# Table of Contents

## International Journal of Business Analytics

Volume 4 • Issue 1 • January-March-2017 • ISSN: 2334-4547 • eISSN: 2334-4555

*An official publication of the Information Resources Management Association*

## Research Articles

1. **Exploring Insurance and Natural Disaster Tweets Using Text Analytics**
   - Tylor Huizinga, Brock University, St. Catharines, Canada
   - Anteneh Ayanso, Brock University, St. Catharines, Canada
   - Miranda Smoor, Brock University, St. Catharines, Canada
   - Ted Wronski, Brock University, St. Catharines, Canada

18. **Optimizing Group Waiting Time in Service System with Learning Effect**
   - Yuval Cohen, Department of Industrial Engineering, Tel-Aviv Afeka College of Engineering, Tel-Aviv, Israel
   - Shai Rozenes, Engineering and Management of Service Systems Department, Tel-Aviv Afeka College of Engineering, Tel-Aviv, Israel

36. **Query Frequency based View Selection**
   - Mohammad Haider, Saudi Electronic University, Dammam, Saudi Arabia
   - T.V. Vijay Kumar, Jawaharlal Nehru University, New Delhi, India

56. **Development of Data Mining Driven Software Tool to Forecast the Customer Requirement for Quality Function Deployment**
   - Shivani K. Purohit, Manoharbhai Patel Institute of Engineering and Technology (MIET), Gondia, India
   - Ashish K. Sharma, Manoharbhai Patel Institute of Engineering and Technology (MIET), Gondia, India

87. **Pursuing Supply Chain Integration: Roles of Resources, Competences, Experience, and Industry-type**
   - Abdul Samed Munkata, Kwame Nkrumah University of Science and Technology, Kumasi, Ghana
   - Emmanuel Kwabena Anin, Kumasi Polytechnic, Kumasi, Ghana
   - Dominic Essuman, Kwame Nkrumah University of Science and Technology, Kumasi, Ghana
   - Henry Ataburo, Kwame Nkrumah University of Science and Technology, Kumasi, Ghana

## COPYRIGHT

The *International Journal of Business Analytics* (IJBA) (ISSN 2334-4547; eISSN 2334-4555), Copyright © 2017 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Business Analytics* is indexed or listed in the following: Cabell’s Directories; Google Scholar; INSPEC