services
- Flexible Services and Manufacturing
- Food Service
- Health Services
- Human Resources Management
- Information System Management
- Innovation and Entrepreneurship
- Intelligent Service
- Internet Services and Applications
- Knowledge Management and Semantic Web

- Managerial Economics
- Mental Health Services
- New Directions for Student Services
- Operational Research
- Pharmaceutical Health Services
- Planning, Scheduling and Project Management
- Psychological Services
- Public Administration
- Quality Management
- Regional Economics and Management
- Retailing and Consumer Services
- Risk Management
- Service Business
- Service Economics
- Service Industry Economics
- Service Oriented Computing and Applications
- Service Science
- Software Engineering Management
- Supply Chain Management
- System Management Theory
- Tourism and Travel IndustryUrban Economics and Planning
- Web Based Services and Applications

We are also interested in short papers (letters) that clearly address a specific problem, and short survey or position papers that sketch the results or problems on a specific topic. Authors of selected short papers would be invited to write a regular paper on the same topic for future issues of the JSSM.

#### **Notes for Intending Authors**

Submitted papers should not have been previously published nor be currently under consideration for publication elsewhere. Paper submission will be handled electronically through the website. All papers are refereed through a peer review process. For more details about the submissions, please access the website.

E-mail: jssm@scirp.org

#### Website and E-Mail

http://www.scirp.org/journal/jssm