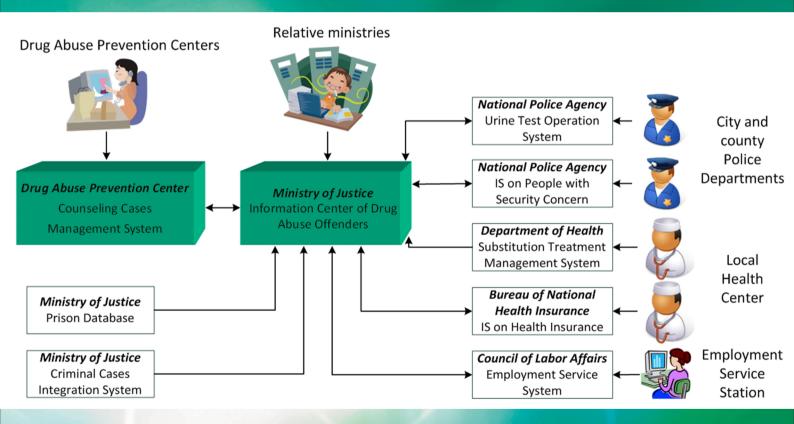


# Journal of Service Science and Management





# **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** 

**Dr. 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

Dr. Jerry Fjermestad New Jersey Institute of Technology, USA

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

Dr. Craig F. Freedman Macquarie University, Australia

**Dr. Md. Mamun Habib** American International University-Bangladesh, Bangladesh

**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. Hans E. Roosendaal** University of Twente, The Netherlands

#### **Guest Reviewers**

Stephan Aier **Anders Henten** Marco Bertoni Junfeng Jiang Paolo Boccardelli Daniel Klapper Ruay-Shiung Chang Stefan Lessmann Kin Fun Li Sohail Chaudhry **Arvind Chel** Kunpeng Li Gang Chen Chung-Chu Liu Pi-Yu Chen Steven Lynden Shin-Guang Chen Charles Møller

Charlotte Christiansen Masoud Zare Naghadehi

Torsten J. Gerpott Ulf Nielsson

Masanori Ono
Bo van der Rhee
Alberto Sánchez
Olaf Schneider
Dimitri Schuurman
Alessandra Vecchi
Robert Winter
Meilong Xie
Jie Zhang



# TABLE OF CONTENTS

Volume 6	Number 4 October	er 2013
Exploring Se	lf-Leadership across Eastern and Western Cultures	
J. Ho, P. L.	Nesbit	241
The Reduction	on of Drug Abuse in Taiwan and Its Information System Application—An IT Enabled	
Service Inno	vation in E-Government	
L. F. K. Char	ıg	250
Network Con	npetence's Impact on Service Innovation Performance: Mediating Role of Relationship	p
Learning		
Z. Q. Jian, C.	Wang, X. D. Zhao.	256
<b>Waiting Tim</b>	e Distribution of Demand Requiring Multiple Items under a Base Stock Policy	
N Morita K	Nakade	266

The figure on the front cover is from the article published in Journal of Service Science and Management, 2013, Vol. 6, No. 4, pp. 250-255 by Larry F. K. Chang.

Copyright © 2013 SciRes.

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

#### **Journal Information**

#### SUBSCRIPTIONS

The *Journal of Service Science and Management* (Online at Scientific Research Publishing, www.SciRP.org) is published bimonthly by Scientific Research Publishing, Inc., USA.

#### **Subscription rates:**

Print: \$79 per issue.

To subscribe, please contact Journals Subscriptions Department, E-mail: sub@scirp.org

#### **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@2013 Scientific Research Publishing, Inc.

All Rights Reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, scanning or otherwise, except as described below, without the permission in writing of the Publisher.

Copying of articles is not permitted except for personal and internal use, to the extent permitted by national copyright law, or under the terms of a license issued by the national Reproduction Rights Organization.

Requests for permission for other kinds of copying, such as copying for general distribution, for advertising or promotional purposes, for creating new collective works or for resale, and other enquiries should be addressed to the Publisher.

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 assumes 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

# 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-the-art 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 Industry
- Urban 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.

#### Website and E-Mail

http://www.scirp.org/journal/jssm E-mail: jssm@scirp.org

#### What is SCIRP?

Scientific Research Publishing (SCIRP) is one of the largest Open Access journal publishers. It is currently publishing more than 200 open access, online, peer-reviewed journals covering a wide range of academic disciplines. SCIRP serves the worldwide academic communities and contributes to the progress and application of science, by delivering superior scientific publications and scientific information solution provider that enable advancement in scientific research.

## What is Open Access?

All original research papers published by SCIRP are made freely and permanently accessible online immediately upon publication. To be able to provide open access journals, SCIRP defrays operation costs from authors and subscription charges only for its printed version. Open access publishing allows an immediate, world-wide, barrier-free, open access to the full text of research papers, which is in the best interests of the scientific community.

- •High visibility for maximum global exposure with open access publishing model
- •Rigorous peer review of research papers
- Prompt faster publication with less cost
- •Guaranteed targeted, multidisciplinary audience





Website: http://www.scirp.org Subscription: sub@scirp.org Advertisement: service@scirp.org