

Index

A

academic participants 373
 actual target 351
 affective antecedents 350
 alternative wealth creation systems 92
 attrition 162
 automated voice query service 109

B

B2C e-commerce 346
 bargaining power 69
 basic design 263
 behavioral dispositions 350
 bilingual users 5
 BOOT (build-own-operate-transfer) 261
 broker benefits 64
 browsing mode 3
 bulletin board 108
 business enterprises 332
 business strategy 47

C

card authentication 128
 cardholder verification 128
 cashless ambulatory payments 126
 CATWOE analysis 76
 central trade union 273
 ceteris paribus 114
 change control 233
 change leader 306, 312
 chief architect 306, 312
 chief operating strategist 306, 313
 Chipknip 127
 CIO function 315
 coach 306, 313
 cognitive loyalty 351
 communally oriented 346
 competitive environment 47
 computerized transit system 124
 conceptual framework 42
 confidentiality clauses 170
 contact points 241

content providers 7
 contract accomplishment 262
 contract duration 183
 contract negotiators 183
 contract provisions 183
 controlling 244
 coordination 50
 credit card 127
 CSCW (computer supported collaborative work) 255
 cultural construction 150
 customer capital 334
 customer heterogeneity 356

D

data mining technology 258
 day trading 67
 de facto limitation 107
 dealer quotes 116
 decentralization 49
 decision sponsors 183
 decisional role 305, 310
 degree of range 252
 degree of reach 252
 degree of structuring 252
 delegation 56
 Delphi study 371
 detailing 263
 development capital 334
 deviation 374
 digital thinking 256, 257
 direct order 108
 division of work 49
 documentation 14
 dollar exchange rate 336
 "double-loop" learning 322

E

e-commerce 98
 e-loyalty 356
 early termination provisions 170
 economic growth 210

electronic auction markets 112
 electronic catalog 2
 electronic commerce 1, 2, 12
 electronic trading 70, 109
 empirical research 290
 empirical verification 57
 encryption technique 70, 128
 enterprise conception 263
 enterprise engineering 263
 enterprise resource planning (ERP) 191
 equipment supply 263
 equity trading 104
 Eurocheque 126
 Europas 126
 exchange commissions 99
 exchange oriented 346
 executive design 263
 executive information system (EIS) 75
 expected benefits 183
 expert system 257
 external debt 336
 external environment 29, 55

F

favoring the house 106
 federal structure 162
 feeling states 350
 financial capital 335
 financial control 232, 238
 financial exchanges 232
 financial information 65
 force major clause 170
 formal planning 292
 formalization 50
 front-running 106
 functional structure 50

G

GAAP (generally agreed accounting principles) 201
 generic attributes 371
 global competition 70
 global economy 150
 global electronic village 342
 global investing 66
 global market revenues 161
 global Markets 66
 global planning 136
 globalization 12, 88, 320
 globalization paradox 150
 gross domestic product (GDP) 336
 group debates 78

group discussions 74

H

hierarchical barriers 13
 high context cultures 87
 horizontal coordination 292
 human attributes 376
 human capital 334
 human interaction 358
 hygiene factors 378

I

increasing returns 330
 information and communication
 technology (ICT) 83
 information infrastructure 214
 information sharing 48
 information systems (IS) 54, 74, 86, 290,
 304, 370
 information technology (IT) 43, 51, 142,
 195, 227, 252, 269, 305, 382
 informational role 305, 310
 informational society 154
 instrument testing 30
 intellectual assets 331
 intellectual capital 330, 334
 intellectual property right clauses 170
 intelligent machine 258
 inter-linked economy (ILE) 324
 Internet auction markets 97
 Internet-based share brokers 64
 Internet-based share trading 68
 Internet shopping 25
 interpersonal role 305, 311
 interviews 14
 investor benefits 64
 IT knowledge 278
 IT-development ideas 272
 IT-use ideas 272
 item creation 30

J

job autonomy 56
 joint application design (JAD) 78

K

key vendor personnel 233
 knowledge assets 330
 knowledge capital 331
 knowledge management (KM) 203
 knowledge-based computer system 258
 kurtosis level 296

L

language support 7
 language translator 8
 leadership role 309
 learning organization 322
 least developed countries (LDCs) 207
 legal framework (LF) 29
 liability and indemnity 170
 limit orders 64
 linking pin 132
 liquid market 112
 list of competencies 373
 localization 87
 logico-linguistic modeling (LLM) 76
 low context cultures 87
 loyalty 348
 loyalty programs 349

M

magnetic card system 102
 management researchers 57
 managerial work 305
 manufacturer 7
 market capital 334
 market exchanges 97
 market transparency 108
 matching mode 3
 matrix organization 322
 matrix structure 50
 metabusiness 251
 mixed/matrix structure 162
 monitoring 232
 motivation 349
 motivational attributes 380
 motivators 378
 multi-disciplinary research 123
 multilingual electronic commerce 1
 multilingual interfaces 7

N

named contract managers 170
 national culture 44
 national information infrastructures (NII)
 207
 networked organization 321
 networked systems 342
 newspaper circulation 214
 nominal group technique (NGT) 78
 normal probability plots 296

O

online retail 347
 on-site observation 14
 ontology 8
 open outcry 108
 open-ended statement 373
 order placement security 102
 organization 48
 organizational capital 334
 organizational infrastructure 55
 organizational learning (OL) 203
 organizational mapping 76
 organizational structure 50
 outsourcing contract 229
 outsourcing market 160

P

participation 292
 penalty clauses 170
 penalty payments 239
 perceived competence (PC) 28
 perceived Integrity (PI) 28
 perceived privacy control (PPC) 28
 perceived security control (PSC) 28
 personal finance programs 66
 post-contract management 243
 power distance 45
 price manipulation 106
 price matching 116
 private sector 380
 problem owner 272
 process capital 334
 product developer 306, 312
 product life cycle 85
 production macro-process 262
 propensity to trust (PTT) 29
 public sector 380

Q

qualitative methods 13
 quasi-firm 251
 questionnaire 194, 373

R

radio density 214
 redundancy 162
 rejecting outsourcing 184
 relational phenomenon 352
 relative attitude 349
 reminder notices 375
 reporting level 308

research agenda 48
research flogging 106
revenue 162
reverse technology transfer 201

S

S-curve 85
scale development 30
searching mode 3
security cards 98
selective outsourcing 164
self-service information technologies (SSIT) 346
service enforcement 232
service environments 347
service level agreements 170
share-dealing service 63
shopping cart 5
single administrative document (SAD) 124
“single-loop” learning 322
skewness level 296
small and medium enterprises (SMEs) 84
social development index (SDI) 211, 215
soft issues 342
soft systems methodology (SSM) 75
specialization 49
staff turnover 74
stakeholders 80
stock brokering 63, 67
stock market automation 111
strategic alignment model 48
strategic intent 138
strategy formulation 58
strategy implementation 58
structural capital 334
structural equation modeling (SEM) 32
subsidiary issues 84
supplier ratings 184
system architecture 9
systems development 124

T

tacit-explicit dichotomy 252
technical attributes 376
technical knowledge competencies 380
technology provocateur 306, 312
telephone density 214
television density 214
thinking states 349
third party recognition (TPR) 29

total insourcing 164
total outsourcing 164
trade union 273
trading system 100
transit procedure 124
transnational information systems (TIS) 120
trust 26
turn-key projects 261
turnover 162

U

uncertainty avoidance 45
unified content model 2
unit structure 50
universality 88
users 7

V

virtual team network 323
voucher funds 104

W

warranty clauses 170
Web-based trading 67
weltanschauung 76, 272
workgroup systems 255