Research Articles

1 An Empirical Investigation of External Factors Influencing Mobile Technology Use in Canada: A Preliminary Study
Bangaly Kaba, International University of Grand-Bassam, Ivory Coast
Kweku-Muata Osei-Bryson, Virginia Commonwealth University, USA

15 Relations Between Social Capital and Use of ICT: A Social Network Analysis Approach
Chantal Fuhrer, University of La Réunion, France
Alain Cucchi, University of La Réunion, France

43 Remote Channel Customer Contact Strategies for Complaint Update Messages
Gary Douglas, University of Edinburgh, UK
Hazel Morton, University of Edinburgh, UK
Mervyn Jack, University of Edinburgh, UK

56 B-Learning at Universities in Andalusia (Spain): From Traditional to Student-Centred Learning
Ramón Tirado Morueta, University of Huelva, Spain
José Ignacio Aguaded Gómez, University of Huelva, Spain
Angel Hernando Gómez, University of Huelva, Spain