

TABLE OF CONTENTS

Volume 6 Number 3

August 2013

Determinants of Bank Selection: A Study of Undergraduate Students in the University of Ghana

R. E. Hinson, A. Osarenkhoe, A. F. Okoe.....197

Simple Prediction Formula for Proportion Installment Interest Rate in a Private Finance Initiative Project

T. Inoue, I. Yoshitake.....206

A Markov Model for Human Resources Supply Forecast Dividing the HR System into Subgroups

R. Belhaj, M. Tkiouat.....211

Owning Faculty Status: A Manifesto

W. vanDuinkerken, C. Coker, T. Samuelson.....218

Study on the Impact of the Quality of Internal Control on the Performance of M&A

J. F. Leng, P. J. Zhao.....223

Lean Practice Case for Improving Service Operations of Donuts Company

S.-K. Kim.....232

The figure on the front cover is from the article published in *Journal of Service Science and Management*, 2013, Vol. 6, No. 3, pp. 223-231 by Jianfei Leng and Pangjing Zhao.