Review of 2.1GHz Spectrum Auction in Various Countries .......................................................... 439
S. Malisuwan, N. Yaowakhan, N. Tiamnara, and N. Suriyakrai

Model of Quality Management of Education Digital Television Station in Thailand.......................... 447
Jagreerat Sangvari, Prachyanun Nilsook, and Pallop Piriyasurawong

Does the ITIL Service Quality Framework Improve Outsourcing Relationship Outcomes .................. 452
Moahmmmed Alojail and Brian Corbitt

Factors Influencing Innovative Inventory Pooling System (IIPS) Adoption for Retail Entrepreneurs in Thailand ...... 457
Lilawadi Phatanarajata, Sukree Sinthupinyo, Achara Chandrachai, and Thira Chavarnakul

Satisfaction of Students and Staff towards the Development of Credit Transfer Service at Suan Sunandha Rajabhat University ................................................................. 462
Aphichart Kampoomprasert and Chontiya Ledanan

High Performance Work Practices (HPWP) in Malaysian R&D Organizations ........................................ 467
Arnifa Asmawi and Kok-Wai Chew

Evaluating the Impact of ICTs on HR Service Delivery: A Case of Barclays Bank Zambia .................. 471
Nchimunya Chaamwe and Kaoma Lulembo

Ontology Based Knowledge Integration Framework for Managing Flood in Malaysia ............................. 475
Mohd. Zahaili Mohd. Rodzi, Nor Hidayati Zakaria, and Mohammad Nazir Ahmad

Comparative Analysis of China and Korea's Competitive Strength of Electronic Information Industry Trade ....... 479
Xinying Liu and Xuan Liu

Autonomous Team for Information and Communication Technology Maintenance ............................... 482
Rosimah Siti, Sudirman Iman, Siswanto Joko, and Sunaryo Indrjati

An Exploratory Study on Mobile Augmented Reality (AR) Application for Heritage Content ..................... 489
Fatin Norsyafawati, Mohd Sabri, Nik Zulkarnaen. Khidzir, Ahmad Rasdan Ismail, and Khairul Azhar Mat Daud

The Study of Knowledge Sharing Behaviour for Forming Community of Practice ............................... 494
Faidah Muhammad and Ariza Nordin

Mediating Role of Knowledge Integration: The Effect of Leadership Styles on Enterprise Systems Success .... 499
Razatulshima Ghazali, Mohammad Nazir Ahmad, and Nor Hidayati Zakaria
Investigating the Spatial Relationship between the Upstream Gauging Stations and the Reservoir ............................ 503
   Suriyati Abdul Mokhtar, Wan Hussain Wan Ishak, and Norita Md Norwawi

Knowledge Sharing Scenario Capture: A Case Study in IT Department of Public Higher Education Institution ..... 507
   Dayana Faziha Alias, Wan Faezah Abbas, and Ariza Nordin

Understanding and Building the Definition for Infostructure in Disaster Management................................. 511
   Aliza Abdul Latif, Noor Habibah Arshad, and Norjansalika Janom

Types of Information Required for Online Disaster-aid Management in Solo ........................................ 515
   Anton Subarno, Chatarina Muryani, and Rosihan Ari Yuana