About the Contributors

**Anabela Mesquita** is a professor at the Institute of Administration and Accountancy (ISCAP)/Polytechnic School of Porto (IPP), Portugal. She is also an invited researcher at the Algoritmi R & D Center, Information Systems Group, at the University of Minho (Portugal). She lectures courses related to business communication, information society and digital storytelling. Dr. Mesquita’s research interests include knowledge and innovation management, impact of information systems in organization, lifelong learning at higher education levels and e-learning. She also has been involved in several European and national research projects. She has published numerous papers in various international journals and conference proceedings. She has been a member of the programme committee and scientific committee of several national and international conferences, in most cases also serving as referee. She serves as Member of the Editorial Board and referee for IGI Global. She also serves as Associate Editor of the *Information Resources Management Journal*. She serves as referee for the *Journal of Cases of Information Technology*. She has also been evaluator and reviewer for European commission projects.

* * *

**Milam Aiken** is Professor of Management Information Systems in the School of Business Administration at the University of Mississippi. He holds degrees in business, engineering, and computer science (B.S.), business (M.B.A.), and management information systems (Ph.D.). Milam has published several journal articles in the field of electronic commerce focusing on consumer trust and factors affecting the likelihood of purchase.

**Zaid Ibrahim Al-Shqairat** is affiliated as an assistance professor of Managing Information System at Al-Hussein Bin Talal University. He received his PhD from UK in 2009, his research interest are in managing information systems issues and e- government.

**Ikhlas Ibrahim Altarawneh** is affiliated as an assistance professor of human resource management at Al-Hussein Bin Talal University. She received her PhD from UK in 2005. Her research interests are in human resources issues, HRM effectiveness, training and development and strategic HRM approach.

**Kerstin Malm Andersson**, Master of Science in Business and Economics. After academic studies working as a chief manager in Swedish Health Administration.
Susanne E. Bruppacher is a lecturer in the Education Dept. at the University of Fribourg, and in the Master’s Program in Sustainable Development at the University of Basel, Switzerland. She holds a PhD in environmental psychology, and a Master’s in developmental psychology, psychopathology and informatics. Her scientific interests are environmentally responsible behavior, education and ecology, and the diffusion of innovations for a sustainable development.

Nancy Chase is currently Associate Professor in Management Information Systems at Gonzaga University in Spokane, Washington. She has taught undergraduate courses in systems analysis and design, Java programming, introduction to MIS, and database management systems, as well as information systems theory and practice at the MBA level. Formerly an Information Technology professional, she worked for over 20 years in the utility, banking, and state government industries. Her specific areas of interest include the effects of IT culture on technology professionals, the tension between quality in IT work and organizational demands, and the impact of electronic communication on workplace environments.

Becky Clegg is a consultant specializing in insurance software projects and user training. She is a seasoned insurance industry specialist and holds a Master’s degree in Adult and Organizational Learning from the University of Idaho. Her career spans teaching, insurance agency owner, insurance company district manager, software product director, training director, and regional and corporate sales. Additionally, she is actively involved with the National Association of Insurance Women International. Her specific focus includes the concepts of email overload and impact on the insurance industry workforce.

Frederic de Simoni received his MSc. in computer science from the University of Zurich, Switzerland and followed up by obtaining a Certificate in Advanced Studies (CAS) in Human Computer Interaction Design (HCID) from the University of Applied Sciences, Rapperswil, Switzerland. His main interests are the design of user interfaces and user experience, as well as current and future trends in human-computer interaction.

Gary Douglas graduated in 1996 from the University of Edinburgh with a BSc (Hons) in Mathematical Physics. He completed a PhD in 1999 again at the University of Edinburgh. His work at CCIR includes studies of eBanking web portals, mobile services (including SMS / MMS banking), contact centre technologies, online self-help financial tools, eCRM solutions and 2 factor authentication methods.

Mats Edenius is a professor in Information Systems in the Department of Informatics and Media at Uppsala University, Sweden. His main research interests lie within the areas of Information Technology, Knowledge and Management. Further, his research is also linked with usability issues, ICT and Open Innovation Processes. Edenius research covers both private and public sector.

Lauren Eder is Professor and Chair of the Department of Computer Information Systems at Rider University. She holds a Ph.D. and MBA in Management Information Systems from Drexel University and a BS from Boston University. Her research focuses on the adoption and diffusion of Internet technologies, and has been published in Communications of the ACM, Journal of Electronic Commerce Research, Journal of Information Systems Education, Global Studies Journal, Omega, and others. She is editor of Managing Healthcare Information Systems with Web-Enabled Technologies, Idea Group
About the Contributors

Publishing, Hershey, PA (2000). She recently completed a Fulbright Specialist Program assignment at the Universidad de Panama. Prior to joining Rider University, she worked for IBM and Digital Equipment Corporation.

**Damian O. Eke** is a Nigerian research student at the Centre for Computing and Social Responsibility, De Montfort University, UK. He holds a B.Phil in Philosophy from Pontifical Urban University Rome and MA in Applied Ethics from Norwegian University of Science and Technology under the European Scholarship scheme- Erasmus Mundus. His research interests include; Research ethics in ICT, The Role of ICT in Nigerian Socio-economic Development, The social impact of ICT in Developing countries and Corporate Social Responsibility in Nigeria. Currently, he is working on developing an effective framework for ethical review of ICT research projects within UK university systems. This work is partially sponsored by the UK Higher Education Academy.

**Christine Fidler** is a principal lecturer in Informatics and research associate of the Centre of Computing and Social Responsibility (CCSR) at De Montfort University. Since gaining her PhD in Management Information Systems from York University, she has been active in research, teaching and publication within several aspects of the IS field, including the impact of culture on IS application, management information systems design and deployment, and customer-relationships management.

**Mohammed Ghanbari** (M’78-SM’97-F01) is best known for the pioneering work on two-layer video coding for ATM networks, now known as SNR scalability in the standard video codecs, which earned him a Fellowship of IEEE in 2001. He has published more than 450 technical papers and four books on various aspects of video networking. His book on *Video coding: an introduction to standard codecs*, received the Rayleigh prize as the best book of year 2000 by the IET. He is a Fellow of IEEE, Fellow of IET and Charted Engineer (CEng).

**Linwu Gu** is an Associate Professor of the MIS and Decision Sciences Department of the Eberly College of Business and IT, Indiana University of Pennsylvania, Indiana, Pennsylvania. She received her PhD of Business Administration in MIS, and Master degree in Computer Sciences from the University of Mississippi. She has published a few referred journal papers in e-commerce and decision support systems. She has given numerous presentations in national and international conferences.

**Sven Helmer** is currently a Senior Lecturer at the Department of Computer Science and Information Systems at Birkbeck, University of London. He obtained a PhD from the University of Mannheim, Germany, and an MSc in Computer Science from the University of Karlsruhe, Germany. He has also held a visiting professorship in databases at the University of Heidelberg, Germany. His research interests include native XML databases, query optimization, multi-user synchronization as well as interdisciplinary research in the areas of information systems, astronomy, physics, and ethnography. He has published more than 45 peer-reviewed papers and book chapters.
Mervyn A. Jack is the Director of CCIR. Research concerns the need to optimise use of new technologies for mass-market access to consumer channels such as telephone and Internet banking where his research on usability engineering is being used to create improved user interface designs for these mass channels. An author of some 240 papers and three textbooks, Professor Jack is a Fellow of the Royal Society of Edinburgh and a Fellow of the Institution of Electrical Engineers.

Raed Kanaan is an assistant Professor in Management Information System at the Arab Academy for Banking and Financial Sciences. He received his PhD in Information systems from the De Montfort University, and MSc in management information systems form the Arab Academy for Banking and Financial Sciences. His research interests include e-government in developing countries, e-commerce, impact of culture on IT adoption and implementations in the Middle East, and Intellectual capital in the Arab universities.

Richard Lee teaches consumer behavior and marketing research courses with the University of South Australia. Prior to academia, Dr Lee spent more than 10 years managing the marketing functions of IT/telecommunication companies in Asia. His research interests are in the areas of consumer behavior, particularly with customer loyalty, social influences, and word-of-mouth.

Svante Leijon, Associate professor, Department of Business Administration, School of Business, Gothenburg University. His research focuses HRM and Organizational Dynamics.

Diarmid Marshall graduated from the University of Edinburgh in 1995 with a MEng (Hons) degree in Electronics. His MEng project with GEC Plessey Semiconductors Ltd. (Swindon) involved looking at demodulation and decoding techniques for digital radios. Diarmid’s work has included user trials on automated telephone services, EPGs and interactive television, and alphanumeric data entry techniques.

Andrew McDonald is an independent consultant with extensive experience and knowledge in Project and Programme Management. Over the last 10 years he has worked across all phases of the project life cycle on large-scale implementations in Europe, Asia and Africa. Born in Australia, Andrew began his career in project management through the Australian Army and subsequent deployment as a Combat Engineering Officer. Since then Andrew has worked in various countries with leading telecommunications and consulting companies delivering IT based project management. Most recently Andrew worked as an executive at Accenture specialising in Project/Program Management of OSS and BSS systems. Andrew has a BSc in Information Systems & Management and MSc in Corporate Governance & Ethics (Birkbeck, University of London). He has also researched and written papers on project management.

Michelle Kow Pei Ming graduated with a Masters of Business Administration from the School of Management, Universiti Sains Malaysia. Her research focused on the acceptance of users towards social networking sites as a job search tool. Currently she is attached to a multinational company in the Bayan Lepas Free Trade Zone in Penang.
Stephanie Moser is senior researcher at the Interdisciplinary Center for General Ecology at the University of Bern, Switzerland. She holds a Master’s in social and general psychology and is about to conclude her PhD studies in environmental psychology. Her scientific interests are in individual and societal processes regarding the diffusion of new (environmental-friendly) technologies.

Osemeke Mosindi is PhD researcher in Information Behaviour at Northumbria University. His research interests lie in understanding how organisational behaviour is shaped, in particular how this affects information use. And to identify ways to improve information use, through the identified factors, using complexity theories as a base framework, and social network analysis for graphical representation of behaviour in organisations. He is a member of the British computing society, the UK systems society and has given presentations at UKAIS workshops and consortiums.

Jamie Murphy’s industry and academic career spans five continents. His industry experience includes owning hospitality businesses, European Marketing Manager for PowerBar and Greg LeMond Bicycles, and the Google Online Marketing Challenge lead academic. Dr Murphy publishes in academic journals and newspapers such as The New York Times and Wall Street Journal.

Gareth Peevers has a BA (Hons) in Artificial Intelligence and MSc in HCI, both from the University of Sussex, UK. Has been a Research Fellow at Edinburgh University in the Centre for Communication Interface Research (CCIR) since April 2004. Gareth’s interests lie in design and research problems that involve a combination of interaction, usability, creativity and learning. His thesis investigated applications of Mobile Banking. Gareth is also a freelance user experience designer.

T. Ramayah has an MBA from Universiti Sains Malaysia (USM). Currently he is an Associate Professor at the School of Management in USM. He teaches mainly courses in Research Methodology and Business Statistics. Apart from teaching, he is an avid researcher, especially in the areas of technology management and adoption in business and education. His publications have appeared in Computers in Human Behavior, Resources, Conservation and Recycling, Turkish Online Journal of Education Technology, Journal of Research in Interactive Marketing, Information Development, Journal of Project Management (JoPM), IJITDM, International Journal of Services and Operations Management (IJSOM), Engineering, Construction and Architectural Management (ECAM) and North American Journal of Psychology. He is constantly invited to serve on the editorial boards and program committees of many international journals and conferences of repute. His full profile can be accessed from http://www.ramayah.com

Hans Rämö is an Associate Professor in Business Administration at Stockholm University. He is a researcher and lecturer in CSR, Organization Theory, and Marketing and Management Communication. Research interests include: temporal and spatial factors of organizations and management; CSR and environmental management; visual communication; organizational trust; philosophy and sociology of science.
**About the Contributors**

**Simon Rogerson** is Professor in Computer Ethics and Director of the Centre for Computing and Social Responsibility at De Montfort University. Following a successful industrial career where he held managerial posts in the computer field, he now combines research, lecturing and consultancy in the management, organisational and ethical aspects of ICT. He received the 2000 IFIP Namur Award for outstanding contribution to the creation of awareness of the social implications of ICT. In 2005 he became the first non-American to be given the prestigious SIGCAS Making a Difference Award by the ACM.

**Swadesh Kumar Samanta** is currently working in the rank of Director in Department of Telecommunication, Government of India. He recently completed his PhD from University of Essex, UK under UK-India Education and Research Initiative Scholarships scheme. He was also the recipient of *Chevening Scholarships* awarded by British Council for his MSc study at the UK. He worked (concurrent with PhD) with Network Research Centre, BT, UK where he developed a tool to indentify and account congestion created by the users and their applications in the internet. He has interest on information delivery in next generation network environment, cost analysis, demand modeling and multimedia service pricing. His research has been published in number of international journals and conferences covering both engineering and social science discipline. He is regularly invited to give talks at international conferences.

**Jia Shen** is an Assistant Professor of the Department of Computer Information Systems at Rider University. She holds a Ph.D. and M.S. in Information Systems from the New Jersey Institute of Technology. She has published in IEEE Transactions on Professional Communication, IEEE Transactions on Systems, Man, and Cybernetics, Journal of Electronic Commerce Research, Journal of Information Systems Education, and Journal of Asynchronous Learning Networks. Her current research interests include Social Computing, E-Commerce, and Human Computer Interaction. Prior to joining Rider University, she was an Assistant Professor at the New York Institute of Technology.

**Petia Sice**, PhD, is a Reader in Complexity and Organisation at Northumbria University. Her research interests lie in modelling and knowing of social systems from a complexity perspective. This includes first and second order cybernetics, autopoiesis and self-organisation, non-linear dynamics and chaos, and the philosophy of thought and language. She is also a founder of the Complexity and Change Network North.

**Norazah Mohd Suki** is currently an Associate Professor at the Labuan School of International Business & Finance, Universiti Malaysia Sabah, Labuan International Campus. She has supervised several postgraduate students at MBA and PhD level. Her research interests include Electronic Marketing, E-Commerce, M-Commerce, Consumer Behaviour, Mobile Learning and areas related to Marketing. She actively publishes articles in international journals. She is the editor-in-chief to Labuan e-Journal of Muamalat & Society, a member in the International Advisory Board for GLOBUS An International Journal of Management, and reviewer to many international journals. She has sound experiences as speaker to public and private universities, government bodies on courses related to Structural Equation Modelling (SEM), Statistical Package for Social Sciences (SPSS), Research Methodology. She can be contacted at azahsuki@yahoo.com.

**Evan Swinger** is a Masters student at the University of Western Australia. His research interests are in the areas of e-commerce and internet marketing.
Chia-Wen Tsai is an assistant professor in the Department of Information Management, Ming Chuan University. Dr. Tsai is one of the Editors-in-Chief of International Journal of Online Pedagogy and Course Design. He is also the Associate Editor of International Journal of Technology and Human Interaction, International Journal of Information Communication Technologies and Human Development, and International Journal of Innovation in the Digital Economy. He is interested in the online teaching methods and knowledge management.

Yann Truong is Assistant Professor of Marketing and Technology Management at ESC Rennes School of Business. He is also Head of the Center for Technology and Innovation Management of the school. His areas of research are digital marketing with a focus on the Internet and mobile phones, management and marketing of innovations, social media marketing, and luxury marketing. He also participates in several funded research and development projects with large and small companies within the telecommunications industry.

Lars Göran Wallgren, Licentiate of Philosophy in Psychology and Master of Science in Business and Economics, is a teacher and a PhD at the Department of Psychology, Gothenburg University, Sweden. His research focuses on work motivation and stress among information technology (IT) consultants. Furthermore, Lars Göran has a long experience as a management consultant in the IT business.

Jianfeng Wang is an Associate Professor of the MIS and Decision Sciences Department of the Eberly College of Business and IT, Indiana University of Pennsylvania, Indiana, Pennsylvania. He received his PhD of Business Administration in MIS from the University of Mississippi. He has published a few referred journal papers in e-commerce and decision support systems and economics of information technology.

Kustim Wibowo is a Professor and Chair of the MIS and Decision Sciences Department of the Eberly College of Business and IT, Indiana University of Pennsylvania, Indiana, Pennsylvania. He received his Ph.D. in MIS from the University of Kentucky, Lexington, Kentucky. Dr. Wibowo also holds an MS in Computer Science from Baylor University, Waco, Texas. His current research interests include: e-commerce and web security, information systems for educational technology, human resource information systems, information for managerial decision support, and business mobile application development. Dr. Wibowo’s research articles appeared in such refereed forums as Decision Support Systems, International Journal of Instructional Media, Pennsylvania Journal of Business and Economics, Synergy, and Employee Relations.

John Woods is a senior lecturer and his interests include image processing, autonomous robotics, intelligent power control, networks and network pricing. During his brief career he has accumulated over 60 journal and conference publications accompanied by grants in these areas. He is a member of the IEE and regularly attends and presents at national and international conferences.