Table of Contents

Preface ................................................................................................................................. xiv
Acknowledgment ...................................................................................................................... xxi

Section 1

Chapter 1
Digital Economy and Knowledge Economics: Implications on Economic Model ...................... 1
Bhekuzulu Khumalo, Independent Scholar, Canada

Chapter 2
Supply Chain Management in the Context of Economic Area: Case Study for the Development of ICT Branch in the City of Oulu ................................................................................................. 15
Rauno Rusko, University of Lapland, Finland

Chapter 3
Direct Taxation and E-Commerce: Possibility and Desirability .............................................. 26
Subhajit Basu, University of Leeds, UK

Section 2

Chapter 4
Knowledge Management Solution to Challenges of Higher Education in South Africa ............ 50
Stephen Mutula, University of Botswana, Botswana
Daisy Jacobs, University of Zululand, South Africa

Chapter 5
The Middle Out Approach ........................................................................................................ 65
Th. P. van der Weide, Radboud University, The Netherlands
N. A. Flipsen, Radboud University, The Netherlands

Chapter 6
John Kiggundu, University of Botswana, Botswana
Chapter 7
Opportunities and Challenges of Emerging Technologies in Higher Education: Future Directions...........91

P. Y. Thomas, University of Botswana, Botswana

Section 3

Chapter 8
Digital Divide in India: Measurement, Determinants and Policy for Addressing
the Challenges in Bridging the Digital Divide..............................................................................106

Sumanjeet Singh, Ramjas College, University of Delhi, India

Chapter 9
Universal Broadband: An Analysis of Global Stakeholders and the Pursuit of the Common Good ......131

David J. Yates, Bentley University, USA
Joseph W. Weiss, Bentley University, USA
Girish J. (Jeff) Gulati, Bentley University, USA

Chapter 10
Bridging the Digital Divide by Open Source: A Theoretical Model of Best Practice .....................151

M. Pscheidt, Universidade Católica de Moçambique, Mozambique, and Radboud University,
The Netherlands
Th. P. van der Weide, Radboud University, The Netherlands

Chapter 11
Implementation of Discrete and Integrated IT: The Role of Organisational Structure and Culture ....168

Colm Burns, Queen’s University Belfast, UK
Nola Hewitt-Dundas, Queen’s University Belfast, UK

Chapter 12
Next Generation Networks: A New Digital Divide?.........................................................................184

Rohan Kariyawasam, Cardiff University, UK

Chapter 13
For All of Our Languages We are Not Natives Here: Challenging the Idea of the Digital Native,
Rethinking the Digital Divide...........................................................................................................205

Martina Gillen, Oxford Brookes University, UK

Chapter 14
Deconstructing the ‘Digital Divide’ in Africa.....................................................................................222

Stephen Mutula, University of Botswana, Botswana & University of Zululand, South Africa
Section 4

Chapter 15
Ethnographic Approach to User-Centred Evaluation of Telecentres ............................................. 238

Bidit Lal Dey, Queen’s University Belfast, UK
D. R. Newman, Queen’s University Belfast, UK
Renee Prendergast, Queen’s University Belfast, UK

Chapter 16
Outsourcing Contract Success: A Quality Management Perspective ............................................. 257

Vanita Yadav, Institute of Rural Management Anand (IRMA), India
B.A. Metri, Management Development Institute, India

Compilation of References ........................................................................................................... 270

About the Contributors .................................................................................................................. 294

Index ........................................................................................................................................... 300