International Journal of Information Systems and Social Change

July-September 2014, Vol. 5, No. 3

Table of Contents

Research Articles

- Google Earth as a Reflection of Cultural Changes and Socio-Spatial Processes in the Digital Age
 Hagit Meishar-Tal, The Open University of Israel, Ra'anana, Israel and Oranim College, Kiryat Tiv'on, Israel
- 12 From Stabilisation and Association Process to Full Membership of Western Balkans Countries: Case Study Gordana Durović, Faculty of Economics, University of Montenegro, Podgorica, Montenegro Danijela Jaćimović, Faculty of Economics, University of Montenegro, Podgorica, Montenegro
- 31 Apology Strategies for Informal Complaints in Service Recovery and CRM Systems

 Deborah L. Kellogg, Operations Management Department, University of Colorado Denver, Denver, CO, USA

 Lawrence F. Cunningham, Marketing Department, University of Colorado Denver, Denver, CO, USA
- 49 Causes of Delay in Budget Hotel Construction Projects: A Case of India Milind T. Phadtare, School of General Management, National Institute of Construction Management and Research, Pune, India
- 64 Comparing the Roles of PR Practitioners in the Public and Private Sectors in the UAE

 Badreya Al-Jenaibi, Associate Professor, Mass Communication Department, United Arab Emirates University,

 Al-Ain, United Arab Emirates
- 77 Personality Profiles of Software Engineers and Their Software Quality Preferences
 - ArifRaza, Department of Computer Software Engineering, National University of Sciences & Technology, Islamabad, Pakistan
 - Luiz Fernando Capretz, Department of Electrical and Computer Engineering, Western University, London, Ontario, Canada
 - Zaka Ul-Mustafa, Department of Electrical Engineering, National University of Sciences & Technology, Islamabad,

Copyright

The International Journal of Information Systems and Social Change (IJISSC) (ISSN 1941-868X; eISSN 1941-8698), Copyright © 2014 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 Information Systems and Social Change is indexed or listed in the following: ACM Digital Library; Bacon's Media Directory; Cabell's Directories; DBLP; Google Scholar; INSPEC; Journal TOCs; Media Finder; The Standard Periodical Directory; Ulrich's Periodicals Directory