Table of Contents

Preface ................................................................................................................................................. xiv

Section 1
Technology Impact and Use

Chapter 1
Economic Freedom and the Impact of Technology on Productivity .................................................. 1
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 Setting ............................................. 19
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 Mutuals .................................................. 41
Alastair Robb, University of Queensland, Australia
Michael Parent, Simon Fraser University, Canada

Section 2
Cases and International Perspectives

Chapter 4
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 Risk
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