
Editorial

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As the Australian Academy of Business and leadership (AABL) continues to grow and expand its boundaries domestically and internationally, we receive a greater number of interesting submissions, each offering unique insights into an untouched and uncharted corner of business and leadership. Sometimes, we, as editors, examiners and also authors wonder who would have thought few decades ago that research on business and management would grow at such an exponential rate. Without a doubt, an increasing global awareness of the importance of management, business and leadership as scholarly fields and higher levels of international managerial education, training and scholarship have provided the fuel that generates this momentum. We at the Australian Academy of Business and leadership (AABL) believe that this trend is not only going to accelerate but also new papers, ideas and presentations continue to excite and enlighten us about how theories and concepts of business and management are adopted and practiced around the globe and shape a transformative force to make our world a better managed and more deeply understood place.

This issue of the Australian Academy of Business and Economics Review features five papers chosen based on their conceptual merits each offering interesting insights into an unexplored issue in the world of business and management. The first paper focuses on barriers to retail innovation of Malaysian retail SMEs. By using a simple survey on 230 retailers in the Selangor state of Malaysia the paper reveals that cost factors (high innovation cost, unavailability of finance, excessive perceived economic risks) are the major barriers to retail innovation.

The second paper addresses a relatively similar topic by probing into the barriers and challenges for internationalization of SMEs in Bangladesh. It argues that in developing countries, SMEs face more challenges because of less availability of resources and external support for their internationalization process. At the initial stage of the internalization process in Bangladesh, SMEs need more financial resources to make investment in capital-intensive projects and educating their managers for strategic formation.

The third paper selected for this issue is also about business conditions at the bottom of the pyramid countries such as Bangladesh. It examines the role of microfinance in alleviating poverty within the framework of the Grameen Bank of Bangladesh. The paper suggests that considering the definition of poverty given by the Grameen Bank, helps better investigate the impact of microfinance on poverty alleviation. A survey that included two separately selected samples shows that microfinance helps to alleviate poverty by addressing the factors that cause poverty. This implies that microfinance is an important means for alleviating poverty.

The fourth paper uses the 22-items of service quality measurement (SERVQUAL) developed by Parasuraman (1988) to investigate factors of service quality in the automotive service centres operating in Bandung, Indonesia. The results indicate that there are 7 distinct factors: Service Design, Customer Relationship, Trust, Attentiveness, Sincerity, Customer Priority, and Convenience. The analysis also shows that Service Design is the most important dimension of service quality. However, convenience is considered to be the factor that still needs improvement because of minus gap value.

The last paper is more of a theoretical nature. it developed a new method and a taxonomy model to detect phishing threats on websites by offering four different equations which calculate the predicted rate of phishing threat parameters used for phishing attack. The results of experiments on some websites using this new method show that even if some of the phishing threats' methods, components and origins are different, the website can still be phishy and forged and users should be aware when dealing with it.

We hope the readers of these articles benefit from ideas, insights and findings of these studies and we encourage young, novice and equally importantly experienced researchers to help us push the boundaries of management science forward further into new horizons where researchers from both developed and developing countries collaborate and cooperate to test, expand, extends and improve management theories, practice and applicability. This has been and will be the vision of our institute and provide us with a clear direction into the future.