## Advanced Topics in Global Information Management



Felix Tan



## **Advanced Topics in Global Information Management**

## **Table of Contents**

Prefacei
Felix B. Tan, University of Auckland, New Zealand
Acknowledgmentsiii
Section I: Global Themes
Chapter I
Multilingual Electronic Commerce in a Global Economy1
Aryya Gangopadhyay and Zhensen Huang
University of Maryland Baltimore County, USA
Chapter II
Electronic Commerce and Strategic Change within
Organizations: Lessons From Two Cases12
Robert D. Galliers, London School of Economics, UK
Sue Newell, Royal Holloway College, University of London, UK
Chapter III
Trust in Internet Shopping: Instrumental Development
and Validation through Classical and Modern Approaches 25
Christy M. K. Cheung and Matthew K. O. Lee
City University of Hong Kong, Hong Kong
Chapter IV
The Integral Role of Information Technology in Achieving
Business Strategy Success: Managing the Information
Resources of Global Competitors42
Jeffrey D. Katz, Kansas State University, USA
Chapter V
The New Realities of Online Trading in the New
Global Marketplace 63
Bridget Allgood, University College Northampton, UK

Chapter VI
The Impact of Culture on the Development of Information
Systems: A Case Study
Trevor T. Moores, University of Nevada Las Vegas, USA
Frank H. Gregory, Independent Consultant, Thailand
Chapter VII
Dysfunctional Development Pathways of Information
and Communication Technology: Cultural Conflicts
G. Roland Kaye and Stephen Little
Open University Business School, UK
Chapter VIII
Ten Lessons That Internet Auction Markets Can Learn
from Securities Market Automation9
J. Christopher Westland, Hong Kong University of Science
and Technology, Hong Kong
Chapter IX
Transnational Information Systems: Development
and Management Issues12
Paul Mantelaers and Wander van den Berg
Delft University of Technology, The Netherlands
Chapter X
The Place of ICT in Global Planning
Abel Usoro, University of Paisley, UK
Chapter XI
The Cultural Construction of Information Technology 150
Vanessa Dirksen, Universiteit van Amsterdam, The Netherlands
Section II: Regional Perspectives
Chapter XII
Survey of IT Outstanding Experiences
in US and UK Organizations 160
Mary Cecelia Lacity, University of Missouri–St. Louis, USA Leslie P. Willcocks, Oxford University, UK
I Trincolns, Oxford Oniversity, UK

Chapter XIII
Management Integration through Software Applications:
Japanese Manufacturing Firms in the UK Exert Control 190
John Kidd and Tessa Yuk Lan Yau
Aston Business School, Birmingham, UK
Chapter XIV
Can National Information Infrastructures Enhance
Social Development in the Least Developed Countries? 207
Peter Nelson Meso and Nancy Bogucki Duncan
Kent State University, USA
Chapter XV
Contract, Control and 'Presentiation' in IT Outsourcing:
Research in Thirteen UK Organisations
Thomas Kern, Erasmus University Rotterdam, The Netherlands
Leslie Willcocks, University of Oxford, UK
Chapter XVI
A Systematic Model to Integrate Information Technology
into Metabusinesses: A Case Study in the
Engineering Realms 250
Luiz Antonio Joia, Brazilian School of Public Administration,
Getulio Vargas Foundation, Brazil
Chapter XVII
Facial Social Risks in IT Development in South Africa-
Learning from Scandinavia
Helana Scheepers, University of Pretoria, South Africa
Lars Mathiassen, Aalborg University, Denmark
Chapter XVIII
IS Project Characteristics and Performance:
A Kuwaiti Illustration 290
Adel M. Aladwani, Kuwait University, Kuwait
Chapter XIX
Information Systems Leadership Roles: An Empirical
Study of Information Technology Managers in Norway 304
Petter Gottschalk, Norwegian School of Management, Norway

Chapter XX	
The Problem of Networked Organizations in India:	
A Case Study 3	20
Gurpreet S. Dhillon and Trevor T. Moores	
University of Nevada Las Vegas, USA	
Ray Hackney, Manchester Metropolitan University, UK	
Chapter XXI	
Knowledge Assets in the Global Economy: Assessment	
of National Intellectual Capital 3	29
Yogesh Malhotra, Florida Atlantic University, USA	
Chapter XXII	
The Nature of E-Loyalty in B2C E-Commerce 3	46
Daniel Tomiuk and Alain Pinsonneault	
McGill University, Canada	
Chapter XXIII	
Generic Attributes of IS Graduates:	
An Analysis of Australian Views 3	70
Robert Snoke and Alan Underwood	
Queensland University of Technology, Australia	
About the Authors 3	85
Index3	93