Contents

Examining Malaysian Hotel Employees Organizational Commitment by Gender, Education Level, and Salary
Hashim Fadzil Ariffin and Norbani Che Ha ............................... 1

Credit Control Management and Business Performances: The Malaysian Family SMEs Perspectives
Edward Wong Sek Khin, Chong Kei Loong, and Gurcharan Singh .......... 21

The Effect of ASEAN Open Skies Policy 2015 on the Opportunities for Low-Cost Carriers in Indonesia - A Case Study of PT. CITILINK
Sri Nurhendiarni, Nila K. Hidayat, and Linus Pasasa .......................... 34

Inclusiveness and Exclusiveness of Japanese-Style Management Abroad - Some Evidence from Southeast Asia
Thomas Diefenbach .................................................................. 52

Organizational Culture, Absorptive Capacity, Innovation Performance and Competitive Advantage : an Integrated Assessment in Indonesian Banking Industry
Ahmad Adriansyah and Adi Zakaria Afiff ........................................... 70