

REFERENCES

- A.J. Faria. Sept 1998. Business Simulation Games: Current Usage Levels – an update. *Simulation and Gaming*, V29 n3 p295(14)
- A.J. Faria. 1987. A survey of the use of business games in academia and business. *Simulation & Games*, 18(2), 207-224.
- Central Bank of Malaysia (CBM), Annual Reports for year 1985 to 1997. Available from: <http://www.bnm.gov.my>. Accessed 18 Feb 2003
- Balachandher Krishnan Guru, Santha Vaithilingam, Norhazlin Ismail, Rajendra Prasad. 2000. Electronic Banking in Malaysia: A Note on Evolution of Services and Consumer Reactions, Faculty of Management, Multimedia University, Malaysia
- Balachandran and Balachandher Krishnan Guru. 2000. E-Banking Developments in Malaysia: Prospects and Problems. *Journal of International Banking Law*, Vol. 15 No. 10, pp. 250-256.
- Hall, Brandon. 2000. *The Proven Benefits of Simulations*, Addison Wesley
- Carlson, E. 1966, July 8. The versatile business game: Its growing use in industry. *The Wall Street Journal*, pp. 1-2.
- Central Bank of Malaysia. 2000. 2000 Annual Report, Central Bank of Malaysia.
- Dr.Collin Abraham. 1999. More radical appraisal of IT's concept and meaning needed. *The News Straits Times*, Saturday April 3 1999
- Guralnick, David. 2002. *Scaling Up: Creating High Quality Enterprise-Wide E-Learning*
- Hilliard, R. 1999. Building Blocks for Extensibility in the UML: Response to UML 2.0 Request for Information". Integrated Systems and Internet Solutions Inc, Concord, Massachusetts. December 17,1999.
- Horton, W. 2000. *Designing Web-Based Training*. New York: John Wiley & Sons, Inc.
- Brandon-hall.com. 2002. E-Learning Simulations: Tools and Services for Creating Software, Business, and Technical Skills Simulations, Executive Summary. Retrieved March18, 2002 from the World Wide Web: <http://www.brandon-hall.com/simulations.html>
- Institute of Bankers Malaysia. 1993, "A Survey of IT in Commercial Banks in Malaysia", Executive Summary, monograph series, No. 3.
- Jeffrey L. Bernstein; Sarah Scheerhorn; Sara Ritter. Using simulations and collaborative teaching to enhance introductory courses. (college level teaching strategies). *College Teaching*, Wntr 2002 v50 i1 p9(4)

Santos, Joseph. 2002. Developing and implementing an Internet-based Financial System Simulation game. (Statistical Data Included). *The Journal of Economic Education*, Wntr 2002 v33 i1 p31(10)

Bosman. K. 2002. Simulation-Based e-learning, Syracuse University Instructional Design, Development & Evaluation. Media Times. International Syracuse Conference

Kibbee, J. M., Craft, C. J., & Nanus, B. 1961. Management games. New York: Reinhold.

Kolb, D.A. 1974. On Management and the Learning Process. Prentice-Hall, Sydney

Levary, R.R, D.J Synott and C.Y Lin. 1991. An Intelligent Dynamic Simulation Model for Designing Software Development Processes, *Omega* 16,6: 569-575

Luiz Moutinho & Anne Smith. 2000. Modeling customer satisfaction through mediation of attitudes towards human and automated banking. Scotland: The International Journal of Bank Marketing, vol 18 No. 3.

McKeachie, W. J. 1994. Teaching tips: Strategies, research, and theory for college and university teachers, 9th ed. Lexington, MA: D.C. Heath.

Meier, R. C., Newell, W. T., & Pazer, H. L. 1969. Simulation in business and economics. *Englewood Cliffs, NJ*: Prentice Hall.

Michael Bean. 2000(A). The Four Key Attributes of Successful Simulations. Available from: <http://www.forio.com>. Accessed 20 Feb 2003.

Michael Bean. 2000(B). The Three Attributes of Every Simulation. Available from: <http://www.forio.com>. Accessed 20 Feb 2003.

Michael Bean. 2000(C). What Makes a Simulation Fun? Creating a Memorable Experience for Users. Available from: <http://www.forio.com>. Accessed 20 Feb 2003.

Mishkin, Frederick 2000. the Economics of Money, Banking and Financial Markets. Addison Wesley, Longman

Phang, Johnson. 1995. Banking and Finance Malaysia, Federal Publications Sdn. Bhd., Malaysia Philip, Jim (1996)

Puskurich, G. M. 1993. The possible future of instructional technology. *Training and Development*, 47(1), 50-53.

Rumbaught, J., Jacobson, I. and Booch. 1999. The Unified Modeling Language-Reference Manual. AddisonWesley.

SalomonSmithBarney. September 11, 2000. E-Finance in Asia: The Internet's Impact on Malaysian Banks. Equity Research Malaysia: Industry Report.

Samad, Noorzita. 1994. Bank Takes the Lead. *Business and Finance*, Hongkong New Straits Times, 1/1/94, p.16

Shaw, M. and Garlan, D. 1996. *Software Architecture: Perspectives on an Emerging Discipline*. Prentice Hall, New Jersey.

Suganthi, Guru, K.BalaShanmugam, B. 2001. Internet Banking Patronage: An Empirical Investigation of Malaysia. *Journal of Internet Banking and Commerce*. V6, no1, May.

Lal P.K. Banking in Malaysia. The STAR Newspaper, September 26, 2000, p.15.

Wolfe, J. 1993. A history of business teaching games in English-speaking and post-socialist countries. *Simulation & Gaming*, 24(4), 446-463.

BIBLIOGRAPHY

- Adkins, Sam S. 2002. The 2002 U.S. Market for E-Learning Simulation. Executive Summary. Retrieved March 18, 2002 from the World Wide Web: <http://www.brandon-hall.com/>
- Central Bank of Malaysia. 1995. 1995 Annual Report, Central Bank of Malaysia.
- Dale, A. G., & Klasson, C. R. 1962. Business gaming: A survey of American collegiate schools of business. Austin: Bureau of Business Research, University of Texas.
- Day, R. 1968. Beyond the marketing game - New educational uses for simulation. In A. W. Shaw (Ed.), *Proceedings of the American Marketing Association* (pp. 581-588). Chicago: American Marketing Association
- Deloitte Research. 2000, Re-Inventing Financial Services – Business Models – Winning Market Plays. Deloitte Research.
- Goeree, J. K., and C. A. Holt. 1999. Classroom games: Rent seeking and the inefficiency of non-market allocations. *Journal of Economic Perspectives* 13 (Summer): 17-26.
- Graham, R. G., & Gray, C. F. 1969. Business games handbook. New York: American Management Association.
- Heyman, M. 1975. Simulation Games for the Classroom. Bloomington, IN: The Phi Delta Kappa Educational Foundation
- Krishnan. 1997. Internet Banking in Malaysia. *Malaysian Business*, Sept 1997, p. 12
- Law, Averill M. and Kelton W.D. 1991 Simulation Modeling and Analysis, 2nd ed. New York: McGraw-Hill
- Leow, Hock Bee. 1999. New Distribution Channels in Banking Services. *Banker's Journal Malaysia*, No.110, June 1999, p.48-56.
- Melissa Solomon. July 29, 2002. Fun & Games – and business insight: Simulation games highlight IT's impact on the bottom line. Industry Overview: Computerworld, v36 i31 p36(2)
- Mohd Fuaad Said. 1999. The Malaysian Economy and Management : Into the Next Millenium. Paper presented at the *FEP Seminar* 16-17 Oct 1999. Mclaka

Phang, Johnson. 1995. Bytes of Cash: Banking, Computing and Personal Finance. Banking and Finance Malaysia, Federal Publications Sdn. Bhd., Malaysia Philip, Jim at <http://www.firstmonday>.

Rose, P.S. 1999. Commercial Bank Management. McGraw-Hill International Editions

Roberts, R. M., & Strauss, L. 1975. Management games in higher education 1962 to 1974--An increasing acceptance. In R. Day (Ed.), Proceedings of the North American Simulation and Gaming Association (pp. 381-385). Pittsburgh, PA: North American Simulation and Gaming Association.

Turner, P. 2001. E-finance and Financial Stability. *3rd Annual Financial Markets and Development Conference*

Watson, H. J. 1981. Computer simulation in business. *New York: John Wiley & Sons.*