Index

Symbols

9/11/2001 167

A

AcademCentre Case Study 11 access 229 adaptability 323 adoption of best practice 49 affective commitment 302 agent-based approach 321, 332, 336 agent-based approach, strengths and opportunities 337 agent-based approach, weaknesses and threats 339 agent-based systems 324 agent-based technology 321 agent technology 321, 323 agent technology (AT) 321 age of the InSPy 48 applying normal accident theory to information technology 162 artificial intelligence 321 assessment of ES 336 autonomy 323 availability and accessibility 277 awareness 229

B

base human capital model 31 basic trust concepts 179 best practice in information security policy adoption 51 business growth 254

С

capability maturity model (CMM) 296 characteristics of the information technology 9 choice 229 chow test 34, 35 client telationship 303 cognitive effort 155 collaborative fragments 15 collective acting 5 collective experiences 5 commercial off-the shelf software 303 commitment and its causes 311 communication ambiguity 156 communities of practice 302, 311 compensatory adaptation principle 130 compensatory adaptation theory 123, 124, 127, 128, 131, 133, 134, 139, 140, 141

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

compensatory adaptation to unnatural media 123 competencies and human resources 300 computer-based fraud 47 computer virus 47 conceptualising learning in IT implementation 3 consent, 229 contextual component 203 continuance commitment 302 control/power 79 cost and funding concerns 71 current use of the Internet 254 customization 285 customization and personalization 276

D

damage by employee 47 data treatment 41 decision-making process 200 decisional component 202 decision makers 206 decision time 214 defining e-business 246 dependent variable 36 descriptive statistics 103 difficulties of enforcement 60 difficulties of raising awareness 60 discrimination 25, 26, 27, 36, 37, 38, 40 disgruntled employees 47 dispositional trust 198 disposition to trust salience 190 distance education 73 distributed application 323 diversification 255 document sharing systems 15 download speed 276, 285, 287 drivers and inhibitors of e-business in **SMEs 248** drivers for e-business 257 dynamic knowledge 324

E

e-business 244, 246 e-business adoption 244 e-business adoption in SMEs 244 e-business and SMEs 247 e-business inhibitors 250 e-mailing list 18 ease of navigation 275, 286 ease of use 96 econometric literature on wage determination 27 EIS 90, 91, 93, 94, 95, 96, 97, 98, 100, 101, 103, 104, 105, 108, 109, 110, 111, 112, 113 EIS information 93 EIS information quality 89 EIS information use 89, 94, 100 EIS sophistication 89, 98, 101 electronic communication media 123 electronic communication medium 135 emerging threats and initiatives 157 end-user computing satisfaction (EUCS) 100 enforcement 229 entrepreneur team relationship 304 ERP system 15 ES approach 336 ES approach: strengths and opportunities 336 ES approach: weaknesses and threats 337 ES development 322 evaluation sessions 18 executive informatin systems (EIS) 89,90 existence and updating of the information security policy 51 existence of an InSPy 48 experience-based learning 4 experiential factors 176 experiential learning 3

experiential learning 1, 2 experiential trust building 177 expert system approach 321 expert systems 321 expert systems with agent-based systems 324 exploring information acquisition 202 extended trust building model 176, 189 external changes in the marketplace 68 external determinants of innovation capability of firms 303 external pressure 248 external relationships 313

F

face-to-face communication medium 125 faculty resistance 78 failure to tailor policies 61 Fannie Mae Foundation 331 Federal Trade Commission 224, 229 final measures used 185 fit of the structural model 109 founder/owner's background and experience 299

G

gender factor 24 gender inequality 25, 26 gender treatment discrimination 27 global competition 70 going up-market 307 group decision 209 group decision making performance 200 group learning in IT implementation 17 group performance 204 group reflecting 5 group reflecting 5 group support factors 16 group support systems (GSS) 200, 202 group task types 203 GSS application 209 guidelines for designers 286

Η

hacking incidents 47 help desk 18 higher education 68, 67, 69, 70, 71, 72, 76, 77, 78, 79, 80, 82, 83 higher education culture 78 higher education response 72 HUD 331 human capital 27 human capital model 30 human capital model with specific skills 32 human capital theory 27 human error 47 human resource practices of a firm 305

Ι

impact of the adoption of an InSPy 54 impact of the adoption of best practice on security breaches 58 impact of the age of an InSPy on security nreaches 55 impact of the frequency of updating an InSPy on security breaches 56 impact of the scope of an InSPy on security breaches 57 impacts of terrorist attacks 169 implications for managers 217 implications for practice 192 implications for researchers 217 implications for Web site design 286 importance of e-business 256 inadequate resourcing 61 independent variable 36 Indian firms 295

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

Indian software development industry 294 Indian software industry 295 Indian Software SMEs 294 Influence of Industry Sector 251 informal learning 305 informal meetings 18 Information Acquisition 200 Information acquisition 200 information acquisition 201 Information Acquisition and Group Performance 204 Information Acquisition Component 202 information and communication technologies (ICT) 245 Information Content 275, 287 Information content and organization 285 Information Quality 89, 94 information quality literature 92 information security management 44 Information Security Policies 43 information security policies 44, 45, 48, 52, 54, 57, 60, 61, 63 information security policy (InSPy) 43 information technologies 1, 3, 17, 20 information technologies (IT) 2 Information Technology 157 information technology (IT) security 158 information technology as a Shield 157 information technology as a Target 157 information technology as a Weapon 157 information technology implications of 9/11 160 Inhibitors of E-Business Adoption 261 Innovation Capability 299 innovation capability of a firm 304

Innovativeness and Commitment to the Organization 301 InSPv on Security Breaches 54 Institution-based trust 184 institutional trust 176, 198 InsurOrg Case Study 10 Integration of Online Education 74 integrity, 229 intelligent distributed agent 324 interactional experience 176 Interfacing 332 Internal Determinants of Innovation Capability 299 Internal Relationships 314 Internal Relationships and HR Practices 309 Internet adoption in SMEs 249 Internet adoption model 248 Internet in Achieving Business Growth 254 Internet privacy 225 **Internet Privacy Policies 224** Internet privacy studies 225 interoperability 324 interpersonal trust 198 IS Maturity 97, 101 IS organizational maturity (MAT) 101 IS Troubleshooting Task 178 IT as a Weapon 171 IT Implementation 1, 3, 17 IT implementation 1, 2, 3, 4, 5, 8, 12, 14, 15, 16, 19, 20 IT Initiatives in the Post-9/11 Environment 158

K

KM 321 Knowledge Disseminating 6 knowledge management (KM) 321 Knowledge Query Manipulation Language (KQML) 323 'locked-in' 297 learning in IT implementation 2, 3 learning processes for IT implementation 1 lessons from Y2K 166 lock-in 294

Μ

managerial support for group learning in IT implementation 17 market development 255 market penetration 255 marketplace 67 MBA admission 222 measurement model 105 measurement model results 186 media naturalness principle 129 mediating 332 mediator agents 333 medinet case study 9 message preparation 156 middle management initiative 309 modern privacy regulation 227 mutual adjustment 7

N

natural disasters 47 navigability 284 need for lifelong learning 68 new majority student 69 non-experiential factors 176 nonexperiential trust building 178 normal accident theory 160 normative commitment 302 notice 229

0

Oaxaca Decomposition 35 object-oriented programming 24 online education 67, 73, 74, 75, 77, 78, 79, 82, 84 online education, determining the market 74 online education, estimating costs of implementation 75 online education, faculty development and training 77 online education, staffing issues 76 online education, technological infrastructure 75 operationalization of variables 212 organisational conditions for learning organisational contexts 9 organisational readiness for Internet adoption 248 organizational citizenship behavior 304 organizational commitment 304 organizational culture 78 ownership/intellectual property 80

P

participants and treatment conditions 135 participation 229 pedagogy and place 78 perceived decision quality 214, 223 perceived ease of use (PEOU) 101 perceived information quality 96, 100 post-9/11 environment 157, 158, 169 privacy concept 225 privacy in modern times 224 privacy on the Internet 224 process modeling task 150, 154 process redesign dyads 123 process redesign task 151, 155 product development 255 professional workforce 313 programming/maintenance services 295 promoting learning possibilities 18 proposals 18

358 Index

Q

quality and quantity of experience salience 191

R

rationality of the trust-building process 192 recent U.S. privacy reports 228 recommender agent 333 recommending 332 reliability and validity 213 REMA background 326 REMAI 327 REMA I, system architecture 327 REMA I, system interface 329 REMAII 332 REMA II, system architecture 332 REMA II, system interface 335 REMA I shortcomings 330 research framework 4 research limitations 112 reverse mortgage 326 reverse mortgage advisor (REMA) 326 reward 82 role of the information security policy 45 roles of learning in IT implementation 12

S

"seeding" by recruitment 309 salary differences 24, 25, 37, 38, 39 scale item development 184 scope of the information security policy 51 scope of the ISP 49 second order effects and the problem of change 163 security 229, 277, 285 security breaches 51 self-regulation 229 sharing understanding 6 simple multiplicative model 31 small and medium-sized enterprises (SMEs) 244, 245 SME e-business adoption 248 **SMEs 294** SMEs and strategic intent 246 SMEs dynamic 298 sociability 323 software developers 24, 25, 28, 30, 3 1, 32, 33, 38, 39 software developers, male and female 24 software development 303 special notebooks 18 SQL 24 strategic intent 244 strategic intent patterns 253 strategy for SMEs 246 structural assurance salience 190 structural equation modeling (SEM) 89 structural model 108 structural model results 187 study limitations 193 study measures 198 study respondents 185 supervision 333 supervisor agent 333 systems development 321 system troubleshooters 176

Т

t-test for analyzing factors that affect usability 283 technological changes 70 temporal model boundary condition 190 terrorism 157, 168, 170, 172 terrorist attacks 167 theft of resources 47 theories of trust building 177

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

theory of high reliability organizations 160 threats to the security of information assets 46 top managers and external relationships 307 traditional expert system approach 327 training "on demand" 310 translating 332 trust-building model 180 trust-building model for an unfamiliar setting 180 trust and trust building 179 trust building 177 trust building model (TBM) 189 tutor agent 333 two extensions of normal accident theory 163

Web site usability 271 Web site usability (USAB) 281 WorkFlow system 15 Workload 81 World Wide Web (WWW) 272

Y

Y2K problem 157, 160

U

unauthorised access 47 updating of the ISP 49 usability of Web sites 271 use-case diagram 336 use of executive informatin systems (EIS) 89 use of IT as a weapon against terrorism 157 user interface agent 333 user involvement 96, 101

V

venture capitalist 304

W

Web-based system 200
Web site availability 285
Web site design parameters 271
Web site security and customization 271
Web sites with low usability 271
Web site usability 271