



IOSR Journal of Business and Management (IOSR-JBM)

Find Journal Q

Submit Now (online-submission.html)

OSR Journal List	
IOSR Journal of Business and Management (IOSR-JBM)	
> Submit Paper (http://iosrjournals.org/submit-manuscript.php?id=JBM)	
> Editorial Board (iosr-jbm/pages/editorial-board.html)	
Current Issue (iosr-jbm/pages/current-issue.html)	
> IOSR-JBM Archive (iosr-jbm/pages/archive.html)	
> Special Issue Archive (iosr-jbm/pages/special-issue-archive.html)	
Check Paper Status (http://www.iosrjournals.org/check-paper-status.php)	
IOSR Journal of Computer Engineering (IOSR-JCE.html)	
IOSR Journal of Electrical and Electronics Engineering (iosr-jeee.html)	
IOSR Journal of Mechanical and Civil Engineering (iosr-jmce.html)	
IOSR Journal of Electronics and Communication Engineering (iosr-jece.html)	
IOSR Journal of VLSI and Signal Processing (iosr-jvsp.html)	
IOSR Journal on Mobile Computing & Application (iosr-jmca.html)	
IOSR Journal of Humanities and Social Science (iosr-jhss.html)	
IOSR Journal of Research & Method in Education (iosr-jrme.html)	
IOSR Journal of Mathematics (iosr-jm.html)	
IOSR Journal of Economics and Finance (iosr-jef.html)	
IOSR Journal of Pharmacy and Biological Science (iosr-jpbs.html)	
IOSR Journal of Nursing and Health Science (iosr-jnhs.html)	
IOSR Journal of Dental and Medical Sciences (iosr-jdms.html)	
IOSR Journal of Agriculture and Veterinary Science (iosr-javs.html)	
IOSR Journal of Sports and Physical Education (iosr-jspe.html)	
IOSR Journal of Polymer and Textile Engineering (iosr-jpte.html)	
IOSR Journal of Applied Geology and Geophysics (iosr-jagg.html)	
IOSR Journal of Environmental Science, Toxicology and Food Technology (iosr-jestft.html)	
IOSR Journal of Applied Chemistry (iosr-jac.html)	
IOSR Journal of Biotechnology and Biochemistry (iosr-jbb.html)	

Quick Links

File Provident Copy Right Form Constant Copy Right Form Copy Copy Right Form <t< th=""><th>Find Journals</th></t<>	Find Journals
prevenue tents)	
pecception performance perform	
Unclassing of the state Vertice to the state <th></th>	
i ur of rest i or i rest i or i rest i or	-
e-ISSN p-ISSN Publication Frequency Publisher Paper Submission id : Dr. Habibah-Al-Husain, Egypt : 2278-487X : 2319-7668 : 12 Issue per Year : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	Abort List of Cal Global Topics For Statist Paper ics
p-ISSN Publication Frequency Publisher Paper Submission id : Dr. Habibah-Al-Husain, Egypt : 2278-487X : 2319-7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
Publication Frequency Publisher Paper Submission id : Dr. Habibah-Al-Husain, Egypt : Dr. Habibah-Al-Husain, Egypt : 2278-487X : 2319-7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
Publisher Paper Submission id I. Dr. Habibah-Al-Husain, Egypt : 2778-487X : 2319-7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
Paper Submission id : Dr. Habibah-Al-Husain, Egypt : 2278-487X : 2319-7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
: 2278-487X : 2319-7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
: 2319–7668 : 12 Issue per Year : International Organization Of Scientific Research (IOSR)	: Dr. Habibah-Al-Husain, Egypt
: 12 Issue per Year : International Organization Of Scientific Research (IOSR)	
: International Organization Of Scientific Research (IOSR)	: 2319-7668
	: 12 Issue per Year
: jbm@iosrmail.org	: International Organization Of Scientific Research (IOSR)
	: jbm@iosrmail.org



IOSR Journal of Business and Management (IOSR-JBM) is a double blind peer reviewed International Journal that provides rapid publication (within a month) of articles in all areas of business and managemant and its applications. The journal welcomes publications of high quality papers on theoretical developments and practical applications inbusiness and management. Original research papers, state-of-the-art reviews, and high quality technical notes are invited for publications.

Author can submit their papers by click here

Submit Article (http://iosrjournals.org/submit-manuscript.php?id=JBM)

IOSR-JBM Statistical Data

Hard Copy of Certificate

We will send the hard copy of acceptance certificate to all authors within 10 days of publication. It is free of cost by International Organization of Scientific Research (IOSR).

IOSR-JBM Indexing

<

NASA

1200+ Eminent Faculty



I800+ Editorial Team Articles published

v

>

(→`

IOSR-JBM Global Editors

Conference Published

600



View all Ediotors (iosr-jbm/pages/editorial-board.html)

Information

 Important Dates (http://www.iosrjournals.org/cfp.html) Indexing 	 How to Submit Your F (http://www.iosrjournal: submit.html)
(http://www.iosrjournals.org/indexing.html) > Why IOSR? (http://www.iosrjournals.org/why-	 Publication Charges (http://www.iosrjournal: publication.html)
choose.html) > Statistics (http://www.iosrjournals.org/stat.html)	 Paper Prepration Guid (http://www.iosrjournal: guidelines.html)
> Get Your Report (http://iosrreport.org/)	> Review Process (http://www.iosrjournal: html)
	> Membership (http://www.josriournal;

for Authors

How to Submit Your Paper
(http://www.iosrjournals.org/how-to-
submit.html)
Publication Charges
(http://www.iosrjournals.org/manuscript- publication.html)
Paper Prepration Guidelines
(http://www.iosrjournals.org/manuscript- guidelines.html)
> Review Process
(http://www.iosrjournals.org/reviewprocess.
html)
> Membership

(http://www.iosrjournals.org/membership.p hp)

Get in Touch

f (https://www.facebook.com/iosrjournals.org)
f (https://twitter.com/iosrresearch)
in (https://www.linkedin.com/in/iosr-journals9a61284b/)
f
(https://www.youtube.com/channel/UCCVJ4at_4U5J5c
BFHyD_n2w)

India Office:

Qatar Office:

Australia

New York

> IOSR Journal of Applied Chemistry	/ (/.	./iosr-j	ac.htm	۱I)
-------------------------------------	-------	----------	--------	-----

> IOSR Journal of Biotechnology and Biochemistry (../../iosr-jbb.html)

Quick Links

 Image: Contact Us

 (././contact-us.html)

 Image: Contact Us

 Image: Contact Us

 (././doc/Copy right form.doc)

 Image: Contact Us

 (././doc/Paper Template.docx)

Managing Editor Board



Dr. Muhammad Kashif Irshad

Affiliation : Position : Experiens : Paper Pub. in Int Journal : Paper Pub. in Nat Journal : Awards : Hazara University Lecturer, Management Sciences, 2 Years. 00 7 Institute and campus Medalist



Dr. Madya Dr Md Golam Mohiuddin

University Technology Malaysia Assoc. Professor 15 Years. 05 25 Best Student Award in SSC Level



Dr. V. Balachandran

Alagappa University (Re-accredited with A by NAAC. Professor 27 Years. 10 175 Lifetime Achievement Award

Affiliation : Position : Experiens : Paper Pub. in Int Journal : Paper Pub. in Nat Journal : Awards :

Affiliation : Position : Experiens : Paper Pub. in Int Journal : Paper Pub. in National Journal : Awards :



DR Wilson Ani

Affiliation : Position : Experiens : Paper Pub. in Int Journal : Paper Pub. in Nat Journal : Awards :

Affiliation :

Experiens :

Paper Pub. in Int Journal :

Paper Pub. in National Journal :

Position :

Awards :

Institute of chartered Accountants of Nigeria(ICAN) Associate 20 Years 10 15 Best Ph.D Finance



Dr. Muhammad Sabbir Rahman

International Islamic University Malaysia Senior Lecturer 5 Years. 49 1 Gold Medal (IRIE 2011) by IIUM

(>)



Dr. P Tadeusz Kazibudzki

15 Years

6

29

Affiliation : Position : Experiens : Paper Pub. in Int Journal : Paper Pub. in Nat Journal : Awards :

For becoming Member, Fill Your Details here

Membership (http://www.iosrjournals.org/membership.php)

Jan Dlugosz University in Czestochowa

Ministry of National Education Award

Assistant Professor, Head of Economics Sciences Unit

International Editorial Board



C Download Copy Right Form

(../../doc/Copy right form.doc)

Download Author Instruction

(../../doc/Paper Template.docx)

2

International Editorial Team 2019



Dr. Shubham Shukla

Qualification : Specialization : Affiliation : Paper Pub. in Nat. Journal : Paper Pub. in Int Journal : Award : MBBS,DNB (Anaesthesia) Consultant Anaesthesia Vivekananda Polyclinic & Institute of Medical Sciences, Lucknow 8 16

Best Article Award 2017



Rovena Bode

PHd in Normal Anatomy, Morphology Department General Surgery Medical University of Tirana 19JDMS015 38 Years. NA



Prof (DR) Kumari Sandhya

MBBS, DGO , MS(Anatomy), CCHFWM, FICMCH Anatomy and Obstetrics & Gyn. Rajendra Institute Of Medical Sciences (RIMS) 19JDMS073 13 Years. 10

Qualification : Specialization : Affiliation : Membership ID : Experiens : Paper Publication in Int Journal :

Qualification : Specialization : Affiliation : Membership ID : Experiens : Paper Pub. in Int Journal :



Ahmad Al Nashar

Ph.D Oral and maxillofacial surgery Al Andalus university 19JDMS006 16 Years. NA



Dr. Kapil Amgain

MSc Anatomy, MD (AM) Anatomy Karnali Academy of Health Sciences (KAHS) 19JDMS041 05 Years. 21



Prof. (Dr.) .Shamim Akhtar

Qualification : Specialization : Affiliation : Membership ID : Experiens : Paper Publication in Int Journal :

Paper Publication in Int Journal :

Qualification :

Specialization : Affiliation : Membership ID :

Paper Publication in Int Journal :

Experiens :

Qualification :

Specialization :

Affiliation : Membership ID :

Experiens :

MBBS,MD(Pathology) JDMS NKP SIMS RC & LMH Nagpur 19JDMS021 28 Years. 17

For becoming Member, Fill Your Details here

Membership (http://www.iosrjournals.org/membership.php)

International Editorial Board



(>)

> IOSR Journal of Applied Geology and Geophysics (iosr-jagg.html)

> IOSR Journal of Environmental Science, Toxicology and Food Technology (iosr-jestft.html)

- > IOSR Journal of Applied Physics (iosr-jap.html)
- > IOSR Journal of Applied Chemistry (iosr-jac.html)
- > IOSR Journal of Biotechnology and Biochemistry (iosr-jbb.html)

IOSR Year Report 2020 (doc/Your report 2020.pdf)

Indexing





(https://www.sciencegate.app/source/195445)



Indian Citation Index (ICI)

(https://citationindex.org/)



IOSR Journal of Business and Management (IOSR-JBM) (../../iosr-jbm.html)

> IOSR Journal of Economics and Finance (IOSR-JEF) (../../iosr-jef.html)

> IOSR Journal of Pharmacy and Biological Sciences(IOSR-JPBS) (../../iosr-jpbs.html)

> IOSR Journal of Nursing and Health Science (IOSR-JNHS) (../../iosr-jnhs.html)

> IOSR Journal of Dental and Medical Sciences (IOSR-JDMS) (../../iosr-jdms.html)

IOSR Journal of Applied Geology and Geophysics (IOSR-JAGG) (../../iosr-jagg.html)

> IOSR Journal of Sports and Physical Education (IOSR-JSPE) (../../iosr-jspe.html)

> IOSR Journal of Polymer and Textile Engineering (IOSR-JPTE) (../../iosr-jpte.html)

> IOSR Journal of Applied Geology and Geophysics (IOSR-JAC) (../../iosr-jac.html)

> IOSR Journal of Environmental Science, Toxicology and Food Technology (IOSR-JESTFT) (../../iosr-jestft.html)

> IOSR Journal of Applied Physics (IOSR-JAP) (../../iosr-jap.html)

> IOSR Journal of Biotechnology and Biochemistry (IOSR-JBB) (../../iosr-jbb.html)

/ersion-3 (November-201	6)	
Ver-1 (18(11)Version-1.html)	Ver-2 (18(11)Version-2.html)	Ver-3 (18(11)Version-3.html)
Ver-4 (18(11)Version-4.html)	Ver-5 (18(11)Version-5.html)	Ver-6 (18(11)Version-6.html)
Ver-7 (18(11)Version-7.html)		
Citation Abstract Reference		_
Full PDF (/papers/Vol18-issu	e11/Version-3/A1811030120.pdf)	
Paper Type Title Country	: Phenomenal Struggle : India	io: Literature Review of the Issues of th of Women's Entrepreneurs in MSMEs
Authors	: Shivakami Rajan Dr. S	Sunita Panicker

Abstract: Women entrepreneurs can contribute to many demands of a nation-be it per-capita increase of income, uplifting the standard of living, providing opportunities for employment, social class equalization, empowerment of women.etc.,. However, there are problems, issues, challenges, and inefficiencies in them, society and governmental apathy in meeting their unique requirements of facing the entrepreneurial challenges but still upholding their self-esteem......

Keywords: Business Development, Influence Of Capital, Competition, Constraints, Entrepreneurial Behavior, , Growth Aspirations & Process, Economic & Social factors, Skill On Performance & Human Capital, , Market Orientation, MFI's Attractiveness, Network& Innovations Sustainability & Success Standard Of Living

[1]. Isaac, Cherly (2012).India is Great for Women Entrepreneurs, Bad For Women. How Is This Possible? Retrieved on 6th October, 2016 from http://www.forbes.com/sites/worldviews/2012/09/27/india-great-for-women-entrepreneurs-and-bad-for-women-how-is-this-possible/#788a73a85a82

[2]. Anwar, Usama, Muhammad, & Rashid, Amber Gul (2012), Female Entrepreneurs – A Review of the Literature and Proposed Conceptual Framework, Proceedings of 2nd International Conference on Business Management (ISBN: 978-969-9368-06-6) Institute of Business Administration (IBA), Karachi

[3]. Randolph, J. J. (2009). A guide to writing the dissertation literature review. Practical Assessment, Research & Evaluation, 14(13), 1-13. [4]. Creswell, A.John(2013), Research Design: Qualitative, Quantitative, and Mixed Methods Approaches. Sage Publications, London. [5]. Gibb, A. (2006). Making markets in business development services for SMEs: Taking up the Chinese challenge of entrepreneurial networking and stakeholder relationship management. Journal of Small Business and Enterprise Development, 13(2), 263-283

Citation Abstract Reference Full PDF (/papers/Vol18-is	sue11/Version-3/B1811032127.pdf)
Paper Type Title Country Authors	 Research Paper Relationship among Workplace Spirituality, Work Engagement and Grit India Mr. Jasmeet Singh Dr. Vandana Gambhir Chopra

Abstract: Workplace Spirituality is an emerging concept of occupational health and positive psychology that realizes that employee's inner life at workplace in context with the community is nurtured by meaningful work. It is known to enhance work performance by nourishing the spirit of employees at work. The present study aimed to investigate the relationship among workplace spirituality, work engagement and grit. The authors collected data from 275 full-time employees in Delhi-NCR using convenient sampling. The relationship among workplace spirituality, work engagement......

Keywords: Workplace Spirituality, Inner Life, Meaning at Work, Work Engagement, Grit

[1]. Altaf and M.A. Awan, Moderating affect of workplace spirituality on the relationship of job overload and job satisfaction, Journal of Business Ethics, 104(1), 2011, 93-99.

[2]. A. Bakker and E. Demerouti, The jobs demands-resources model: state of the art, Journal of Managerial Psychology, 22(3), 2007, 309-328.

[3]. A. Etzioni, Comparative analysis of complex organizations (London: Collier-Macmillan, 1961).

[4]. A. Inoue, N. Kawakami, A. Tsutsumi, A. Shimazu, K. Miyaki, M. Takahashi, S. Kurioka, H. Eguchi, M. Tsuchiya, K. Enta, Y. Kosugi, T. Sakata and T. Totsuzaki, association of job demands with work engagement of japanese employees: comparison of challenges with hindrances (J-HOPE), PLoS ONE, 9, 2014.

[5]. A. Rego and M. Cunha, Workplace spirituality and organizational commitment: An empirical study, Journal of Organizational Change Management, 21, 2001, 53-75

Citation Abstract	
Reference Full PDF (/papers/Vol18-issue11/	/ersion-3/C1811032836.pdf)
Paper Type Title	: Research Paper Impact of Counselling on Employee Retention at the Exit Interviews

 Country
 :
 Sri Lanka

 Authors
 :
 M.K.Dinithi Padmasiri Lecturer || Dr. Lakmini V.K. Jayatilake

 Senior Lecturer
 :

Abstract: The study examines the impact of counselling during the exit interview on employee retention. In a leading apparel company's labour turnover among machine operators falls between 10% - 12%, which showed that employee turnover is one of the major problems. The general objective of the study was to identify the impact of counselling during the exit interviews on employee retention. Specific objectives were to construct a conceptual framework to study the impact of exit to the organization, to identify the exit interview process of the organization and to provide recommendations to reduce turnover in Machine Operator (MO) level. This study is mainly qualitative in nature. Sample size was 20 machine operators who have decided to resign between April to May in the 2016. Convenience sampling was used and in depth semi-structured interviews were conducted......

Keywords: Counselling, Employee turnover, Employee retention, Therapies

[1]. Ajila, C. O., & Adetayo , H. O. (2013, Nov 1). Workplace Counselling: Implications for Enhanced Productivity. IFE Psychologia, 21(3), 197-210.

[2]. Arthur, J. (1994). Effects of human resource systems on manufacturing performance and turnover . In Academy of Management Journal 37(3) (pp. 670-787).

[3]. Barney, J. (1991). Firm resources and sustained competitive advantage. Journal of Management, 99-120.

[4]. Carroll, M. (1995). The counsellor in organizational settings some reflections. Employee Councelling Today, 7(1), 23-29.

[5]. Corey, C. (2005). Theory and practice of counseling & psychotherapy (7th ed.). Belmont: CA: Thomson Learning.

Citation

Abstract

Reference

Full PDF (../papers/Vol18-issue11/Version-3/D1811033742.pdf)

:	Research Paper
:	Logical Reasoning Simple Percentage Analysis Method
:	Nigeria.
:	Dr. Patrick Mbieli
	: : :

Abstract: Logical reasoning simple percent analysis method is a creative innovative idea, which is highly simplified, easily understandable method for data analysis, testing of hypothesis and presentation of accurate result. Dr. Mbieli with his many year of teaching experiences in the higher tertiary institution define hypothesis "As a statement positive or negative which validity subject to be correctly analyzed and the acceptable statement accurately stated". The concept LRSPAM uses: Specimen sample Data details Numerical Strength Percentage 100 Simple percentage analysis......

[1]. Goody and Hatt W.P.K. 1952, Method in Social Research Amazon Publication.

[2]. Lunberg G.A. 1947, Marketing and Social Organisation.

[3]. Mbieli P. I. (Dr.) 2014, Simple Guide to Student Research Mirop Mav Association Publication.

[4]. Terry G.R. (Prof.) 1968, Principle of Management.

[5]. Thyer A. Bruce 2012, Journey on Social Work.

[6]. Young P.V. 1935, Interviewing in Social Works Amazon Publisher

Citation		
Abstract	_	
Reference]	
Full PDF (/papers/Vol18-issue11/Vers	sion-3/E1811034349.pdf)
Paper Type	:	Research Paper

Title	:	The Effect of Globalization: Terrorism and International Crime
Country	:	India
Authors	:	Nafiu Ahmed

Abstract: Since the creation of humankind on Earth, they have got stuck in the continuous development and advancements. Earlier before, these developments and advancements were for the living and survival of the human sapiens. But with the evolution in time, the priorities has got changed as well. Even though, the basic motives are similar as before, but it has some additions as well. The evolution has turned now turned into a huge concept; later named as Globalization. The concept of Globalization has drastically changed the image of the world as it had hit all the aspects of life of the whole society existing in the world.......

Keywords: Globalization, Terrorism, International Crime and security.

[1]. Arnone, M. and Borlini, L. (2010). International anti-money laundering programs: Empirical assessment and issues in criminal regulation. Journal of Money Laundering Control. Vol. 13. Issue 3. pp.226 – 271

[2]. Bakowski, P. (2013). US law enforcement in the fight against organised crime. Library Briefing. Library of the European Parliament. Retrieved from

http://www.europarl.europa.eu/RegData/bibliotheque/briefing/2013/130506/LDM_BRI(2013)130506_REV2_EN.pdf [3]. Corraya, S. (2015). Prostitution and forced labour: trafficking in human beings in Bangladesh. Retrieved from http://www.asianews.it/news-en/Prostitution-and-forced-labour:-trafficking-in-human-beings-in-Bangladesh-33572.html

[4]. Elfes, A. and Birch, P. (2015). Sex trafficking and the role of state police within Australia. Journal of Criminological Research, Policy and Practice. Vol. 1. Issue 2. pp.65 – 75

[5]. Erdbrink, T. (2016). Sanctions Eased, Iran Sends Black Market a Strategic Warning. The New York Times. Retrieved from http://www.nytimes.com/2016/03/20/world/middleeast/sanctions-eased-iran-sends-black-market-a-strategic-warning.html?rref=collection%2Ftimestopic%2FBlack%20Markets

Citation	
Abstract	
Reference	
Full PDF (/papers/Vol18-	ssue11/Version-3/F1811035063.pdf)
Paper Type	: Research Paper
	Application of Customer Driven Marketing Strategies in Banking
Title	: Industry and Perception of Customers: A Study on Pubali Bank
	Limited
Country	: Bangladesh
	Md. Zainal Abedin Mohammod Naymur Rahman Md.
Authors	: Mohiuddin

Abstract: Customer driven marketing strategies are very significant concept of marketing activities to retain and make loyal customers. All over the world, the large multinational corporations to medium and even small firms recognize that there is no best alternative than customer oriented/driven marketing strategies to communicate with consumers and motivate them to purchase their products or services. A customer-driven marketing strategy targets a specific market segment. It uses marketing research to identify distinct demographic characteristics within the customer base, such as age, gender, occupation and income level. The more a firm knows about its customer base, its needs, the easier it is to develop a strategy that will appeal to these characteristics......

Keywords: Target Market, Customer driven marketing strategies, Customers satisfaction, Customer perceptions, Customer perceived value, Customer loyalty, Market Share

 Baron, R.M. and Kenny, D.A. (1986), "The moderator-mediator variable distinction in social psychological research", Journal of Personality and Social Psychology, Vol. 51, pp. 1173-82. - See more at: http://www.emeraldgrouppublishing.com/authors/guides/write/harvard.htm?part=2#sthash.4Kisg5c9.dpuf
 Kotler, P. and Armstrong, G. (2010) "Principle of Marketing"13 Edition: Copyright by Pearson Education International. Printed in Upper Saddle River, New Jerssy. [3]. Kotler, Philip & Keller, Kevin L.; "Marketing Management"; 13th Edition; Pearson Education (India); 2010

[4]. Lovelock, C. and Wirtz, J. (2007) "Service Marketing" Sixth Edition: Copyright by Pearson Education International. Printed in the United States of America.

[5]. M. Nurul Islam (2011)-"Research Methods", Second Edition: Published by Mullick & Brothers, Dhaka New Market, Bangladesh

Citation Abstract Reference Full PDF (/papers/Vol1	8-issue11/Version-3/G1811036467.pdf)
Paper Type Title	: Research Paper Influence of Market Research on Service Performance of the
Country	NHIF Designated Health Care Service Providers in Kenya Kenya

Authors

: Isaac Moss-Omije Mirenga || Elegwa Mukulu || Martin Ogutu

Abstract: The main objective of this study was to determine the influence of market research on service performance of the National Hospital Insurance Fund in Kenya. The five hospitals selected for the study were: Kenyatta National Hospital, Nairobi Hospital, Aga Khan, MP Shah, and Mbagathi hospitals. The population for the study consisted of members of staff of the five hospitals in management, administration and wards. The target population for each hospital was 75 members of staff, comprising of 20 managers, 25 administration members and 30 ward workers. The study used stratified random sampling where the population was divided into mutually exclusive and collectively exhaustive categories and were issued with questionnaires. There was a significant relationship between market research and service performance of the National Hospital Insurance Fund in Kenya. The researcher recommends that the employees should be educated on market research putting more emphasis on its meaning, how it works and how it can benefit the organization

Keywords: Market Research, Service Performance, Health care Service Providers.

[1]. Cohen, J., Cohen, P., West, S. G., & Aiken, L. S. (2003). Applied Multiple Correlation/Regression Analysis for the Behavioral Sciences. London: Taylor & Francis.

[2]. Czinkota, M.R., & Kotabe, M. (2009). Marketing Management. (4th Ed). New Delhi: Cengage Learning.

[3]. Drucker, P.F. (2007). Innovation and Entrepreneurship (Practice and Principles). Oxford: Elsevier.

[4]. Drucker, P.F. (2005). Managing the Non-Profit Organization, (Principles and Practices). New York: First Collins Business Edition.

[5]. Fitzsimmons, J.A., & Fitzsimmons, M.J. (2008). Service Management (Operations, Strategy,Information Technology) (5th Ed). New Delhi: Tata McGraw – Hill Edition.

Citation Abstract Reference	
Full PDF (/papers/Vol1	8-issue11/Version-3/H1811036871.pdf)
Paper Type Title	: Research Paper The Target Calculation in the Context of Strategic Manageme of the Commercial Banks Applied Aspects
Country Authors	: Bulgaria : Dr. Rayna Petrova

Abstract: The globalization of the world economics determines the trend of merging in the banking sector, expanding the proposed banking products and their orientation to differentiate services, increase in profitability etc. Along with the maximizing shareholder benefits, the commercial banks are directed to satisfying the customers expectations and needs. To meet the modern requirements of strategic management in the commercial banks the target calculating method is offered.

Keywords: target costing, financial institutions, strategic management accounting, strategic management, accounting information

[1] Lambovska, M., Budget management of the business organization,UNWE, Sofia, 2013

[2] Lambovska, M., Rangelova, L., Budgeting in Bulgarian Commercial Banks, International Conference "Global economy as a determinant of bisiness performance improvement", Serbia, 2006

[3] Petrova, R., The target calculation in the context of strategic management – a conceptual basis, IOSR Journal of Business and Management (IOSR-JBM), e-ISSN : 2278-487X, p-ISSN :2319-7668, Volume 18, Issue 9 (September. 2016), PP 77-80, www.iosrjournals.org

[4] R. Cooper, R. Slagmulder, Target Costing and Value Engineering. Productivity Press, Portland OR, 1997

[5] S. Anstri, Target Costing: The Next Frontier in Strategic Cost Management. Irwin Professional Pub, 1997

Citation Abstract Reference		
Full PDF (/papers/Vol18-issue11/	/ersion-3/I1811037280.pdf)	
Paper Type	: Research Paper Leadership Effectiveness: an Analysis of Transformational	
Title	: Leadership and Organizational Commitment (Studies at the State University of Jambi Province)	
Country	: Indonesia	
Authors	: Prof. Dr. Mukhtar Prof. Dr. Hapzi Ali, CMA Dr. Mardalena	

Abstract: The study aims to analyze the influence of the leadership of the transformational and organizational commitment to leadership effectiveness at State Universities (PTN) Jambi province. The unit of analysis is the tenured faculty with additional duties, population 134 lecturers and after formulated using Taro Yamane formula then sample of 100 people.Method of quantitative analysis using path analysis (Path Analysis), followed by analysis of determination (R Square), testing the hypothesis partially (t test) and simultaneous (test F) with alpha 5 percent (0.05).Before analyzed first questionnaire was tested with validity and reliability analysis and testing requirements. Analysis tools using SPSS version 22.0. The analysis result of determination R square of 0.401 that the leadership of the transformative variables and organizational commitment can explain leadership effectiveness by 40.1%, while the remaining 59.9% is influenced by other variables.......

Keywords: EffectivenessLeadership, Transformational Leadership, Organizational Commitment

[1] Aaron,Cohen.(2008). Multiple Commitments in the Workplace. Lawrence Erlbaum Associates.

[2] Allen, N. J., dan Meyer, J. P. (1990). The Measurement and Antecedents of Affective. Continuance and Normative Commitment to the Organization. Journal of Occupational Psychology, 63, 1-18.

[3] Bass, Bernard M., dan Ronald E. Riggio. (2006). Transformational Leadership. New Jersey: Lawrence Erlbaum Associates Publisher.

[4] Bateman, T. S. dan S. Strasser. (1984).A Longitudinal Analysis of theAntecedents of Organizational Commitment. Academy of Management. Journal 27(1), 95-112.

[5] Bass, B.M., danAvolio, B.J. (1994). Improving Organizational Effectiveness through, Transformasional Leadership. Thousand Oaks : Sage.

Citation	
Abstract	
Reference	
Full PDF (/papers/Vol1	-issue11/Version-3/J1811038186.pdf)
Paper Type	: Research Paper
Title : The Impact of Audit Failures and Corruption on the of the Public Sector in Iraq.	

Country	
Authors	

:

Waleed Khalid Salih || Dr. Daw Tin Hla

Abstract: This paper aims to examine the effect of audit failures and corruption on the Iraqi public sector performance and determine quantitative estimates of such effect on the firms in the said sector. Corruption is a phenomenon that exists on a global scale and that arises in different manner notwithstanding the development level of the country. Corruption also hinders the performance of organizations in the public sector. This study employed a questionnaire distributed to 143 respondents to determine the effect of audit failures and corruption on the firms. In the study's theoretical framework, Iraqi public sector performance was considered as a dependent variable while audit failures and corruption was considered as the independent variables......

Keywords: Audit failures, corruption, performance, public sector.

[1]. Agator, M. (2013). Iraq: Overview of Corruption and Anti-corruption. Anti-Corruption Resource Center, 1-9.

[2]. Al-Dhaafri, H. S. H. (2014). Organizational performance and excellence of Dubai Police role of total quality management and enterprise resource planning (Doctoral dissertation, Universiti UtaraMalaysia).

[3]. Alkafaji, Y. A. (2007). Quality assurance review programs of auditing firms: an international perspective. Managerial Auditing Journal, 22(7), 644-660.

[4]. Archbold, C. A. (2005). Managing the bottom line: risk management in policing. Policing: An International Journal of Police Strategies & Management, 28(1), 30-48.

[5]. Arrunada, B. (2000). Audit quality: attributes, private safeguards and the role of regulation. European Accounting Review, 9(2), 205-224.

Citation Abstract Reference	-issue11/Version-3/K1811038794.pdf)
Paper Type Title Country Authors	: Research Paper Collaborative Approach in Destination Marketing and an Application Example : Turkey : Yusuf Bilgin Ali Çetinkaya

Abstract: The aim of this study is to draw attention to collaborative approach in destination marketing and to introduce collaborative marketing practices which can be an example for destinations. The study population consisted of three, four and five-star hotels in Bolu. The data of study in which the qualitative method was used have been collected through interviews made with the managers of the hotels. The obtained data have been analyzed with descriptive analysis technique. As a result of analysis it was found that the hotels were practising collaborative approach in destination marketing with the activities they carried out, and that they felt collaborative approach in marketing was important from the aspects of increasing product variety, increasing destination competition, forming social capital and strengthening current relations. Collaborative marketing applications used by hotels in the particular context of Bolu destination has qualities to set an example for other destinations. On the other hand, it was found that the marketing collaborative activities.

Keywords: Destination marketing, collaborative marketing, Turkey, Bolu

[1]. Baggio, R. (2011). Collaboration and Cooperation in A Tourism Destination: A Network Science Approach. Current Issues in Tourism. 14 (2), pp. 183-189.

[2]. Baker, M. J. & Cameron, E. (2008). Critical Success Factors in Destination Marketing. Tourism And Hospitality Research. 8 (2), pp. 79-97.

[3]. Baloglu, S. & Brinberg, D. (1997). Affective Images of Tourism Destinations. Journal of Travel Research. 35 (4), pp. 11-15.

[4]. Blain, C. R. (2001). Destination Branding in Destination Marketing Organizations. Masters of Business

Administration. Department of Management. University of Calgary. Alberta.

[5]. Brandenburger, A. M. & Nalebuff, B. J. (1996). Co-opetition: A Revolution Mindset That Combines Competition and Cooperation. New York: Doubleday.

Citation Abstract Reference	
Full PDF (/papers/Vol18	8-issue11/Version-3/L1811039598.pdf)
Paper Type	: Research Paper
Title	Employee's Perspective: Reasons of Service Failure in Banking Sector
Country	: India
Authors	: Ms. Sonal Sharma Dr. Rachna Gangwar Dr. Anupam Krishna

Abstract: This paper aims to give insights to service failure instances to find and validate the key factors of their reasons of occurrence in banking sector. This study examines the various parameters to identify why and when it exists. The paper is empirical and involves data from 300 front desk employees of retail bank branches from Jaipur city (Rajasthan, India). Data is collected through structured questionnaire. Four major concerns that influence employee's efforts in customer service include: management issues, infrastructure issues, high customer service expectations from service provider and weak service process. This paper can help management to understand the state of mind of employee's and how they can develop system to mitigate service failure effects on employee's efforts in service delivery......

Keywords: Service Delivery, service failures, services recovery, employee performance

[1] Blodgett J.G, Granbois D.H, & Walters R.G (1994) The effects of perceived justice on complainants' negative word-of-mouth behavior and repatronage intentions. Journal of Retailing 69(4):399-428.

[2] Hoffman, K. Douglas and John E. G. Bateson. 1997. Essentials of Services Marketing. Fort Worth, TX: Dryden
[3] Johnston, R. (1995). The zone of tolerance: Exploring the relationship between service transactions and satisfaction with the overall service. International Journal of Service Industry Management, 6(2):46-61

[4] Kumar, V. H., &Babu, P. P. (2013). Customer Perception towards Service Quality - A Study with respect to Unisex Health Clubs in Chennai. South Asian Journal of Marketing & Management Research, 3(6), 105-119

[5] Krishna, A., Dangayach, G. S., & Jain R. (2011) Service Recovery and Failure: Employee Perspective, International Journal of Management and Technology, 2(1).

[6] Keillor, B. D., Lewison, D., Tomas M. Hult, G., & Hauser, W. (2007). The service encounter in a multi-national context. Journal of Services Marketing, 21(6), 451-461

Citation Abstract Reference	
Full PDF (/papers/Vol18-iss	sue11/Version-3/M18110399107.pdf)
Paper Type	: Research Paper
Title	The Effect of Corporate Governance on Bank's Financial
Country	Performance in Nigeria : Nigeria
Authors	: Emeka E. Ene Alem, I. E. Bello

Abstract: In developing economies, the banking sector among other sectors has witnessed several cases of collapses or failure; in Nigeria for instance, weak corporate governance has been at the core of all recent episodes of crisis in the banking system. This research empirically investigates the effect of corporate governance on financial performance of banks in Nigeria. The effects of relative size of non-executive directors and the board size on return on investment (ROA) of a sample of 10 selected banks were investigated. Secondary data were sourced from the Nigeria.....

Keywords: Corporate Governance, Financial Performance, Board Size, Banking System

[1]. Abu-Tapanjeh. M. A. (2008):"Corporate Governance from IslamicPerspective: A Comparative Analysis with OECD Principles".Elsevier Ltd

[2]. Adeusi S, Akeke N, Aribaba F, and Adebisi O. (2013): Corporate Governance And Firm Financial Performance: Do Ownership And Board Size Matter. Academic Journal of Interdisciplinary Studies 2: 251-258.

[3]. Ajala, O. A. And Amuda, T. And Arulogun, L. (2012): Evaluating the Effects of Corporate Governance on the Performance of Nigerian Banking Sector. Review of Contemporary Business Research, Vol. 1, No. 1, PP 32-42.

[4]. Akingunola R.O, Adekunle O.A, and Adedipe O.A. (2015): Corporate Governance And Bank's Performance in Nigeria.European Journal of Business and Social Sciences, Vol. 2, No.8, Pp 89-111.

[5]. Bebeji A, Mohammed A, and Tanko M. (2015): The Effect of Board Size and Composition on the Financial Performance of Banks in Nigeria. African Journal of Business Management, Vol. 9(16), pp. 590-598.

Citation	
Abstract	
Reference	
Full PDF (/papers	Vol18-issue11/Version-3/N181103108120.pdf)
Paper Type	: Research Paper
Title	Patent Deposit as a Source of Identification of Creativity in Companies
Country	
Authors	Alessandra Cassol Antonio Oliveira de Carvalho Ivano Ribeiro Renato Fabiano Cintra

Abstract: creative process represents the development of original solutions in the face of the perspectives of new issues and challenges arising from the ongoing changes within the companies. The present article has the purpose of understanding how patent deposits can assist in systemizing creative management in companies. Scientometrics was used as a method of research through the PatentScope and Patent Inspiration data-bases; for data analysis the Gephi 0.8.2. was used, for a 10-year research period, from 2004 to 2014. The results suggest that patents could supply to the companies supporting information for the development of systemized solutions on managing creativity......

Keywords: Managing creativity, Innovation, Patent registry

[1]. Abernathy, W. J., & Clark, K. B. (1985). Innovation: Mapping the winds of creative destruction. Research policy, 14(1), 3-22.

[2]. Alencar, E. L. S. (1995). Desenvolvendo a criatividade nas organizações: o desafio da inovação. Revista de Administração de Empresas, 35(6), 6-11.

[3]. Amabile, T. M. (1996). Creativity in context. Harper Collins: Oxford.

[4]. Amabile, T. M. (2010). The three threats to creativity. Harvard Business Review.

[5]. Archibugi, D., & Michie, J. (1995). The globalisation of technology: a new taxonomy. Cambridge journal of Economics, 19(1), 121-140.

Citation Abstract Reference	
Full PDF (/papers/Vol18-issue11/Ve	ersion-3/O181103121125.pdf)
Paper Type : Title :	Research Paper The Influence of Entrepreneurship Education in Campus Environment and Entrepreneurship Workshop towards Entrepreneurial Attitudes (A Case Study on a group of Students of the Entrepreneurial Program)

Country	:	Indonesia
Authors	:	Radia Hafid

Abstract: This study was aimed to figure out: (1) the influence of entrepreneurship education in campus environment on entrepreneurial attitudes, (2) the influence of entrepreneurship workshop on entrepreneurial attitudes, and (3) the influence of entrepreneurship education in campus environment and entrepreneurship workshop on entrepreneurial attitudes. The study was ex-post facto research. The population of this study was 160 students who joined student's entrepreneurial program at Gorontalo State University in 2015. The sampling technique used in this study was proportional random sampling. Based on its calculation, there were 114 samples......

Keywords: Entrepreneurship education in campus environment, entrepreneurship workshop, entrepreneurial attitude

[1]. As'ad, M. 1987. Psikologi Industri. Yogyakarta Liberty.

[2]. Basrowi. Dr. 2016, Kewirausahaan Untuk Perguruan Tinggi, Bogor. Ghalia Indonesia.

[3]. Beugelsdijk, S. & Noorderhaven, N. 2004. Entrepreneurial Attitude and economic Growth : Across – section of 54 Regions. The Annuals of regional Science 38: 199-218.

[4]. Drucker, Peter F. (1996). Inovasi dan Kewiraswastaan: Praktek dan Dasar-dasar. Terjemahan Rusjdi Naib MBA. Jakarta: Erlangga

[5]. Hansemark, OC. 1998. The Effects of An Entrepreneurship Program On Need Forachiement And Locus of Control of Remforcement. International Journal of Entrepreneurship Behaviour and Research. 4(1)28-50

Citation

Abstract

Reference

Full PDF (../papers/Vol18-issue11/Version-3/P181103126137.pdf)

Paper Type :	Research Paper		
Title An Assessment Loan Policy and Its Influence on Performance of Commercial Banks in Eldoret Town			
Country :	Kenya		
Authors :	Chepkaroy Dorcas Chepkoech Dr. Caroline Ayuma Dr. Geoffrey Kimutai Kiptum		

Abstract: The purpose of this study was to examine the Loan policy and its influence on financial performance of Commercial Banks in Eldoret town, Uasin Gishu County. To achieve this the study sought to find out the effects of liquidity management on financial performance of commercial banks in Eldoret town and to investigate the influence capital adequacy requirements as a determinant financial performance of commercial banks in Eldoret town, The study was guided by the two theories that is transactions cost theory and asymmetric information theory. The target population was 156 respondents drawn from the various banks and comprises of branch managers and credit officers......

Keywords: Liquidity management, Capital adequacy and financial performance

[1]. Adams and Buckle, (2003). Bank Regulation and Supervision in Nigeria. The Nigerian Banker. 7-9.

[2]. Adedoyin, M., &Sobodun H., (2006). Commercial Banks Lending Activities in Nigeria. Nigerian. Financial Review 9(3). 36 – 37.

[3]. Adekanye, F. (1987). Practical Guide to Borrowing, Graham burn.

[4]. Akinlo, A.E. &Ogo-Temi, J.S. (2002). Credit and Growth of Economic Activities in Nigeria: An Empirical Investigation. Nigerian Journal of Banking and Financial Issues, 5. 13-

[5]. Altman, M. (2001). Capital Requirements, Monetary Policy, and Aggregate Bank Lending: Theory and Empirical Evidence. Journal of Finance, 51, 279-324

Citation

Abstract

Reference						
Full PDF (/	/papers/Vol18-issue11/Version-3/Q181103138146.pdf)					
Paper Type Title Country Authors	: Research Paper : Portfolio selection under different risk measures : China : Jun Qi Lan Yi					
	Abstract: Abstract : This paper reviewed and compared four different risk measures which are applied in					
portfolio selection problem, and analyzed the portfolio selection models when distribution of asset returns are not given. Specifically, EVT approach is used to analyzed the portfolio selection problem						
Keywords: P	ortfolio selection, safty-first, VaR, CVaR, EVT					
 H.Markwitz(1952), Portfolio selection, Journal of Finance, 7: 77–91. Duan Li,Wan-Lung Ng (2000), Optimal Dynamic Portfolio Selection: Multiperiod Mean-variance Formulaiton, Mathematical Finance, 10(3): 387-406 A.D.Roy (1952), Safety First and The Holding of Assets, Econometrica,20(3), 431-449. Haim Levy, Marshall Sarnat (1972), Safety First-An Expected Utility Principle, Journal of Financial & Quantitative Analysis, 7(3), 1829-1834 Duan Li,Tsz-Fung Chan,Wan-Lung Ng (1998), Safety-first dynamic portfolio selection, Dynamics of Continuous Discrete & Impulsive Systems, 4(4), 585-600. 						
Citation Abstract						
Reference						
Full PDF (/papers/Vol18-issue11/Version-3/R181103147167.pdf)						
Paper Type Title Country	: Research Paper Effect of Technological Innovations on Customer Loyalty among Commercial Banks in Eldoret Town : Kenya Maureen Nekesa Wasike Eng. Akuku Caleb Dr. Kennedy					
Authors	ithors : Ntabo Otiso					
Abstract: The purpose of the study was investigate the effect of technological innovations on customer loyalty						
among commercial banks in Eldoret town, Uasin Gishu County. The study objectives were to determine the						
effect of mobile banking, online banking, branch networking and Electronic Fund Transfer at point of sale on						

customer loyalty among commercial banks. The study was guided by Task Technology Fit (TTF) Theory. The research design adopted a descriptive survey design. The study was conducted on commercial banks within Eldoret town, Uasin Gishu County. of 483000 customers and 10 managers were captured where a sample size of 10 managers and 225 customers was drawn from the population where stratified, convenient and purposive sampling techniques were applied......

Keywords: Mobile banking, online banking, branch networking, Electronic Fund Transfer and customer loyalty

[1]. Aaker, D (2002). Managing assets and skills: the key to a sustainable competitive advantage" California Management Review pp.91-106.

[2]. Adam, A.M. (2011). "Bank competition, stock market and economic growth in Ghana: International Journal of Business Administration vol. 2, no. 4, pp. 33–41.

[3]. Adeogun, A., Ajana, A.M., Ayinla, A., Yarhere, M.T. and Adeogun, M.O. (2008). Application of Logit Model in adoption decision: A study of hybrid clarias in Lagos State, Nigeria" American-Eurasian J. Agricultural & Environmental Sci, vol. 4, pp. 468–472

[4]. Aduda, J., &Kingoo, N. (2012).The Relationship between Electronic Banking and Financial Performance

among Commercial Banks in Kenya.Journal of Financeand Investment Analysis, 1(3), 99-118. [5]. Aduda, K. and Kingoo, S. (2012). Relationship ip between Electronic Banking and Financial Performance among Commercial Banks in Kenya.Unpublished Thesis. University of Nairobi

Citation			
Abstract			
Reference			
Full PDF (/papers/Vol18-issue11/	Version-3/S181103168183.pdf)		
Paper Type	: Research Paper Effects of Different Dimensions of Organizational Culture on		
Title	Strategy Implementation in the Textile Industry: A Case of Rivatex East Africa Limited		
Country	: Kenya		
Authors	Elizeba Jepkemboi Dr. Ambrose Kemboi Dr. Geoffrey Kimutai Kiptum		

Abstract: The purpose of the study was to assess the effects of different dimensions of organization culture on strategy implementation at Rivatex East Africa Limited (REAL), Kenya. The study was guided by the following specific objectives: to assess the effects of group culture, developmental culture, rational culture and Hierarchical culture on strategy implementation at REAL. The study was guided by the organizational culture theory. The research adopted a case study research design with a sample frame of top, middle and lower level management with a target population of 404 employees. The study adopted a stratified proportionate sampling and simple random sampling techniques, where sample sizes of 201 employees were selected. The study used quantitative method......

Keywords: Group Culture, Developmental Culture, Rational Culture, Hierarchical Culture and Strategy Implementation

[1]. Abok, A., Waititu, A., Gakure, R., & Ragui, M. (2013). Culture's role in the implementation of strategic plans in non-governmental organizations in Kenya. Prime Journal of Social Science, 2(4), 291-295.

[2]. Ahmadi, S. A., Salamzadeh, Y., Daraei, M., & Akbari, J. (2012). Relationship between Organizational Culture and Strategy Implementation: Typologies and Dimensions. Global Business and Management Research: An International Journal,4(3), 286-299.

[3]. Akbar, A. S., Yashar Salamzadeh, M. D., & Jamshid, A. (2012). Relationship between Organizational Culture and Strategy Implementation: Typologies and Dimensions. Global Business and Management Research: An International Journal , 4, (3 & 4).

[4]. Alexakis, G., A.R., P., & Tesone, D. (2006). Appropriating biological paradigms for the organizational setting to support democratic constructs in the workplace . Journal of Applied Business and Economics, 6(1),17-28.

[5]. Al-Jalahma, R. (2012). Impact of organization culture on TQM implementation barriers (Doctoral dissertation, Brunel University Brunel Business School PhD Theses).

The Influence of Entrepreneurship Education in Campus Environment and Entrepreneurship Workshop towards Entrepreneurial Attitudes (A Case Study on a group of Students of the Entrepreneurial Program)

Radia Hafid

A Lecture in study program of economics education at Gorontalo State Universityand a graduate student in economics education Universitas Negeri Malang

Abstract: This study was aimed to figure out: (1) the influence of entrepreneurship education in campus environment on entrepreneurial attitudes, (2) the influence of entrepreneurship workshop on entrepreneurial attitudes, and (3) the influence of entrepreneurship education in campus environment and entrepreneurship workshop on entrepreneurial attitudes. The study was ex-post facto research. The population of this study was 160 students who joined student's entrepreneurial program at Gorontalo State University in 2015. The sampling technique used in this study was proportional random sampling. Based on its calculation, there were 114 samples. Data gathering was done by documentations and questionnaires methods. The data then was analysed by multiple regression analysis. The results of this study showed that: (1) entrepreneurship education in campus environment positively and significantly influenced students' entrepreneurial attitudes; (2) entrepreneurship education in campus environment positively and significantly influenced students' entrepreneurial attitudes; (3) entrepreneurship education in campus environment and entrepreneurship workshop simultaneously influenced students' entrepreneurial attitudes; (3) entrepreneurial attitudes positively and significantly.

Keywords: entrepreneurship education in campus environment, entrepreneurship workshop, entrepreneurial attitudes

I. Introduction

Conditions of higher education graduates in our country are still very far from good conditions. It can be seen in data issued by Central Bureau of Statistics stating that the open unemployment rate in Indonesia in February 2016 reached 7.02 million persons and the number of higher education graduates reached 944,666 persons (695,304 scholars and 249,365 diplomas) which increased from last year's. Unemployment seems to be a problem that is waiting for its solutions.Referring to that fact, the role of entrepreneurship is considered very important for students. After they graduate, they are expected to be able to be entrepreneurs and survive so that the number of unemployment will be decreased and also be able to create new jobs for their society.

The above condition was also supported by the fact that most of higher education graduates tend to be jobseekers instead of job creators. The applied learning system in higher education is suspected to be the reason since it still focuses on how to prepare students to graduate and get a job, not to create a job.

Entrepreneurial attitudes become an important topic in research of entrepreneurship because entrepreneurial attitude is seen to be the better approach to describe entrepreneurship compared to personalities and demography (Robinson et al, 1991: 13). Attitudes and knowledge of entrepreneurship are possibly able to form mind set and one's tendency to start something new including abilities to create a new business. Moreover, Beugelsdijk (2004: 200) stated that entrepreneurial attitudes are important factor to explain the difference of countries' economic growth. Relatively high score of entrepreneurial attitudes are correlated to relatively high level of regional's economic growth. Therefore, the measurement of entrepreneurial attitudes is considered as an appropriate benchmark to reflect one's success of being an entrepreneur.

To develop entrepreneurial attitudes and increase entrepreneurial activities so that students will become job creators, Directorate General of Higher Education has developed various regulations and programs. One of the programs is Students Entrepreneurial Program - SEP SEP becomes a part of entrepreneurship education strategies in higher education, which is to facilitate students who have interests in entrepreneurship and start their business by having basic knowledge, technology and arts. The offered facilities cover entrepreneurship education and training, internship, business planning, capital support and guidance, and also business sustainability. This program is expected to be able to support government's visions and missions to actualize national independence by creating jobs and empowering human resources.

Besides, entrepreneurship education in campus environment is important since by having such education, students are expected to spread the mind set and entrepreneurial attitudes to others students. Even though many existed entrepreneurs were successful by not having formal higher education, yet it required long

time to succeed. Therefore, entrepreneurship can be accelerated to experiences and mind-sets, which will developed students' entrepreneurial attitudes and respond to future challenges (Ade Suyitno, 2013).

Entrepreneurship education is defined as education to create new goods or new services in order to generate higher economic values (Hansemark, 1998: 32). Along with the different types of entrepreneurship education, there are four research streams of entrepreneurship education research (Bechard & Gregoire, 2005): the first stream focuses on the role of entrepreneurship program on the individual and society. The second research stream is concerned with the systemization of entrepreneurship programs, for example, the use of multimedia environments or curriculum development. The third stream researches the content and its delivery in entrepreneurship programs, and the fourth stream concentrates on the needs of individual participants in entrepreneurship programs.

Entrepreneurship education will create more entrepreneurs by giving more knowledge on business and forming psychological attributes such as: self-confidence, self-esteem, and self-efficacy. Generally, entrepreneurship education is an educational process which applies principles and methodologies for developing life skills to students through integrated curriculum.

Entrepreneurship education is defined as education to create new goods or new services in order to generate higher economic values (Hansemark, 1998: 32). Entrepreneurship education will create more entrepreneurs by giving more knowledge on business and forming psychological attributes such as: self-confidence, self-esteem, and self-efficacy (Kourilsky & Walstad, 1999). Kuratko (2003:15) emphasized that entrepreneurship education is supposed to be able to develop the abilities of negotiation, leadership, discovery of new products, creative thinking, and openness to technological innovations.

Gorontalo State University is one of state universities that have accommodated students to be entrepreneurs by educational process of entrepreneurship course in some study programs based on study program's curriculum requirements and governmental program by having workshop on Students Entrepreneurial Program in which students are equipped by entrepreneurship theories and entrepreneurial practices of creating products and marketing strategies. By having those activities, students are expected to have entrepreneurial attitudes so that it can minimize the rate of employment in Indonesia.

On SEP implementation, there were some stages of it. One of them was holding workshop for selected students as new prospective entrepreneurs. The selection included interests, entrepreneurial motivation, feasibility, and soft skills. The workshop was expected to give not only trainings, but also business support services to these prospective entrepreneurs and consultants to assist them how to increase their business effectiveness which at the end, the problem solving could be done independently by them.

This study tried to examine some identified factors based on preliminary observation of entrepreneurship education in campus environment and workshop on entrepreneurial attitudes of SEP students at Gorontalo State University. Based on preliminary data, the increment of students or groups in SEP for the last two years indicated the good responses from Gorontalo State University students on entrepreneurship activities. Therefore, researcher was interested to study this case through following formulation: "The Influence of Entrepreneurship Education in Campus Environment and Entrepreneurship Workshop on Entrepreneurial AttitudesofStudents Entrepreneurial Program (SEP) students at Gorontalo State University.

The research hypotheses are as follow:

H1: There are positive and significant influences of entrepreneurship education in campus environment on entrepreneurial attitudes.

H2: There are positive and significant influences of entrepreneurship workshop on entrepreneurial attitudes.

H3: There are positive and significant influences of entrepreneurship education in campus environment and entrepreneurship workshop on entrepreneurial attitudes.

II. Research Method

The research was aimed to describe and analyse the correlation between three variables. The research framework applied by researcher in this study was *ex post facto* research by using multiple regression analysis. Below is the research design:



Figure 1: Research Design

The population of this research was 160 students of Students Entrepreneurial Program at Gorontalo State University in 2015. Sampling was done using Taro Yamane's formula (Riduwan & Kuncoro, 2007).Based on the calculation, there were 114 samples. Data was gathered by documentations and questionnaires methods.

Research Instruments

Research instruments were developed from some variable indicators based on the results of theoretically study, framework of thinking, and operational definition which was deemed appropriate to the research contexts. Variables of entrepreneurship education in campus environment included: (1) entrepreneurship knowledge; (2) entrepreneur's characters forming; (3) entrepreneurial skills (Hansemark: 1998, Kourilsky & Walstad: 1999, Kuratko: 2003)

Meanwhile, variables of entrepreneurship workshop included:(1) goals and objectivesof trainings; (2) trainers or instructors; (3) training materials; (4) training methods; (5) training facilitation; (6) trainees (Mangkunegara: 2005, Sumantri: 2001; As'ad:1987). Variables of entrepreneurial attitudes included: (1) achievement;(2) locus of Control; (3) self-esteem; (4) innovation (Robinson et al (1991).

III. Findings And Discussions

The Influence of Entrepreneurship Education in Campus Environment on Entrepreneurial Attitudes

Based on the result of hypothesis 1 testing, it was proved that there were positive and significant influences of entrepreneurship education in campus environment on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015.

Table 1. The Analysis Result of Entrepreneurship Education in Campus Environment on Entrepreneurial

Attitudes					
Variable		Standardized	Sig	Note	
Independent	Dependent	Beta			
Entrepreneurship education in campus	Entrepreneurial Attitudes	0.371	0.000	Significant	

Based on above table, it can be seen from column Beta that the coefficient of the influence entrepreneurship education on entrepreneurial attitudes was 0.357 with significance 0.000. From this analysis, it meant that H_o was rejected. Thus, there were positive and significant influences of entrepreneurship education on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015.

It was in line with the research done by Hatten (1995) and Hansemark (1998) stating that entrepreneurship education in formal environment had been indicated to be able to form students' attitudes of entrepreneurship. The similar results said by Shariff and Saud (2009:129), Rasheed (2000:15) and Harris (2009) in difference test stated that the group who was given entrepreneurship education had higher scores in entrepreneurship attitudes compared to control group.

The Influence of Entrepreneurship Workshop on Entrepreneurial Attitudes

Based on the result of hypothesis 2 testing, it was proved that there were positive and significant influences of entrepreneurship workshop on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015.

Variable		Standardized	Sig	Note
Independent	Dependent	Beta		
Entrepreneurship	Entrepreneurial	0.275	0.001	Significant
Workshop	Attitudes			-

Table 2. The Analysis Result of Entrepreneurship Workshop on Entrepreneurial Attitudes

Based on above table, it can be seen from column Beta that the coefficient of the influence entrepreneurship workshop on entrepreneurial attitudes was 0.275 with significance 0.001. From this analysis, it meant that H_o was rejected. Thus, there were positive and significant influences of entrepreneurship workshop on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015.

The result of this research proved the relevance of theories stated by Green (1972) that there were predisposition factors of the entrepreneurial actions, such as knowledge, attitudes, beliefs, values, and traditions. Furthermore, the experts also gave the definition training. Training is an educational process that is planned and design to improve measurable performance in knowledge, attitudes, and social behaviour. It also is an introductory effort to improve job performance in order to change attitudes, skills and behaviour(Pattanayak, 2002; Noe *et.al*, 2003; Bernardin and Russell, 1998). This research result was in line with the previous result

which stated that there was direct influence of education or training onbehaviour(Mulyadi, 2010; Kourilsky and Walstad 1998).

The Influence of Entrepreneurship Education in Campus Environment and Entrepreneurship Workshop on Entrepreneurial Attitudes

Based on the result of hypothesis 3 testing, it was proved that there were positive and significant influences of entrepreneurship education in campus environment and entrepreneurship workshop on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015.

ANOVA ^b						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	7.344	2	3.672	20.232	.000 ^a
	Residual	20.146	111	.181		
	Total	27.491	113			
a. Predictors: (Constant), Workshop of Entrepreneurship						
b. Dependent Variable: Entrepreneurial Attitudes						

Table 3. The Analysis Result of Entrepreneurship Workshop on Entrepreneurial Attitudes

Based on above table, it can be seen from column *Sig.*, the influence entrepreneurship education in campus environment and entrepreneurship workshopon entrepreneurial attitudes was 0.000 < significance value 0.05. From this analysis, it meant that H_o was rejected. Thus, there was simultaneously positive and significant influence of entrepreneurship education in campus environment and entrepreneurship workshop on entrepreneurial attitudes on students of Students Entrepreneurial Program (SEP) at Gorontalo State University in 2015 This was in line with the theory stated by Drucker (1996): *The entrepreneurial mystique? It's not magic, it's not mysterious, and it has nothing to do with the genes.It's a discipline. And, like any discipline, it can be learned*. Entrepreneurship can be learning through entrepreneurship education in campus and also workshop of entrepreneurship.

Entrepreneurial attitude that can be learned through education and trainings at school is confidence. Meanwhile, the other entrepreneurial attitudes, such as motivation, innovation, and creativity are family education factors or family environment factors (Winarno, 2010).

Furthermore, Winarno (2010) said that entrepreneurship values: 1) are not inborn; 2) are always correlated with the objects; 3) focus on one or a group of objects; 4) may take longer or shorter of time. Therefore, it is not impossible that after receiving entrepreneurship education and workshop, the entrepreneurial attitudes of creativity, innovation and motivation will develop.

IV. Conclusions And Recommendations

Based on findings it is possible to conclude that 1) Entrepreneurship education in campus environment influenced entrepreneurial attitudes positively and significantly; 2) Entrepreneurship workshop influenced entrepreneurial attitudes positively and significantly; 3) Entrepreneurship education in campus environment and entrepreneurship workshop simultaneously influenced entrepreneurial attitudes positively and significantly. Based on research finding the researcher would like to recommend the following thing. 1) The SEP workshops in Gorontalo State University need to be often done and concern more on training components, especially on training facilitation component; 2) The trainees who join SEP activities are supposed to have interests in entrepreneurship so that trainees will seriously follow the activities so that the goals of SEP can be achieved; 3) To the further researcher, it needs to consider other different variables to gather deeper data and it is also suggested to use other methods.

References

- [1]. As'ad, M. 1987. *Psikologi Industri*. Yogyakarta Liberty.
- [2]. Basrowi. Dr. 2016, Kewirausahaan Untuk Perguruan Tinggi, Bogor. Ghalia Indonesia.
- [3]. Beugelsdijk, S. & Noorderhaven, N. 2004. Entrepreneurial Attitude and economic Growth : Across section of 54 Regions. The Annuals of regional Science 38: 199-218.
- [4]. Drucker, Peter F. (1996). Inovasi dan Kewiraswastaan: Praktek dan Dasar-dasar. Terjemahan Rusjdi Naib MBA. Jakarta: Erlangga
- [5]. Hansemark, OC. 1998. The Effects of An Entrepreneurship Program On Need Forachiement And Locus of Control of Remforcement. International Journal of Entrepreneurship Behaviour and Research. 4(1)28-50
- [6]. Harris, M. Gibson, S. & Mick, T. 2009. Examining the relationship Between Personality and Entrepreneurial Attitude: Evidence from U.S. Collage Students. Small Business Institute Journal. 3: 21 45
- [7]. Hornsby, J.S., Kuratko, D.F., Zahra, S.A., 2002.*MiddleManager's' Perception of Internal Environment for Corporate Entrepreneurship; Assessing a measurement scale*. Journal of Business Venturing, 17; 253-273.
- [8]. Mangkunegara, Anwar Prabu. 2005. Evaluasi Kinerja Sumber Daya Manusia. Bandung: Refika Aditama.

- [9]. Rasheed, H. S. 2000. Development entrepreneurial Potential in youth: The effects of Entrepreneurial Education and Venture Creation. Research in the Sociology of Organizations 25: 83-124
- [10]. Riduwan dan Kuncoro, E.A. 2007. Analisis Jalur (Path Analysis): Cara Menggunakan dan Memaknai. Bandung: Alfabeta
- [11]. Robinson, P.B., Stimpson, D.V., Huefner, J.C., & Hunt, H.K. 1991. An Attitude Approach to the Prediction Of entrepreneurship. Entrepreneurship Theory & Practice, 15(4): 13-31
- [12]. Slamet Franky, Hetty Karunia Tunjungsari, Mei le. 2016. Dasar-dasar Kewirausahaan Teori dan Praktek, Edisi 2. Jakarta. PT. Indeks
- [13]. Shariff, M. N. & Saud, M. B. 2009. An Attitude Approach to the Prediction of Entrepreneurship on Students at Institution of Higher Learning in Malaysia. International Journal of Business and Management. 4(4) 129-135.
- [14]. Sumantri, Suryana. 2001. Pelatihan dan Pengembangan Sumber Daya Manusia. Bandung: Fakultas Psikologi Universitas Padjadjaran.
- [15]. Suryana. 2014, Kewirausahaan Kiat dan Proses Menuju Sukses. Edisi 4. Jakarta. Salemba empat
- [16]. Green, B.F. 1972. "Attitude Measurement". In G. Lindzey (ed), Handbook of Social Psychology. 1. 335-369. Reading, MA:Addision-Wesley.
- [17]. Winarno, A. (2010). Pembelajaran Nilai-nilai Kewirausahaan: Pendekatan Fenomenologis pada Kelas Wirausaha Peserta didik SMK Negeri Malang Diakses 17 Oktober 2016 dari http://jurnal. pdii.lipi.go.id/admin/jurnal/ 5108199211.pdf