

*Volume 7 Number 1*

*Spring 2011*

**ISSN: 1553-5495**



# **Journal of Global Business and Technology**

## **SELECTED CONTENTS**

**DETERMINING THE VALUE AT RISK IN THE SHADOW OF THE POWER  
LAW: THE CASE OF THE SP-500 INDEX**

*C-René Dominique, Luis Eduardo Rivera-Solis, and François Des Rosiers*

**INFLUENCE OF CRM ON CUSTOMER LOYALTY – AN APPLICATION TO  
THE LIFE INSURANCE INDUSTRY IN SOUTH AFRICA**

*Mornay Roberts-Lombard and Leon du Plessis*

**THE UPTAKE OF ELECTRONIC COMMERCE IN THE RETAIL INDUSTRY:  
ENHANCING OUR UNDERSTANDING**

*Nancy M. Levenburg, Vipin Gupta, and Simha R. Magal*

**OF MINING ACCIDENTS AND SENSE-MAKING: TRAVERSING WELL-  
TRODDEN GROUND**

*Christian L van Tonder and Johann P Groenewald*

**ACCOUNTING AND ORGANIZATIONAL CHANGE: AN AUTOPOIETIC VIEW**

*Stewart Lawrence and Vida Botes*

*In Cooperation with Global Business  
and Technology Association*



**Journal of Global Business and Technology** *Volume 7, Number 1, Spring 2011*

# **The Journal of Global Business and Technology**

Volume 7 Number 1, Spring 2011

## Publication Details

Two issues per volume

ISSN: 1553-5495

## © Copyright

The copyright of all material published in the journal is held by the Global Business and Technology Association, Inc.

## Website

Further information, including subscription details, are available on the Global Business and Technology Association website at:

[www.gbata.org](http://www.gbata.org) & [www.gbata.com](http://www.gbata.com)

The Journal of Global Business and Technology has been listed with [1] Cabell's Directory, [2] EBSCO's Academic Search, and [3] ProQuest's ABI Form.