

**RELIABILITY ANALYSIS OF DETERMINANTS AFFECTING THE  
EFFECTIVENESS OF RISK MANAGEMENT OF COMMERCIAL BANKS IN  
DONG NAI PROVINCE**

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**ABSTRACT:** *Commercial Banks have always played an important position in the country's economy. They play a decisive role in the development of the industry and trade. They are acting not only as the custodian of the wealth of the country but also as resources of the country, which are necessary for the economic development of a nation. Besides, risk management is the main cause of uncertainty in any commercial banks. Thus, commercial banks increasingly focus more on identifying risks and managing them before they even affect the business. The ability to manage risk will help commercial banks act more confidently on future business decisions. Their knowledge of the risks they are facing will give them various options on how to deal with potential problems. Risk management's objective is to assure uncertainty does not deflect the endeavor from the business goals. The objectives of this study are to reliability analysis of the factors of the effectiveness of risk management of commercial banks in Dong Nai province. The data analysis for this study is a quantitative type. Moreover, the results provided an insight of the effectiveness of risk management from 350 customers related to commercial banks in Dong Nai province. In addition, the study results showed that there were 350 customers who interviewed and answered about 29 questions. The Data collected from November 2016 to April 2017. This study had been analyzed Cronbach's Alpha testing. Customers' responses measured through an adapted questionnaire on a 5-point Likert scale following; conventions: 1: Completely disagree, 2: Disagree, 3: Normal; 4: Agree; 5: completely agree. Hard copy and online questionnaire distributed among 50.500 customers of the commercial banks.*

**KEYWORDS:** Risk Management, Customers, The Commercial Banks And LHU

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## **INTRODUCTION**

In 2016, the Dong Nai economy continued to achieve relatively high growth rate over the same period. In Dong Nai province, total value of products in 2016 increased by 8.2% over the same period. The industry-construction sector increased by 9.06%; Service sector increased by 9.0%; Agriculture, forestry and fishery increased 3.32%; Product tax increased by 6.13%. Foreign Direct Investment (FDI): In 2016, FDI attraction will reach USD 2,000 million (of which newly registered capital will be about USD 1,200 million), reaching 200% of the annual plan, 83.3% over the same period. Agriculture: estimated production value reached 29,690.6 billion, up 4.1% over the same period. Regarding the national target program on building new rural areas, in 2016, there will be 20 communes, 02 districts reaching new rural standards and 05 communes meeting new rural standards. With regard to the rural water supply and environmental sanitation program, by 2016, the percentage of rural population using clean water will reach 60% of the national standards.

In addition, commercial banks have recognized the importance of risk management as well as the link between risk management and profitability. A good risk management bank means

that the bank has good resistance, is less likely to be affected by unintended effects and is able to take timely action, minimize losses. Commercial banks develop a risk management system in line with international standards. The trend of international integration requires Vietnam's commercial banks to meet the requirements of general management and risk management in particular according to international standards, while opening up the mechanics. Vietnam's commercial banks are to enable the banking industry to have quicker and closer access to those standards. Currently, besides efforts to deal with bad debts from past lending activities, Vietnamese commercial banks have begun to prepare for longer term steps by developing a risk management system. Advances, to prevent future risks, rather than dealing with "already". The above mentioned things, the researchers had chosen topic "*Reliability analysis of determinants affecting the effectiveness of risk management of commercial banks in Dong Nai province*" as a paper.

## LITERATURE REVIEW

**Risk management:** It is a widely used discipline for dealing with the possibility that some future event will cause harm. It provides a systematic approach to recognizing and confronting threats faced by an organization in fulfilling its mission. Besides, Risk management is the process to manage the potential risks by identifying, analyzing and addressing them. The process can help to reduce the negative impact and emerging opportunities. The outcome may help to mitigate the likelihood of risk occurring and the negative impact when it happens (Partnerships BC, 2005).

**The procedure (Pr):** The procedures of risk management have recently been published in a few papers. According to SBP (2003), a risk management framework encompasses the scope, the process/system/procedures to manage risks and the roles and responsibilities of the individual related to risk management. The effective risk management framework includes the risk management policies and procedures that cover risk identification, acceptance, measurement, monitoring, reporting and control.

**The technology (Te):** an organization is on such a large scale that it would be difficult for members to communicate and share information without an information technology infrastructure (Hasanali, 2002). Information technology can enable prompt searches, the access of and retrieval of data, and support communication in an organization.

Rolland (2008) suggests using IT to drive effective risk management. IT can create an important link between risk management and corporate performance. IT provides data security by employee level, limiting a user's access by time, line of business, business activity and individual risk. IT tools collect data used in the past so companies can learn through experience and avoid repeating the same mistakes. The effective risk management information make more valuable for decision making. Therefore, Information Technology (IT) is another imperative factor for successful risk management.

**The communication (Co):** communication is another important consideration for effective risk management. Grabowski and Roberts (1999) claim that communication plays an important role in risk mitigation. It provides opportunities for clarification, for making sense of the organization's progress, and for members to discuss how to improve the organization and the impact of using different risk mitigation strategies.

The communication process provides opportunities for members to understand their roles and responsibilities as the structure of the organization changes. In case, the wide range of people from a broad cross-section of the business. There is involved in the risk identification and assessment process and if there are no “taboo” subjects which prevent conventional wisdom within the organization being challenged when necessary. Financial institutions need to consider the concept of verifiability. If a different group of members were making the same decision about the importance of risks, it would come to the same conclusion (Carey, 2001).

**The Human Resource development (Hr):** Carey (2001) shows that the ability to respond to changing conditions in an organization’s operations relates to a range of activities including the development of risk training courses and the involvement of staff in responding to early warning systems.

NSW Department of State and Regional Development (2005) suggest that effective risk management become a part of good business practice and include training staff appropriately.

The main reason for an education and training program is not only to ensure that members are comfortable with the system, but also to increase their expertise and knowledge. Training not only uses the new system, but also new processes and understands the integration within the system - how the work of one employee influences the work of others.

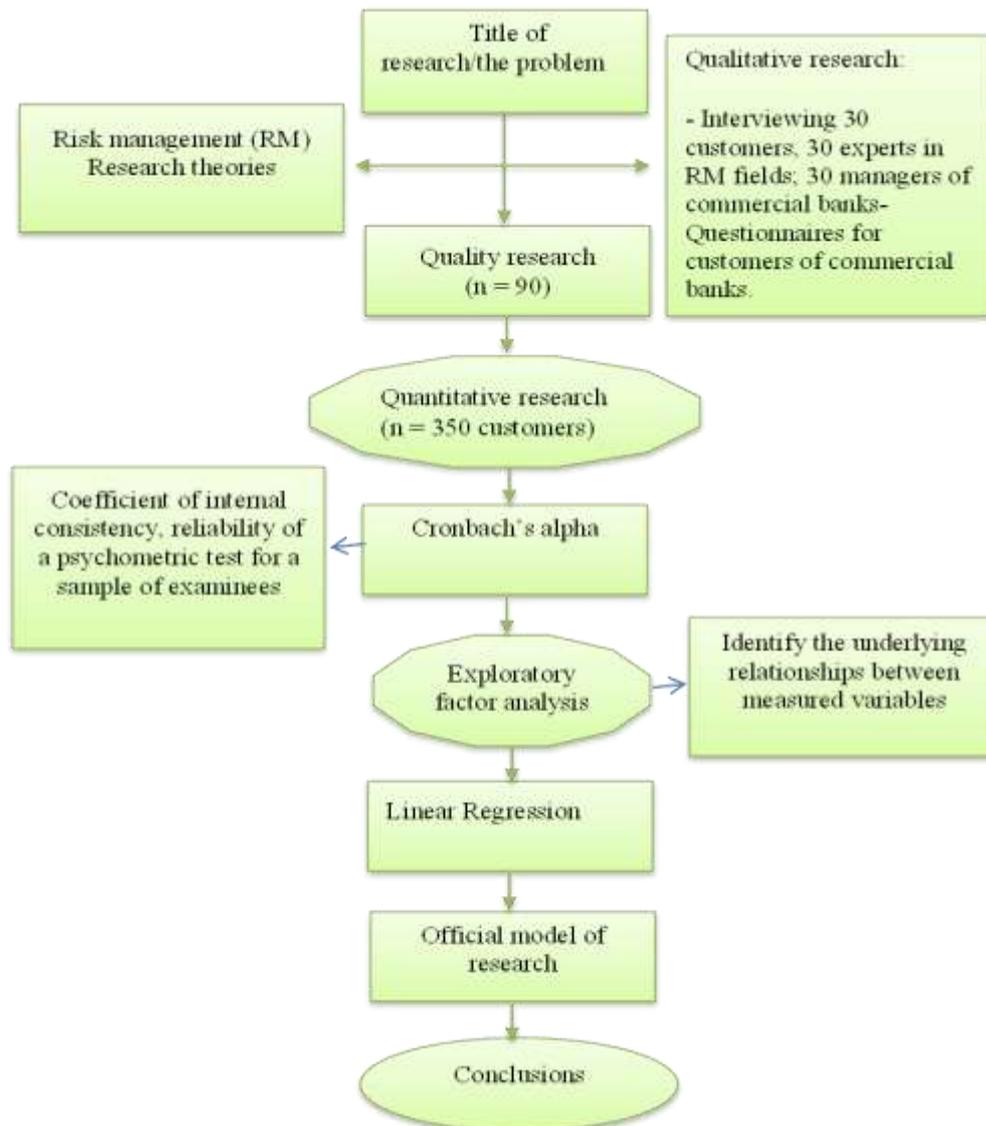
**The organization structure (Or):** Grabowski and Roberts (1999) suggest that risk management is primarily associated with the fluidity of organizational structures. Responding in different ways and responding quickly in the face of changing conditions is a flexible approach.

DeLoach (2004) focuses on enterprise-wide risk management process (EWRM) to manage risks and to create and protect enterprise value. EWRM built on a well-defined organizational structure. Risk management responsibilities and authorities are assigned to appropriate personnel. They decide what must be done for developing and accessing risk management alternatives and selecting a structural approach to evaluating risk management options. The effectiveness of alternative strategies balanced within established risk parameters and limits.

## METHODS OF RESEARCH

In this research, the data processing and statistical treatment have contents following:

**Data Processing:** The term of data process often used more specifically in the context of a business or other organization to refer to the class of commercial data processing applications, the data collected by the researcher and be analyzed by SPSS 20.0. Before having analyzed, the data screened to delete outliers to secure reliability. Creative Research Systems offers complete data processing services. I provide presentation-quality tables, text reports and graphics. In addition, I can provide the tables, reports and graphics on disk, ready for you to incorporate into a document or research presentation. I can enter data from paper questionnaires or use a data file you provide. Most interviewing, scanning and database packages can produce a data file I can use. If I use the survey system, the interviewing and tabulation software, I can provide instruction files you can use for further analysis. If you want more than data processing, my research professionals can also analyze your data and present you with a complete report.



**Figure 1: Research processing for the effectiveness of risk management of commercial banks in Dong Nai province**

The fact that survey data obtained from units selected with complex sample designs needs to take into account in the survey analysis: weights need to use in analyzing survey data and variances of survey estimates need to compute in a manner that reflects the complex sample design. I survey 350 customers of commercial banks. There are 350 customers who interviewed and answered about 27 questions. The Data collected from November 2016 to April 2017. This study had been analyzed Cronbach's Alpha, KMO testing and the result of KMO testing used for the next research of the regression. Customers' responses measured through an adapted questionnaire on a 5-point Likert scale following; conventions: 1: Completely disagree, 2: Disagree, 3: Normal; 4: Agree; 5: completely agree. Hard copy and online questionnaire distributed among 50.500 customers of the commercial banks. First of all, I survey 30 customers related to Commercial banks, Secondly, I had surveyed 30 experts in risk management fields in the province. Finally, I had surveyed 30 managers of Commercial banks. The purpose of the survey is to examine the content of the questions and to test the research model.

After preliminary investigations, formal research is done by using quantitative methods questionnaire survey of 350 customers of commercial banks who related and answered nearly 29 questions. The reason tested measurement models, model and test research hypotheses. Data collected were tested by the reliability index (excluding variables with correlation coefficients lower  $< 0.30$  and variable coefficient Cronbach's alpha  $< 0.60$ ), factor analysis explored (remove the variable low load factor  $< 0.50$ ). The hypothesis was tested through multiple regression analysis with linear Enter method. Conventions: 1: Completely disagree, 2: Disagree, 3: Normal; 4: Agree; 5: completely agree. Data collected were tested by the reliability index (excluding variables with correlation coefficients lower  $< 0.30$  and variable coefficient Cronbach's alpha  $< 0.60$ ), factor analysis explored (remove the variable low load factor  $< 0.50$ ).

The data collected by the researcher and be analyzed by SPSS 20.0. Before having analyzed, the data screened to delete outliers to secure reliability. Creative research systems offers complete data processing services. I provide presentation-quality tables, text reports and graphics. In addition to or instead of paper copies, the researcher can provide the tables, reports and graphics on disk, ready for you to incorporate into a document or research presentation. the researcher can enter data from paper questionnaires or use a data file you provide. Most interviewing, scanning and database packages can produce a data file we can use. If you use the survey system, interviewing and tabulation software, the researcher can provide instruction files you can use for further analysis.

**Reliability Analysis:** Reliability refers to the extent to which a scale produces consistent results, if the measurements are repeated a number of times. The analysis on reliability is called reliability analysis. Reliability analysis is determined by obtaining the proportion of systematic variation in a scale, which can be done by determining the association between the scores obtained from different administrations of the scale. Thus, if the association in reliability analysis is high, the scale yields consistent results and is therefore reliable.

There are four different approaches:

**Test-Retest:** Respondents are administered identical sets of a scale of items at two different times under equivalent conditions. The degree of similarity between the two measurements is determined by computing a correlation coefficient. The higher the correlation coefficient in reliability analysis, the greater the reliability. This does have some limitations. Test-Retest Reliability is sensitive to the time interval between testing. The initial measurement may alter the characteristic being measured in Test-Retest Reliability in reliability analysis.

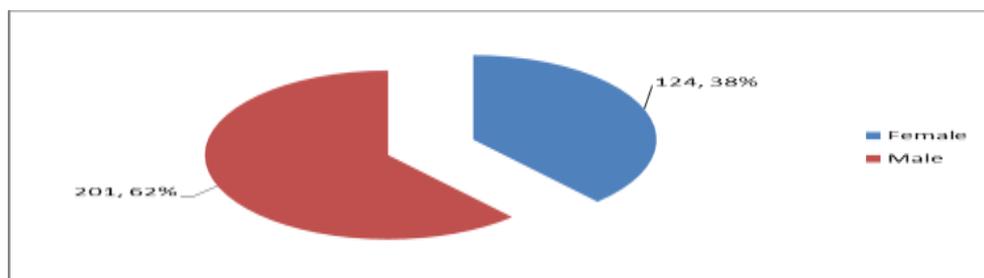
**Internal Consistency Reliability:** In reliability analysis, internal consistency is used to measure the reliability of a summated scale where several items are summed to form a total score. This measure of reliability in reliability analysis focuses on the internal consistency of the set of items forming the scale.

**Split Half Reliability:** A form of internal consistency reliability. The items on the scale are divided into two halves and the resulting half scores are correlated in reliability analysis. High correlations between the halves indicate high internal consistency in reliability analysis. The scale items can be split into halves, based on odd and even numbered items in reliability analysis. The limitation in this analysis is that the outcomes will depend on how the items are split. In order to overcome this limitation, coefficient alpha or Cronbach's alpha is used in reliability analysis.

Inter Rater Reliability: Also called inter rater agreement. Inter rater reliability helps to understand whether or not two or more raters or interviewers administrate the same form to the same people homogeneously. This is done in order to establish the extent of consensus that the instrument has been used by those who administer it.

## RESEARCH RESULTS

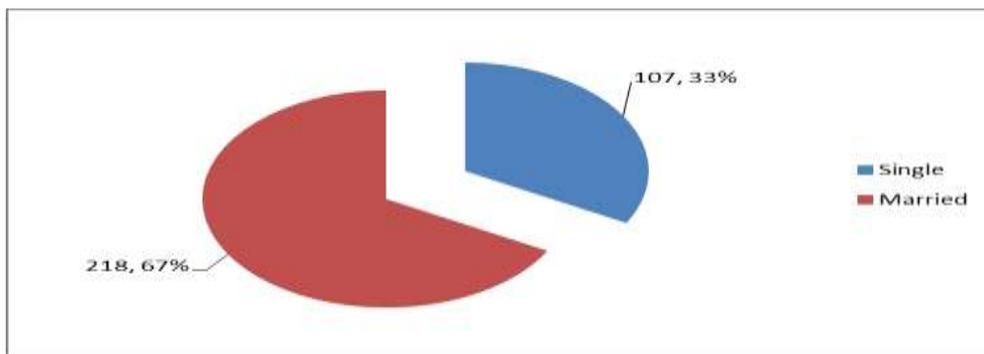
The input consists of the demographic: Gender, family status, the level of the knowledge, income and years in working; respondents in terms of the customers are following:



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 2: The demographic for gender of the customers**

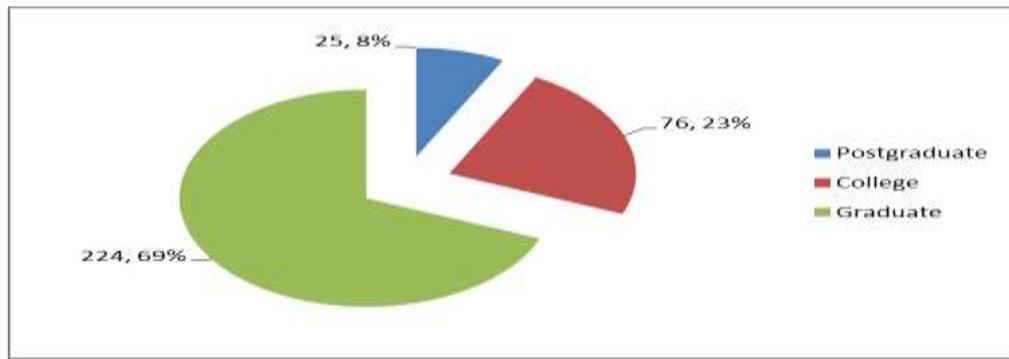
Figure 2 showed that female has 124 persons with 38 % and male has 201 persons with 62 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 3: The demographic for family status of the customers**

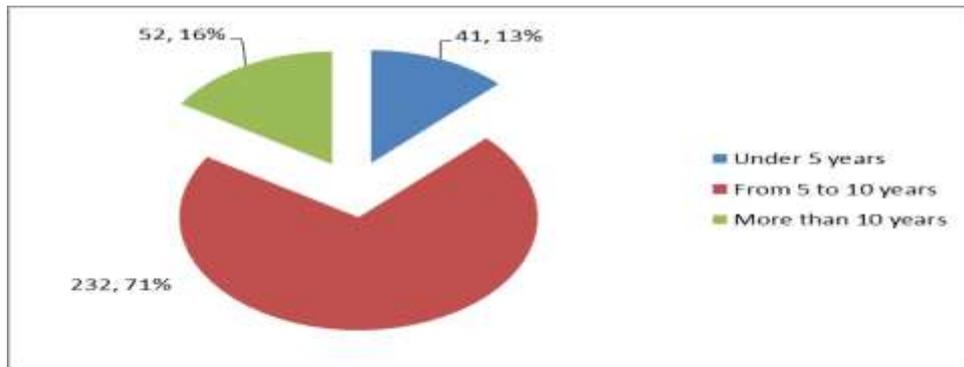
Figure 3 showed that single has 107 persons with 33 % and married has 218 persons with 67 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 4: The demographic for the level of the knowledge status of the customers**

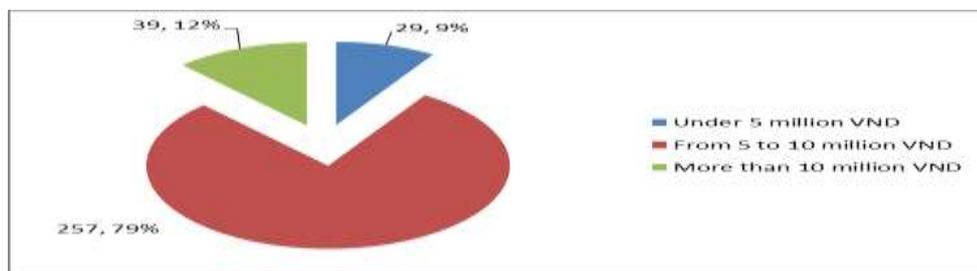
Figure 4 showed that postgraduate has 25 persons with 8 %; college has 76 persons with 23 % and graduate has 224 persons with 69 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 5: The demographic for years in working status of the customers**

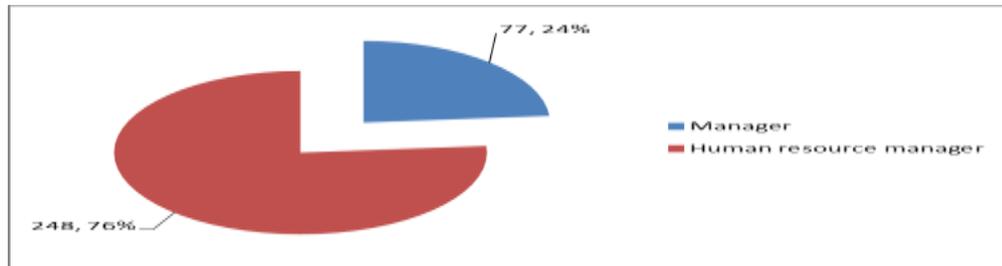
Figure 5 showed that years in working less than 5 year has 41 persons with 13 %; years in working from 5 to 10 years has 232 persons with 71 % and years in working more than 10 years has 52 persons with 16 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 6: The demographic for income status of the customers**

Figure 6 showed that income less than 5 million VND has 29 persons with 9 %; income from 5 to 10 million VND has 257 persons with 79 % and income more than 10 million VND has 39 persons with 12 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.



(Source: The researcher's collecting data and SPSS, Excel)

**Figure 7: The demographic for gender of the customers**

Figure 7 showed that manager has 77 persons with 24 % and human resource manager has 248 persons with 76 %. There are 350 customers of commercial banks interviewed but 325 samples processed by SPSS 20.0.

**Table 1: Cronbach's Alpha for Procedure (Pr) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Pr1: Identity card: clearly no more than 15 years	21.52	39.257	.753	.944
Pr2: Permanent household registration, temporary residence certificate	21.37	38.531	.913	.934
Pr3: Certificate of temporary residence or permanent residence	21.43	38.869	.865	.937
Pr4: Proof of ownership of the property (red book, pink book or sales contract).	21.91	38.909	.731	.946
Pr5: Strengthen the news report and the declaration by electronic means (IT)	21.64	35.472	.843	.937
Pr6: Increase the use of information systems and business records of the business	21.94	34.537	.887	.933
Pr7: Customers should provide relevant documentation proving they are the owners of the respective assets mentioned above so that the bank has grounds for lending.	21.96	34.986	.838	.938
<b>Cronbach's Alpha:</b>	<b>0.947</b>			

(Source: The researcher's collecting data and SPSS)

Table 1 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such

observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

**Table 2: Cronbach's Alpha for Communication (Co) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Co1: Cooperation, answering questions between commercial banks and customers	15.24	20.527	.733	.936
Co2: Customs cooperation between agencies such as banks, airports, airlines,...	15.26	19.820	.871	.919
Co3: Centralized control method, reference concentration is applied in inter-bank payment electronically	15.26	19.995	.801	.928
Co4: Commercial bank cooperation between Dong Nai province with other provinces in Vietnam	15.26	19.583	.879	.918
Co5: Cooperation and sharing of information between commercial banks in Dong Nai province with agencies such as taxes, the environment...	15.26	19.701	.839	.923
Co6: Strengthening exchanges between the commercial bank authorities in the provinces and in the region.	15.28	20.102	.769	.932
<b>Cronbach's Alpha:</b>	<b>0.938</b>			

(Source: The researcher's collecting data and SPSS)

Table 2 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

**Table 3: Cronbach's Alpha for Technology (Te) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Te1: The commercial banks have the use of information technology in risk management	13.30	12.815	.965	.955

Te2: The commercial banks have the automatic data processing via modern technology	13.28	13.073	.894	.967
Te3: The commercial banks have the system automatically updates the information of the enterprises and customers	13.22	13.293	.910	.964
Te4: The commercial banks have the information processing to ensure accuracy and security	13.23	13.155	.939	.960
Te5: The commercial banks have the declaration technology to friendly, modern, fast and easy to use for businesses and customers	13.36	13.034	.871	.971
<b>Cronbach's Alpha:</b>	<b>0.971</b>			

(Source: The researcher's collecting data and SPSS)

Table 3 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

**Table 4: Cronbach's Alpha for Human Resource Development (Hr) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Hr1: The commercial banks have the declaration additional periodically and update professional knowledge to bank staffs	7.72	12.863	.515	.790
Hr2: The commercial banks send staff to study soft skills and improve human resource quality through modern technology	7.79	8.417	.696	.696
Hr3: The commercial banks supporting training specialized staff of bank procedures online	8.40	11.544	.500	.790
Hr4: Commercial bank staffs are to fit the specialized and meet job demand	7.87	8.641	.762	.653
<b>Cronbach's Alpha:</b>	<b>0.793</b>			

(Source: The researcher's collecting data and SPSS)

Table 4 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such

observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

**Table 5: Cronbach's Alpha for Organization Structure (Or) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Or1: Commercial bank organizational structure consistent with typical job	10.66	5.663	.792	.847
Or2: Commercial banks have specialization of each department and each job for each staff	10.58	5.584	.789	.848
Or3: Leaders create the best conditions for staffs professional development and other skills	10.63	5.807	.716	.876
Or4: Leaders from central to local have the processes uniform risk control and have a specialized department of risk management.	10.71	5.738	.742	.866
<b>Cronbach's Alpha:</b>	<b>0.891</b>			

(Source: The researcher's collecting data and SPSS)

Table 5 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

**Table 6: Cronbach's Alpha for The Effectiveness of Risk Management (Ef) of the effectiveness of risk management (Ef) of commercial banks**

Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Ef1: Commercial banks have department decrease the risk and increase total revenue from services	6.58	1.645	.626	.703
Ef2: Commercial banks have application of modern information technology, training, developing of human resources, improved compliance with laws, regulations and being satisfactions of customer services	7.43	2.024	.653	.713

Ef3: Customer procedures and the information updated and shared with relevant agencies, customers reduced release times and hence lower transaction costs; and improved cooperation between the banks and customers.	5.60	1.357	.647	.704
<b>Cronbach's Alpha:</b>	<b>0.784</b>			

(Source: The researcher's collecting data and SPSS)

Table 6 showed that there were 350 customers of commercial banks who interviewed and answered about 29 questions but 325 samples processed and 25 samples lack of information. Data collected from November 2016 to April 2017. Std. Deviation (S.D) is around 1.00. Table 6 showed that all of Cronbach's Alpha is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Such observations make it eligible for the survey variables after testing scale. This showed that data was suitable and reliability for researching.

## CONCLUSIONS

The objective of this study is to provide the readers with the conceptual framework necessary to analyze and comprehend the current problems confronting managers of commercial banks. It is assumed that the readers comprehend the basic theoretical concepts of the risk management commercial banks. Besides, the objectives of the study had been analyzed to the reliability of the factors of the effectiveness of risk management of commercial banks in Dong Nai province. The data analysis for this study is a quantitative type. Moreover, the results provided an insight of the effectiveness of risk management from 350 customers related to commercial banks in Dong Nai province. In addition, the study results showed that there were 350 customers who interviewed and answered about 29 questions. The Data collected from November 2016 to April 2017. This study had been analyzed Cronbach's Alpha testing. Cronbach's Alpha result is high  $> 0.6$ ; this is very high reliability statistics. All of variables surveyed Corrected Item-Total Correlation greater than 0.3 and Cronbach's Alpha if Item deleted greater than 0.5 and Cronbach's Alpha is very reliability. Customers' responses measured through an adapted questionnaire on a 5-point Likert scale following; conventions: 1: Completely disagree, 2: Disagree, 3: Normal; 4: Agree; 5: completely agree. Hard copy and online questionnaire distributed among 50.500 customers of the commercial banks. This study had been analyzed Cronbach's Alpha testing and the result used for the next regression analysis.

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