Table of Contents

Research Articles

1  The Role of IT Governance Practices in Creating Business Value in SMEs  
   Carla L. Wilkin, Monash University, Australia

18  Does Technology Trust Substitute Interpersonal Trust? Examining Technology Trust’s Influence on Individual Decision-Making  
    Xin Li, University of South Florida St. Petersburg, USA  
    Guang Rong, Clemson University, USA  
    Jason B. Thatcher, Clemson University, USA

39  The Impact of Information Technology Internal Controls on Firm Performance  
    Lemuria Carter, North Carolina A&T State University, USA  
    Brandis Phillips, North Carolina A&T State University, USA  
    Porche Millington, North Carolina A&T State University, USA

50  Information Systems Service Quality, Zone of Tolerance, and User Satisfaction  
    Narasimhaiah Gorla, American University of Sharjah, UAE