International Enterprises and Global Information Technologies:

Advancing Management Practices

Felix B. Tan
Auckland University of Technology, New Zealand



Table of Contents

Prefacexiv
Seation 1
Section 1 Technology Impact and Use
Technology Impact and Ose
Chapter 1
Economic Freedom and the Impact of Technology on Productivity
Ashok Robin, Rochester Institute of Technology, USA
Thomas Tribunella, State University of New York at Oswego, USA
Chapter 2
The Influence of National and Organizational Cultures on Technology Use:
An Exploratory Study Within a Multinational Organizational Setting19
Zixiu Guo, University of New South Wales, Australia
John D'Ambra, University of New South Wales, Australia
Chapter 3
Understanding IT Governance: A Case of Two Financial Mutuals4
Alastair Robb, University of Queensland, Australia
Michael Parent, Simon Fraser University, Canada
Section 2
Cases and International Perspectives
Chapter 4
User Evaluation of E-Government Systems: A Chinese Cultural Perspective63
Nan Zhang, Tsinghua University, China
Xunhua Guo, Tsinghua University, China
Guoqing Chen, Tsinghua University, China
Patrick Y. K. Chau, University of Hong Kong, China

-	Chapter 5	
	Factors Influencing SME Compliance with Government Regulation on Use of IT:	
	The Case of South Africa	
	Michael Kyobe, University of Cape Town, South Africa	
-	Chapter 6	
	Knowledge Management Systems Diffusion in Chinese Enterprises:	
	A Multistage Approach Using the Technology-Organization-Environment Framework	
	One-Ki (Daniel) Lee, University of Massachusetts Boston, USA	
	Mo (Winnie) Wang, City University of Hong Kong, Hong Kong	
	Kai H. Lim, City University of Hong Kong, Hong Kong	
	Zeyu (Jerry) Peng, University of Science and Technology of China, China	
	Chapter 7	•
	Factors Affecting Information Communication Technologies Usage and Satisfaction:	
	Perspective from Instant Messaging in Kuwait	
	Kamel Rouibah, Kuwait University, Kuwait	
	Hosni Hamdy, Kuwait University, Kuwait	
	Chapter 8	
	The Information Overload Paradox: A Cross-Cultural Research Study	
	Ned Kock, Texas A&M International University, USA	
	Ana Rosa Del Aguila-Obra, University of Malaga, Spain	
	Antonio Padilla-Meléndez, University of Malaga, Spain	,
	Chapter 9	
	The Influence of Organizational Communication Openness on the Post-Adoption of Computers:	•
	An Empirical Study in Saudi Arabia	
	Said S. Al-Gahtani, King Khalid University, Saudi Arabia	
	Hung-Pin Shih, Hsuan Chuang University, Taiwan	
	Chapter 10	
	Chronism Theory, Culture, and System Delay:	
	A Longitudinal Study of Post-Apartheid South Africa	
	Gregory M. Rose, Washington State University, USA	
	Carina DeVilliers, University of Pretoria, South Africa	
	Detmar W. Straub, Georgia State University, USA	
	Chapter 11	
	A Cross-National Study of Mobile Internet Services:	
	A Comparison of U.S. and Korean Mobile Internet Users	
	Dong Hee Shin, Sung Kyung Kwan University, South Korea	

Section 3 Trends and Techniques

Chapter 12 Flexibility in Offshoring: Paradoxical Concepts of Control, Communication
and Facilitation
Vanita Yadav, Institute of Rural Management Anand (IRMA), India
Monica Adya, Marquette University, USA
Varadharajan Sridhar, Sasken Communication Technologies, India
Dhruv Nath, Management Development Institute, India
Chapter 13
Taking Information Systems Business Process Outsourcing Offshore:
The Conflict of Competition and Risk284
Georgia Beverakis, University of New South Wales, Australia
Geoffrey N. Dick, University of New South Wales, Australia
Dubravka Cecez-Kecmanovi, University of New South Wales, Australia
Chapter 14
Managing Knowledge Transfer in Offshore Software Development:
The Role of Copresent and ICT-Based Interaction
Aini Aman, University Kebangsaan Malaysia, Malaysia
Brian Nicholson, Manchester Business School, UK
Chapter 15
IT Maturity and Strategic Alignment: Moderating Effect of Strategic
Organizational Contexts
Leelien Ken Huang, Feng Chia University, Taiwan
Compilation of References
•
About the Contributors
Index