INSTRUCTIONS FOR TYPESETTING MANUSCRIPTS USING MSWORD[*]
(font size=12; spacing=single)
(Title in Malay and Vice Versa)
(font size=10; spacing=single;italicised)

FIRST, SECOND* & THIRD AUTHORS' FULL NAMES
(size=10; spacing=single)

(Skip one line, i.e. blank line format is also: spacing=single)

ABSTRACT (size=10; spacing=single)

The abstract should summarise the context, content and conclusions of the paper in less than 250 words. It should not contain any reference citations or displayed equations. Typeset the abstract in 10 pt roman with single line spacing and indentation of 0.63 cm on both the left and the right sides. (size=10; spacing=single)

Keywords: keyword1; keyword2; keyword3 (size=10; spacing=single)

(**Skip one line**, i.e. size=10; spacing=single)

ABSTRAK[2] (size=10; spacing=single)

Abstracts should be submitted in both English and Bahasa Melayu (Malay). Papers are allowed to be written in either English or Bahasa Melayu (Malay).   (size=10; spacing=single)

Kata kunci: kata kunci1; kata kunci2; kata kunci3 (size=10; spacing=single)

(**Skip one line**, i.e. empty line format:spacing=single)

1. The Main Text (size=11; spacing=single)

Authors are encouraged to have their contribution checked for grammar. Standard UK or US English should be used. Abbreviations are allowed but should be spelt out in full when first used. Integers ten and below are to be spelt out. Foreign language phrases should be italicised (e.g. Latin, French). (Indentation: none; text: size=11; spacing=single)

The text is to be typeset in 11 pt roman with single line spacing. Text should be prepared in A4 size (21 × 29.7 cm) area with **margins** of 3.81 cm on top and 3.50 cm on bottom, and 3.17 cm on the left and the right sides. The first paragraph begins with no indentation but subsequent paragraphs to have the first line 0.5 cm indented. Final pagination and insertion of titles will be done by the publisher. Upon acceptance, authors are required to submit their data source file including postscript files for figures, preferably via e-mail. (**Indentation:** first line=0.5cm; text: size=11; spacing=single)

2. Major Headings (size=11; spacing=single)

Major headings should be typeset in **boldface** with the first letter of important words capitalised. (text: size=11; spacing=single)

2.1. *Sub-headings* *(size=11; spacing=single)*

Sub-headings should be typeset in boldface italic and capitalise the first letter of the first word only. **Section number** should be in boldface roman. (text: size=11; spacing=single)

2.1.1. *Sub-subheadings* *(size=11; spacing=single)*

Typeset sub-subheadings in medium face italic and capitalise the first letter of the first word only. Section numbers to be in roman as above. Note that a **period** is inserted after the number, and there is only a single space before the text. (text: size=11; spacing=single).

2.2. *Numbering and spacing* *(size=11; spacing=single)*

Sections, sub-sections and sub-subsections are numbered in Arabic.

2.3. *Lists of items* *(size=11; spacing=single)*

List may be presented with each item marked by bullets and numbers.

Bulleted items *(size=11; spacing=single)*

- item one
- item two
- item three (text: size=11; spacing=single)

Numbered items *(size=11; spacing=single)*

(1) item one
(2) item two
(3) item three. (text: size=11; spacing=single)
  The order of subdivisions of items in bullet and numbered lists may be presented as follows:

Bulleted items *(size=11; spacing=single)*

- First item in the first level
- Second item in the first level
  - First item in the second level
  - Second item in the second level
    - o First item in the third level
    - o Second item in the third level
  - Third item in the second level
  - Fourth item in the second level
- Third item in the first level
- Fourth item in the first level

Numbered items *(size=11; spacing=single)*

(1) First item in the first level
(2) Second item in the first level
   (i) First item in the second level
   (ii) Second item in the second level
      a. First item in the third level
      b. Second item in the third level

    (iii) Third item in the second level
    (iv) Fourth item in the second level
(3)   Third item in the first level

3. Equations (size=11; spacing=single)

Equations should be numbered consecutively, especially those that are to be referred[*], and they should start at the first tab stop (1 cm inside), with the number set flush right and enclosed in parentheses as shown below. The equation numbers should be consecutive within the contribution.

$$\mathrm{Re}\left\{\frac{2zf\,'(z)}{f(z)-f(-z)}\right\}>0,\quad (z\in D). \tag{1}$$

      (***skip one line before and after;*** equation: spacing=single)
   Equations should be referred to in abbreviated form, e.g. from (1), (2), …… . In multiple-line equations, the number should be given on the last line.
   Equations should be typed using an Equation Editor like *MathType*. Standard English letters like x are to appear as *x* (italicised) in the text if they are used as mathematical symbols. Punctuation marks are used at the end of equations as if they appeared directly in the text. (text: size=11; spacing=single)

4. Definitions and Theorem Environments (size=11; spacing=single)

Definitions, theorems, lemmas, corollaries etc. are set on a separate paragraph, with extra 1 line space above and below. They are to be numbered consecutively within the contribution. (text: size=11; spacing=single)

Definition 4.1. Definitions are set on a separate paragraph, with extra 1 line space above and below. Definitions are not italicised but the defined term is. (text: size=11; spacing=single)

Lemma 4.2. *Lemmas are set on a separate paragraph, with extra 1 line space above and below. They are to be numbered consecutively within the contribution and are italicized* *(text: size=11; spacing=single)*

Theorem 4.3. *Theorems are set on a separate paragraph, with extra 1 line space above and below. They are to be numbered consecutively within the contribution and are italicized* *(text: size=11; spacing=single)*

Proof. Proofs should end with '□'.

5. Illustrations and Photographs (size=11; spacing=single)

Figures are to be inserted in the text nearest their first reference. Figure placements can be either on top or bottom. Original drawings of glossy prints are preferred. Please send one set of originals with copies. If the author requires the publisher to reduce the figures, ensure that the figures (including letterings and numbers) are large enough to be clearly seen after reduction. If photographs are to be used, black and white ones are preferred.

Figures are to be sequentially numbered in Arabic numerals. The caption must be placed below the figure. **Typeset** caption in 9 pt Times New Roman with baseline skip of 11 pt. Long captions are to be justified by the "page-width"". Use *double spacing* between a caption and the text that follows immediately, e.g. Figure 1.

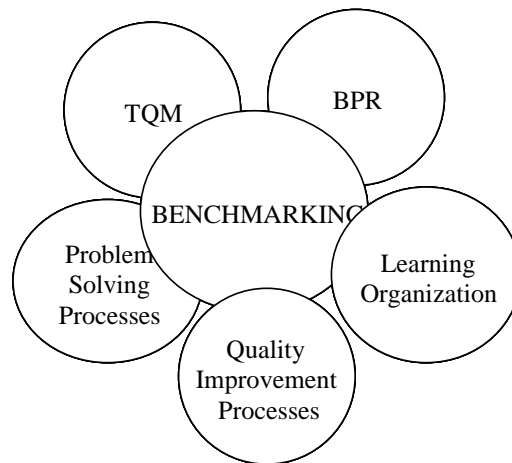Previously published material must be accompanied by written permission from the author and publisher.

Figure 1: Benchmarking in relation to change programs (Codling 1996; Cook 1997)
(size=9; spacing=single)

6. Tables (size=11; spacing=single)

Tables should be inserted in the text as close to the point of reference as possible. Use *double spacing* before and after the table and main text, e.g. Table 1.

Tables should be numbered sequentially in the text using Arabic numerals. Captions are to be centralised above the tables. **Typeset** tables and captions in 9 pt Times New Roman with baseline skip of 11 pt. Long captions are to be justified by the "table-width".

If tables need to extend over to a second page, the continuation of the table should be preceded by a caption, e.g., "*Table 1* (*Continued*)". Notes to tables are placed below the final row of the table and should be flush left. Footnotes in tables should be indicated by superscript lowercase letters and placed beneath the table.

Table 1: Measurement of the SEM model
(size=9; spacing=single)

	Std. Loadings	Standard Errors	Critical Ratio	Probability
(i) Constructs and Indicators				
a. TQM				
Top management commitment	0.416	0.097	8.153	0.000
Customer focus	0.773	0.054	15.84	0.000
Benchmarking	0.586	0.074	11.77	0.000
Training	0.800	0.074	15.84	0.000
Employee focus	0.805	0.058	16.39	0.000
b. Customer Satisfaction (CS)				
Customer satisfaction on service quality (Cquality)	0.743	0.053	16.466	0.000
Customer satisfaction on facilities provided (Cfcility)	0.808	0.069	16.115	0.000
Customer satisfaction on service given by counter employees (Cemploy)	0.901	0.058	17.759	0.000
(ii) Exogenous/endogenous Path				
a. TQM$\rightarrow$ CS	0.222	0.074	3.835	0.000

[a]footnote for table should be placed here, left aligned. (size=9; spacing=single)

Footnotes

Footnotes should be numbered sequentially in superscript lowercase Roman letters.[a]

Acknowledgments (size=11; spacing=single)

This section should come before the References. Funding information may also be included here.

Appendix A.   Appendix (size=11; spacing=single)

Appendices should be used only when absolutely necessary. They should come after the References. If there is more than one appendix, number them alphabetically. Number displayed equations occurring in the Appendix in this way, e.g. (A.1), (A.2), etc.

$$\hat{f}(u) = \begin{cases} n^{-1}(\xi_i - \xi_{i-1})^{-1}, & u \in [\xi_{i-1}, \xi_i) \; i = 2,...,n-1 \\ \lambda_1 n^{-1} \exp[\lambda_1(u - \xi_1)], & u \in (-\infty, \xi_1) \\ \lambda_n n^{-1} \exp[-\lambda_n(u - \xi_{n-1})], & u \in (\xi_{n-1}, \infty) \end{cases} \tag{A.1}$$

References (size=11; spacing=single)

The references section should be labeled "References" and should appear at the end of the paper. Authors should follow a consistent format for the reference entries. For journal names, use the standard abbreviations. A sample format is given in the following pages.

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[a] Footnotes should be typeset in 8 pt Times New Roman at the bottom of the page.

Citations in Text

Since the references are unnumbered, citations in the text must identify them by authors' names and year of publication. References should be cited in text in parentheses by giving the "chosen" surname of the author and the date of publication, e.g. Shaharir (2000) or (Shaharir 2000). For papers by two authors, write it as Maslina and Thomas (2000), or as (Maslina & Thomas 2000).

Papers by three or more authors should be cited by giving the first author's surname followed by *et al*. and the year (note that *et al*. is in italics and that a period follows the abbreviation al.).

References are generally written in parentheses unless the author's name is part of the sentence, e.g. "the a-model (Abdul Aziz *et al.* 2001)" but "according to Abdul Aziz *et al.* (2001)." If a citation cites two or more papers, they should be separated by a semicolon: (Zaidi & Othman 2001; Abdul Razak 2002).

If two or more papers by the same author(s) are cited together, the author(s) should be listed once, with the dates of the papers separated by a semicolon: (Mohd Salmi 2003; 2000). Papers by the same author(s) are distinguished by appending a, b, c, etc., to the date: e.g. (Hashim & Wilson 1999a; 1999b).

Reference List

Reference entries should be ordered alphabetically. When the *full names* of authors' of a reference are available, author should take note that the naming convention is as follows (also refer to the sample references below): the entry should begin with the chosen surname of the first author, followed by the first author's initial(s), and so on for the additional author(s), where applicable. E.g. Freund J.E. Whenever in *doubt*, authors are advised to use this convention. Note that *no comma* is used after the surname.

It is important to note that for authors that do not carry a surname, which applies to the Malays, the Arabs, and the Indians, for examples; use the author's chosen name (usually it is the first name), followed by the first author's initial(s), and so on for the additional authors, where applicable. E.g. Abdul Aziz J., Lukman Z.M. & Wan Norsiah M. Refer to sample references below for some examples.

Multiple entries for one author or one group of authors should be ordered chronologically, and multiple entries for the same year (including references with three authors that may be cited in the text as "*et al.*") should be distinguished by appending sequential lowercase letters to the year; e.g. Hashim & Wilson. 1999a, Hashim & Wilson. 1999b; etc..

Typeset reference list in 9 pt roman with baseline skip of 11 pt. Reference(s) should be typeset according to the style shown in the examples below. Finally, end the article with the *contact address* of the author(s) in chronological order. An asterisk (footnote) should be placed next to the corresponding author as shown in the example on the last page.

References (size=10; spacing=single)

Abdul Aziz J., Lukman Z.M. & Wan Norsiah M. (eds.). 2001. *Jaminan Sosial Warga Tua*. Kuala Lumpur: Prentice Hall. (size=9;hanging=0.6cm; spacing=single)

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University Department, University Name (size=10; spacing=single)
Address, City, State ZIP/Zone, COUNTRY
*E-mail: firstauthor_id@domain_name**

University Department, University Name
Address, City, State ZIP/Zone, COUNTRY
E-mail: secondauthor_id@domain_name

An Example *(for this example, all authors are from the same institution):*

Statistics Programme
Faculty of Science and Technology
Universiti Kebangsaan Malaysia
43600 UKM Bangi
Selangor, MALAYSIA
E-mail: lg@ukm.edu.my, zalina99@ukm.edu.my, jqma@ukm.edu.my*

*Corresponding author's email address