

Editor's Note

It has been a successful year for TMC Academic Journal with many joyful events. First of all, TMC Academic Journal has crossed its third year anniversary having received strong support from both internal and external colleagues. Secondly, the authors whose articles were published in TMC Academic Journal have received "research points" (in Australia, this refers to DEST points) for their articles. Thirdly, TMC Academic Journal has been listed in the database of Ulrichsweb.com since the fourth quarter of this year. Finally, TMC Academic Journal has collaborated with the Third Online International Conference in Business and Management (ISOMO) to publish high quality research and scientific articles since December 2008.

TMC Academic Journal has adhered to international standards regarding peer review, i.e. all contributions were subjected to a stringent double-blind peer-review process which aims to improve the quality of the journal. Again, we have continuously received contributions from well-known academics worldwide.

This issue focuses on different policy and regulatory approaches in different industries and context. The articles in this issue reflect international perspectives on policies and regulations. The topics range from employment-related policies in Australia, telecommunication policies in Sri Lanka to regulatory and self-regulatory approaches in Singapore. This issue also includes two interesting pieces of work about war and terrorism. A report of an on-going research project on cultural factors and tourism in Singapore from a young scholar, who has just embarked on his research career, has also been included.

I am greatly thankful to the reviewers for their precious time and great efforts to review the manuscripts within a short period of time. Without their continuous support, it is impossible for me to handle a large number of submissions. A very special note of thanks goes to Associate Professor Lee for his intensive involvement in the review process and his tremendous help whenever he is needed. My gratitude goes to our internal reviewers: Dr. Bignall, Ms. Irdawati Juffri, Ms. Eva Chia and Dr. Monica Walet, and our guest reviewers: Ms. Manuelita Contreras, Dr. Mary Quek, Dr. Parisa Rungruang, Mr. Colin Ong and Dr. Asoka Balasooriya. Ms. Dorothy Tan is always at the top of my appreciation list. She has tirelessly vetted all accepted manuscripts in order to ensure they are free from grammatical and spelling errors. I also want to thank Ms. Irdawati Juffri for her assistance with the publication of this issue. Finally, I am thankful to colleagues who have shown interests in the journal and I look forward to receiving your manuscripts.

Dr. Huong Ha

Bio-data of Authors

Dr. Balasooriya, Asoka F. is currently working in the Australian Public Sector. She completed her PhD at Monash University in 2007 on liberalization of telecommunications sector and regulatory arrangements in Sri Lanka. Prior to migrating to Australia, she was a member of Sri Lankan civil service and has completed 20 years of service. Her research interests include: public administration and public policy, governance and strategic management issues. Email: asoka1962@yahoo.com.

Mr. Dutta, Pinaki is currently a Senior Lecturer at TMC Educational Group, Singapore. He completed his Master degree in Hospitality Management at University of Brighton (UK). He has many years of experience in middle management positions in the UK and India. He has done a number of research works in the field of hospitality and tourism. His research interests include cultural anthropology and sustainability in Asia continent, sustainability of health tourism and marketing space tourism. He has been awarded honorary membership from the Institute of Hospitality, London, UK. Recently, his abstract on sustainability tourism has been accepted to be presented at the Leisure Studies Association Conference 2008 held in Liverpool John Moores University, UK.

Ms. Fu, Mei Hwa has extensive general management experience in the legal industry. She has helped setup and managed the operation of law practices for a number of reputable foreign legal firms/corporations since 1997. More recently, Mei has ventured into the Banking and Finance sector. She is currently a MBA candidate at the University of Birmingham, United Kingdom. Mei is also trained in teaching children with learning differences.

Dr. Ha, Huong is currently the Dean of TMC Business School, TMC Educational Group (Singapore), and Chief Editor of TMC Academic Journal. She holds a PhD from Monash University, Australia, and a Master in Public Policy from Lee Kuan Yew School of Public Policy, National University of Singapore. She was a recipient of PhD Scholarship awarded by Monash University, Temasek Scholarship awarded by National University of Singapore, and a scholarship awarded by United Nations University (UNU), International Leadership Academy (ILA) and has many other professional and academic awards. She has many years of teaching experience in tertiary educational institutes/universities and working experience in manufacturing, marketing research and business consultancy in Australia, Singapore and Vietnam. Her research interests include public policy, governance, education and e-consumer protection. Her research activities have resulted in a research grant by Consumer Affairs Victoria, Government of Victoria State (Australia), a Distinguished Paper Award (USA/Turkey), many international travel grants, refereed journal articles, book

chapters and encyclopaedia articles published by well-known publishers such as McMillan, Palgrave, ABC-Publishers, Kluwer Academic Journal, etc. and several conference papers. She has also been invited to review many academic journals and conference articles.

Ms. Kong, Jean has been teaching at TMC as a part-time academic since 2004. She has a BA (Hons) (English Language) from NUS, PostGradDip (Education) from NTU, BSc (Hons) (Psychology) from Monash University (Australia), and MSc (Computing) from DeMontfort University (UK). She worked in Singapore's Ministry of Education from 1996-2003 as teacher, curriculum developer and HOD. She received a research grant from Monash University (Australia) in 2004 and has taught in the Gifted Programme, International Baccalaureate, ESL and various graduate courses.

Ms. Low, Kien Lay is a student pursuing the Master Degree in Public Policy and Management, Monash University. She is working in a statutory board in Singapore and is involved in the administration of licensing and regulatory controls. Her area of interest is in the relationships and dynamics between public and private sectors and non-government organisations.

Mr. McElvaney, John has spent most of his working life at director level in business consulting, education, international trade and industrial services. He was a Founding Fellow of the Australian Institute of Company Directors. John has always been passionate about the education and research of socially responsible business practices. So, after a very successful entrepreneurial career, John decided to utilise his extensive business experience teaching future business leaders at The School of Management and Marketing of Deakin University. John's special areas of research include Employee Share Ownership, Operations Management and Leadership.

Dr. Teo, Lemmy holds a Doctorate in Education (University of Western Australia) and has a Masters in Science (Nanyang Technological University) and Degree in Engineering (Royal Melbourne Institute of Technology). In the mid 1980s, Dr. Teo worked as an Engineering / Quality manager and helped start-up small and medium size enterprises in Singapore and Malaysia. He was also an internal quality auditor and had been instrumental in obtaining the award of ISO 9002 for two companies. In late 1994, Dr. Teo joined Singapore Polytechnic as a Lecturer in the Engineering and Business School. While lecturing in the polytechnic, he was also consultant/external trainer for a number of corporations such as Hewlett Packard, Motorola Electronics, Matsushita Electronics, Delphi Automotive Systems, Celestica Electronics (Thailand) and the Singapore Navy. He has also taught in a Masters in Business and Technology Programme offered by the University of New South Wales, and has conducted seminars at conferences like the Third International Conference on Manufacturing Technology 1995 (HongKong), LEGO Engineering Robotics

Conference 2007 (NIE, Singapore) and at the Australian Council for Private Education and Training (ACPET) 2007 National Conference, Burswood Convention Centre, Perth, Western Australia. He sits on the board of Singapore Education International, and is the immediate past President of the Board of Sailing Association, Singapore.

Dr. Waddell, Dianne is an Associate Professor in Management Programmes at the Bowater School of Management and Marketing at Deakin University, Melbourne, Australia. She is responsible for the development, implementation and evaluation of postgraduate and undergraduate courses and teaches in the areas of Quality Management, Change Management and Strategic Management. She holds a PhD (Monash University), Master of Education Administration (Melbourne University), Bachelor of Education (Melbourne University) and Bachelor of Arts (LaTrobe University). Dianne has published and presented many papers on 'resistance to change', 'leadership', 'e-business', 'quality management', 'family business' and 'forecasting for managers'. Her publications include four books, *Organisation Development and Change* (Nelson-Thomson Learning), *E-Business in Australia: Concepts and Cases* (Pearson Publishing), *Managing the Family Business* (Heidelberg Press) and *E-Business Innovation and Change Management* (IDEA Publishing).

Bio-data of Reviewers

Dr. Balasooriya, Asoka F. is currently working in the Australian Public Sector. She completed her PhD at Monash University in 2007 on liberalization of telecommunications sector and regulatory arrangements in Sri Lanka. Prior to migrating to Australia, she was a member of Sri Lankan civil service and has completed 20 years of service. Her research interests include: public administration and public policy, governance and strategic management issues. Email: asoka1962@yahoo.com.

Dr. Bignall, Robert was an academic staff member of Monash University from 1986 to 2005. His senior appointments at Monash included Head of the Gippsland School of Computing and Information Technology, Director of the Monash Centre for Electronic Commerce and Pro Vice-Chancellor of Monash University Malaysia. He currently works as a consultant in higher education development and is a member of the TMC Academic Advisory Board. He has been a visiting professor at a number of universities, the most recent being Minnesota State University and the University of Cagliari. His present research interests include universal algebra, algebraic logic and quantum logic.

Ms. Chia, Ee Hsuan finished her Master degree of Information Technology at Queensland University of Technology, Brisbane, in 2003. She did some research in digital libraries and information resources. Her current interest is in problem-based learning. She is currently teaching GCE 'O' Level Maths and Physics, Monash College Diploma and TMC proprietary computer courses. She also assisted in editing the research articles for TMC Academic Journal.

Ms. Contreras, Manuelita dela Torre finished her Bachelor Degree in Journalism from the University of the Philippines in Manila and her Master of Mass Communication from Nanyang Technological University in Singapore. She is a contributing writer of the book *Philippine Communication Today* and co-presented a paper at the 15th *Asian Media Information and Communication Centre (AMIC)* annual conference held in Penang, Malaysia (2006). She is currently working full-time as a financial journalist based in Singapore.

Ms. Juffri, Irdawati is a Senior Lecturer at TMC Educational Group. She holds a Bachelor Degree of Arts (Public Relations) with Distinction from Royal Melbourne Institute of Technology (Australia). She is completing her Master of Business Administration from the National University of Singapore, specializing in Strategy and Organization. At TMC, Ms. Irdawati teaches Mass Communication and Business subjects to students from the Diploma and Higher Diploma programmes, as well as off-campus students from Monash University and Deakin University. Her research interest revolves around measurement and evaluation of public relations. In 2008, Ms. Irdawati presented a paper at the

Liverpool John Moores University-TMC Research Symposium, based on her exploratory study on measuring PR effectiveness conducted in Melbourne.

Associate Professor Lee, Romeo B. holds a doctorate degree in demography from the Australian National University. A Filipino, he has been attached with the Behavioural Sciences Department of De La Salle University-Manila for more than a dozen years now, teaching undergraduate and graduate courses on gender, population studies and introductory Sociology. His research interest revolves around men and their health and non-health-related issues. He has undertaken research and published articles on men's issues involving such topics as sexual behaviour patterns and change, penile enhancement practices, domestic violence and family planning, among others. Romeo has recently completed a third book on the broader contexts of men's sexual behaviour change, highlighting their implications for AIDS behavioural research and prevention.

Mr. Ong, Colin TS is the Managing Director of MR=MC Consulting and Founder of Mentors4Startups which provides a professional platform to match business start-ups with mentors. He is an Economist by training and a recognised Futurist. Colin is currently in the midst of completing a workbook about organisational mentoring.

Dr. Rungruang, Parisa received her PhD degree in Human Resource Management from Monash University, Australia. Currently, she teaches Management, Organizational Behaviour and Human Resource Management at College of Management, Mahidol University, in Thailand. Her research interests include organizational commitment, organizational support, organizational justice and employee satisfaction.

Dr. Quek, Mary is a Senior Lecturer in Hospitality Management in the Business School of University of Hertfordshire (UK). She gained her Bachelor Degree from National University of Singapore (Singapore), and her Master Degree in International Tourism and Hospitality Management and Doctorate Degree from Oxford Brookes University (UK). She worked in the service industry for more than 10 years in Singapore and USA. Her research interest is in the area of Business History and in a selection of UK hotel companies.

Dr. Walet, Monica earned her Master and PhD from the University of Santo Tomas, Manila in Psychology. Her research interests are geared towards Psychological Test Development using indigenous contrasts. She authored a psychometric scale on the Psychomoral and Self-regulation for Filipinos in the workplace and it is currently marketed in the ASEAN region.