Table of Contents

International Journal of Service Science, Management, Engineering, and Technology

Volume 8 • Issue 4 • October-December-2017 • ISSN: 1947-959X • eISSN: 1947-9603 An official publication of the Information Resources Management Association

Research Articles

1 A Generalized Framework for E-Contract

Biswajit Tripathy, Department of CSE, BPUT, Rourkela, India Jibitesh Mishra, Department of CSA, College of Engineering & Technology, Bhubaneswar, India

- 19 Organization Communiqué Effect on Job Satisfaction and Commitment in Namibia Neeta Baporikar, Namibia University of Science and Technology, Namibia
- 42 Ivory Coast: The Impacts of Artisanal Gold Mining on Local Livelihoods and the Mining Industry

Kouame Joseph Arthur Kouame, School of Civil and Environmental Engineering, University of Science and Technology Beijing, Beijing, China

Kouakou Alphonse Yao, Department of Mines and Mining Environmental Engineering, Polytechnic National Institute- Felix Houphouet-Boigny (INP-HB), Abidjan, Côte d'Ivoire

Fuxing Jiang, School of Civil and Environmental Engineering, University of Science and Technology Beijing, Beijing, China

Yu Feng, Department of Civil Engineering, University of Toronto, Toronto, Canada Sitao Zhu, School of Civil and Environmental Engineering, University of Science and Technology Beijing, Beijing, China

56 A CRM Process Model for Agent-Based Simulation

Hichem Benaissa Anouar Badsi, ESI (Ecole Nationale Supérieure d'Informatique), Algiers, Algeria Abdessamed Rdess Ghomari, ESI (Ecole Nationale Supérieure d'Informatique), Algiers, Algeria Leila Zemmouchi-Ghomari, University of Sciences and Technology Houari Boumediene (USTHB), Algiers, Algeria

83 Quality Evaluation of Health Care Establishment Utilizing Fuzzy AHP

Mohammad Azam, Department of Community Medicine, Career Institute of Medical Sciences & Hospital, Lucknow, India

Mohamed Rafik Noor Mohamed Qureshi, Industrial Engineering Department, College of Engineering, King Khalid University, Abha, Saudi Arabia

Faisal Talib, Department of Mechanical Engineering, Zakir Husain College of Engineering & Technology, Aligarh Muslim University, Aligarh, India

COPYRIGHT

The International Journal of Service Science, Management, Engineering, and Technology (IJSSMET) (ISSN 1947-959X; eISSN 1947-9603), 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 Service Science, Management, Engineering, and Technology is indexed or listed in the following: ACM Digital Library; Bacon's Media Directory; Cabell's Directories; DBLP; Google Scholar; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; The Standard Periodical Directory; Ulrich's Periodicals Directory