Table of Contents

RESEARCH ARTICLES

1  Task-Resource Capability Alignment: Discerning Staffing and Service Issues in Software Maintenance
   Rafay Ishfaq, Department of Aviation and Supply Chain Management, Auburn University, Auburn, AL, USA
   Uzma Raja, Department of Information Systems, Statistics, and Management Science, University of Alabama, Tuscaloosa, AL, USA

26  Characteristics of Social Networks and Employee Behavior and Performance: A Chinese Case Study of a State-Owned Enterprise
   Jianping Peng, Sun Yat-sen School of Business, Sun Yat-sen University, GuangZhou, China
   Jing Quan, Department of Information and Decision Sciences, Perdue School of Business, Salisbury University, Salisbury, MD, USA

46  Factors Influencing Performance of ITES Firms in India
   Soni Agrawal, Department of Humanities and Social Sciences, Indian Institute of Technology - Kharagpur, Kharagpur, India
   Kishor Goswami, Department of Humanities and Social Sciences, Indian Institute of Technology - Kharagpur, Kharagpur, India
   Bani Chatterjee, Department of Humanities and Social Sciences, Indian Institute of Technology - Kharagpur, Kharagpur, India

65  Investigating Web 2.0 Application Impacts on Knowledge Workers' Decisions and Performance
   Haya Ajjan, Department of Management, Martha and Spencer Love School of Business, Elon University, Elon, NC, USA
   Richard Hartshorne, College of Education, School of Teaching, Learning, & Leadership, University of Central Florida, Orlando, FL, USA
   Scott Buechler, Department of Management, Martha and Spencer Love School of Business, Elon University, Elon, NC, USA