

TABLE OF CONTENTS

Volume 3 Number 6A

October 2013

Institutions and the Regulation of Business—An International Firm-Level Study of Regulatory Compliance Costs

G. de Jong, R. Kloeze.....1

The Adoption of e-Government Services in Mexico: A Citizens' Perception Analysis

J. M. Gomez-Reynoso, R. Sandoval-Almazan.....12

Benchmarking Mexico & Brazil Open Government Websites: Model and Metrics

R. Sandoval-Almazan, F. Steibel.....23

Are Rational Self-Interested Leadership Behaviors Contributing to the Workplace Bullying Phenomenon in Canada and the United States?

L. M. S. Barrow, S. Kolberg, J. Mirabella, A. Roter.....33

Analytical Models for Delivery Performance of a Supplier or a Service Provider

M. C. Paul, A. V. Babu, D. M. Reddy, M. R. Perati.....39

Organizational Learning of Controllers and Controlled Agencies: Innovations and Challenges in Promoting Accountability in the Recent Brazilian Democracy

C. Olivieri, M. A. C. Teixeira, M. R. Loureiro, F. Abrucio.....43