# Table of Contents

**Preface** .................................................................................................................................................. xvi

**Chapter 1**  
Application of an Extended TAM Model for Online Banking Adoption: A Study at a Gulf-Region University ........................................................................................................................................ 1  
  *R. P. Sundarraj, IIT Madras, India*  
  *Nick Manochehri, Qatar University, Qatar*

**Chapter 2**  
Visible IT in Credit Unions: Strategic Advantage and Disadvantage in Two Web Eras ..................... 14  
  *H. James Nelson, Southern Illinois University Carbondale, USA*

**Chapter 3**  
Governing Information Security: Governance Domains and Decision Rights Allocation Patterns ..... 29  
  *Yu “Andy” Wu, University of North Texas, USA*  
  *Carol Saunders, University of Central Florida, USA*

**Chapter 4**  
Antecedents to Job Success in Business Process Management: A Comparison of Two Models ........ 46  
  *Richard J. Goeke, Widener University, USA*  
  *Yvonne L. Antonucci, Widener University, USA*

**Chapter 5**  
An Integrated Strategic Framework for E-Government Initiatives ..................................................... 67  
  *Fatemeh Saghafi, Iran Telecommunication Research Center, Iran*  
  *Behrouz Zarei, Tehran University, Iran*  
  *Akbar Kary Dolat Abadi, Shahid Sattari University, Iran*  
  *Kolsoom Abbasi Shahkooh, Iran Telecommunication Research Center, Iran*

**Chapter 6**  
What Drives Malaysian E-Government Adoption? An Empirical Analysis ......................................... 80  
  *Alain Yee-Loong Chong, The Hong Kong Polytechnic University, Hong Kong*
Chapter 7
Bundling Processes between Private and Public Organizations: A Qualitative Study ......................... 91
  Armin Sharafi, Technische Universität München, Germany
  Marlen Jurisch, Technische Universität München, Germany
  Christian Ikas, Technische Universität München, Germany
  Petra Wolf, Technische Universität München, Germany
  Helmut Krcmar, Technische Universität München, Germany

Chapter 8
Impact of e-CRM on Website Loyalty of a Public Organization’s Customers................................. 109
  Wen-Jang Jih, Middle Tennessee State University, USA

Chapter 9
Success of Public Knowledge Management in the Light of the Russian Ethics ......................... 124
  Mehdi Shami Zanjani, University of Tehran, Iran
  Hossein Dabbagh, Shahid Beheshti University, Iran
  Roshanak Rouzbehani, University of Tehran, Iran

Chapter 10
Challenges Faced by Megacities in the Future .............................................................................. 138
  Ali Assadian, University of California, San Diego, USA
  Mostafa Nejati, Universiti Sains Malaysia, Malaysia

Chapter 11
Social Engineering: The Neglected Human Factor for Information Security Management.......... 151
  Xin (Robert) Luo, The University of New Mexico, USA
  Richard Brody, The University of New Mexico, USA
  Alessandro Seazzu, The University of New Mexico, USA
  Stephen Burd, The University of New Mexico, USA

Chapter 12
A Decision Table for the Cloud Computing Decision in Small Business.................................... 159
  Sathiadev Mahesh, University of New Orleans, USA
  Brett J. L. Landry, University of Dallas, USA
  T. Sridhar, LeitNet, USA
  Kenneth R. Walsh, University of New Orleans, USA

Chapter 13
Information Technology and Supply Chain Collaboration: Examining the Contingent Role of
Environmental Uncertainty .............................................................................................................. 177
  Karthik N. S. Iyer, University of Northern Iowa, USA
Chapter 14
Integrating OLAP/SOLAP in E-Business Domains: An Empirical Study ................................. 196
   Oualid (Walid) Ben Ali, University of Sharjah, UAE
   Samar Mouakket, University of Sharjah, UAE

Chapter 15
The Evolution of the Massively Parallel Processing Database in Support of Visual Analytics .......... 212
   Ian A. Willson, The Boeing Company, USA

Chapter 16
3D Object Modeling Using Sketches.................................................................................................. 238
   Sofia Kyratzi, University of the Aegean, Ermoupolis, Greece
   Nickolas S. Sapidis, University of Western Macedonia, Greece

Chapter 17
On Volume Based 3D Display Techniques .................................................................................... 257
   Barry G. Blundell, Auckland University of Technology, New Zealand

Chapter 18
Understanding Critical Distance Learning Issues: Toward a Comprehensive Model Predicting Student Satisfaction ................................................................. 268
   Stephen K. Callaway, University of Toledo, USA
   Saad M. Alflayyeh, University of Toledo, USA

Chapter 19
Organizational Citizenship Behavior of Information System Personnel: The Influence of Leader-Member Exchange ................................................................................... 284
   Tzy-Yuan Chou, National Taiwan University, Taiwan
   James J. Jiang, The Australian National University, Australia
   Gary Klein, University of Colorado, USA
   Seng-cho T. Chou, National Taiwan University, Taiwan

Compilation of References .............................................................................................................. 300

About the Contributors ..................................................................................................................... 335

Index .................................................................................................................................................. 344