

# International Journal of e-Education, e-Business, e-Management and e-Learning

## CONTENTS

---

---

### Volume 1, Number 1, April 2011

Electronic Customer Relationship Management Performance: Its Impact on Loyalty From Customers' Perspectives.....	1
<i>Nor Azila and Mohd NoorNeeraj</i>	
A proposal of LARG Supply Chain Management Practices and a Performance Measurement System.....	7
<i>Susana G. Azevedo, Helena Carvalho and V. Cruz-Machado</i>	
Approaches to the Management of Economics Efficiency in Business Informatics.....	15
<i>Milos Maryska</i>	
Customer Relationship Management (CRM) Processes from Theory to Practice: The Pre-implementation Plan of CRM System.....	22
<i>Khalid Rababah, Haslina Mohd and Huda Ibrahim</i>	
Use and adoption of Mobile Data Services in Africa: An Empirical Study in Mauritius and South Africa.....	28
<i>Hiranjali Ramburn and Jean-Paul Van Belle</i>	
Supporting Collaborative Project Work in Intercultural Computer Clubs.....	35
<i>Barbara Rita Barricelli, Thomas von Rekowski, Mary-Ann Sprenger and Anne Weibert</i>	
Architecture to Organize Social Semantic Relevant Web Resources in a Knowledgebase.....	45
<i>Anjali Thukral, Punam Bedi and Hema Banati</i>	
3D Mathematics - Seeing is Believing.....	52
<i>Ting-Sheng Weng</i>	
Developing Effective Online Assessment System for an Enterprise – Multidimensional Strategies for Success.....	57
<i>Sanjit Kumar Ghosh, Alok Tiwary, Amit Tiwary and Yogesh Kumar Bhatt</i>	
Best Practices in Designing and Developing Online Courses at the Canadian Foreign Service Institute.....	64
<i>Wasty and D. Renié</i>	
An Research on Cultivating Method of College Students' Online Learning Ability.....	69
<i>WenGuang Li, XinHui Wang and MingMei Yu</i>	
Autonomic Computing Capacity Management Approachwith Cloud for Building e-Business.....	75
<i>Yuan Wencheng and Zhu Yan</i>	
A Development Model of Decision Support System forPurchasing of Laboratory Reagent.....	83
<i>Anon Sudsai, Kittipong Sophonthummapharn and Thaveesak Ganjanasuwan</i>	
Interoperability in Cooperative Environments for Public Administration: Metadata and Intelligent Document	

Issues and Applications.....	89
<i>Alberto Polzonetti, Francesco De Angelis and Barbara Re</i>	
New Digital Divide? Self-reported Information Literacy of Postgraduates at a University in Southern China.....	97
<i>MingMei Yu and HaiQing Lin</i>	