

AMCIS 2003

Papers, Panels, and Tutorial Sessions

Monday, August 4 — MoAM1 9:30 a.m. – 11:00 a.m.

MoAM1 – 1 Salon A	<p>HCI — Web Site Usability Chair: Traci Hess, Washington State University</p> <p>“Web Site Usability: A Cultural Perspective,” Adel M. Aladwani, Kuwait University</p> <p>“Investigating Online Consumer Behavior Using Thin Slices of Usability of Web Sites,” Ananth Chiravuri and Laura Peracchio, University of Wisconsin, Milwaukee</p> <p>“Improving the Usability Evaluation Technique, Heuristic Evaluation, through the Use of Collaborative Software,” Paul Benjamin Lowry, Brigham Young University, and Tom Roberts, University of Kansas</p>
MoAM1 – 2 Salon B	<p>Knowledge Management Chairs: Uday Kulkarni, Arizona State University T. S. Raghu, Arizona State University</p> <p>“The Relationship between Social Interaction in Organizations and Knowledge Management System Success,” Anthony J. Delmonte, Embry-Riddle Aeronautical University</p> <p>“Toward an Elaboration of the Knowledge Chain Model,” Clyde W. Holsapple and Kiku G. Jones, University of Kentucky</p> <p>“Developing a Firm’s Absorptive Capacity with Strategic Orientation,” Weijun Zheng, University of Oklahoma</p>
MoAM1 – 3 Salon C	<p>Human Capital Management Chair:</p> <p>“Perceptions of E-Learning in Organizations: An Empirical Study on the Effects of Gender Age, Duration of Employment, and Managerial Level,” K. A. Mowbray, Deloitte Touche Tohmatsu; and G. N. Dick, University of New South Wales</p> <p>“Tech Skills in Tampa: Technology Job Needs in a Changing World,” Raymond Papp, University of Tampa</p> <p>“Business Value of Project Management Professional Certification for IS Project Managers,” Robert C. Mahaney and Bertie M. Greer, Northern Kentucky University</p> <p>“The Psychological Contract Comparison between USA and Chinese IT Professionals,” Ruth C. King, University of Illinois, Urbana-Champaign, and Nailin Bu, Queen’s University</p>
MoAM1 – 4 Salon D	<p>Tutorial</p> <p>“E-Learning: Facilitating Learning through Technology,” Robert P. Bostrom, University of Georgia</p>

<p>MoAM1 – 5 Salon I</p>	<p>Relationships between IS and Other Academic Disciplines Chair:</p> <p>“Information View of Organizations: Contextualizing Technology—Technologizing Context,” Bob Travica, University of Manitoba</p> <p>“Interorganizational Ecology and Information Visibility,” Jane Fedorowicz, Janis L. Gogan, and Amy W. Ray, Bentley College</p> <p>“A Socio-Intellectual Framework Empirically Testing the Factors Affecting the Alignment between Business and IS Strategies,” Kihyun Kim, University of Nebraska, Lincoln</p>
<p>MoAM1 – 6 Salon II</p>	<p>Technology Briefings Chair:</p> <p>“SOHO Security: A Technical Briefing,” Al Bento, University of Baltimore</p> <p>“Fresh Item Management: Lessons in DSS, ERP and SCM from a Grocery Bakery Department,” Steven L. Johnson, Park City Group</p>
<p>MoAM1 – 7 Salon III</p>	<p>Information Technology in Government Chair: Asli Yagmur Akbulut, Louisiana State University</p> <p>“The Role of Process Evolution in Achieving Citizen Centered E-Government,” William Golden, Martin Hughes, and Murray Scott, National University of Ireland, Galway</p> <p>“Understanding IT Investments in the Public Sector: The Case of E-Government,” Alina M. Chircu and Daniel Hae-Dong Lee, University of Texas at Austin</p> <p>“Managing Stakeholder Relationships in an E-Government Project,” Calvin M. L. Chan, Shan-Ling Pan, and Chee-Wee Tan, National University of Singapore</p>
<p>MoAM1 – 8 Room 1</p>	<p>Internet Diffusion in China Chairs: Chang Liu, Northern Illinois University Wei Ge, University of Wisconsin, Milwaukee</p> <p>“IT/IS Development in China’s Banking Industry: The WTO Challenge and IS Strategies,” Hung-Pheng Tan, National University of Singapore, and Yong-Wah Tan, The Hong Kong Monetary Authority</p> <p>“Acceptance of Wireless Internet via Mobile Technology in China,” June Lu, University of Houston, Victoria; Chang Liu, Northern Illinois University; Chung-Sheng Yu, University of Houston, Victoria; James E. Yao, Montclair State University</p> <p>“Internet Diffusion and Digital Divide in China: Some Empirical Results,” Wei Ge and Hemant Jain, University of Wisconsin, Milwaukee</p> <p>“Chinese Perceptions on Website Design Quality,” Younghwa Lee and Qiang “Patrick” Qiang, University of Colorado, Boulder</p>
<p>MoAM1 – 9 Room 2</p>	<p>Business Models for the Digital Economy Chair: Hans-Dieter Zimmerman, University of St. Gallen</p> <p>“E-Factors for a Sustainable Adoption of New Business Models,” Claudia Loebbecke, University of Cologne (Invited Presentation)</p> <p>“An Interpretive Framework for the Investigation of E-Business Engagement by SMEs: The Construction Industry,” Nigel J. Lockett and David H. Brown, Lancaster University</p> <p>“The Evolving E-Business Strategy: Lessons Learned,” Anand Jeyaraj and Marius Janson, University of Missouri at St. Louis</p>

<p>MoAM1 – 10 Room 3</p>	<p>Information Quality Chair:</p> <p>“Some Determinants of User Perceptions of Information Quality on the World Wide Web,” Barbara D. Klein, University of Michigan-Dearborn</p> <p>“Evaluating Completeness of an Information Product,” Yu Cai and Ganesan Shankaranarayanan, Boston University; and Mostapha Ziad, Suffolk University</p> <p>“Teaching GIGO: Data Quality in the Curriculum,” Mary Ann Robbert and Linda P. Senne, Bentley College</p>
<p>MoAM1 – 11 Room 4</p>	<p>Enterprise Systems (Metatrack) Chair:</p> <p>“Measuring Enterprise Systems Success: A Preliminary Model,” Darshana Sedera, Guy Gable, Taizan Chan, Queensland University of Technology</p> <p>“The Impact of ERP Systems on Organizational Strategic Variables in Brazilian Companies,” Amarolinda Zanela Sacco, Cristiane Drebes Pedron, Sílvia César Cazella, Marie Anne Macadar, and Guilherme Liberali Neto, University of Vale do Rio dos Sinos</p>
<p>MoAM1 – 12 Room 5</p>	<p>Decision Support Systems (Metatrack) (Sponsored by SIG DSS) Chair: Dan Power, University of Northern Iowa</p> <p>“Assessments of Information Quality: Does the Medium Matter?,” Barbara D. Klein, University of Michigan-Dearborn</p> <p>“How It Happens: A Conceptual Explanation of Choice Overload in Online Decision-Making by Individuals,” Yun Wan, Satya Menon, and Arka Gud Ramaprasad, University of Illinois at Chicago</p> <p>“Does Affect Mediate Information Overload? A Dissertation in Progress,” Soussan Djamasbi, University of Hawaii</p> <p>“Information Exchange in Decision-Making Groups Using Group Support Systems,” Ashraf I. Shirani, San Jose State University</p> <p>“Human-Machine Strategies for Decision Support,” Yifeng Zhang and Darrin Thomas, University of Illinois at Chicago; Yukika Awazu, UFJ Bank Limited; and Kevin C. Desouza, University of Illinois at Chicago</p>
<p>MoAM1 – 13 Room 8</p>	<p>E-Services Chairs: Joseph Williams, Sun Microsystems Gerry Miller, Microsoft</p> <p>Invited Panel</p>
<p>MoAM1 – 14 Room 9</p>	<p>Standards: Opportunities, Responsibilities, and Challenges for the IS Discipline Chair: John Mooney, University of California, Irvine Panelists: Joe Valacich, Washington State University Fred Niederman, Saint Louis University M. Lynne Markus, Bentley College Richard T. Watson, University of Georgia</p>

<p>MoAM1 – 15 Room 10</p>	<p>Acceptance of Health Care Technologies Chair: Nancy Gustafson, Michigan State University</p> <p>“The Role of Internet Self-Efficacy in Accepting Web-based Medical Records,” Qingxiong Ma, Southern Illinois University, Carbondale, and Liping Liu, University of Akron</p> <p>“Modeling Patients’ Acceptance of E-Health,” E. Vance Wilson, University of Wisconsin, Milwaukee, and Nancy K. Gustafson, Michigan State University</p> <p>“Physicians’ Acceptance of Web-Based Medical Assessment Systems: Findings from a National Survey,” Bengisu Tulu, Brian Hilton, and Thomas A. Horan, Claremont Graduate University</p>
<p>10:30 a.m.–11:30 a.m. Florida Ballroom/Foyer</p>	<p>Break and Refreshment</p>

Monday, August 4 — MoAM2 11:30 a.m. – 1:00 p.m.

<p>MoAM2 – 1 Salon A</p>	<p>HCI — Effects of Web Site Design Chair: Tom Roberts, University of Kansas</p> <p>“The Effect of Web Page Text-Background Color Combinations on Retention and Perceived Readability, Aesthetics and Behavioral Intention,” Richard H. Hall, University of Missouri, Rolla, and Patrick Hanna, Matrikon Corporation</p> <p>“Assessing the Effects of Website Control Button Differentiation on User Attitudes and Performance,” Brian M. Jones, Tennessee Technological University, and Scott McCoy, The College of William & Mary</p> <p>“The Effect of Presentation Flaws in On-Line Stores’ Web Sites on Perceived Quality and Consumer Trust of the On-Line Store and Intention to Purchase,” Andrea Everard, University of Pittsburgh</p>
<p>MoAM2 – 2 Salon B</p>	<p>Knowledge Management Chairs: Uday Kulkarni, Arizona State University T. S. Raghu, Arizona State University</p> <p>“Organizational Knowledge Maturity and Complementarity: A Conceptual Framework,” Ron Freeze, Uday Kulkarni, and Suryanarayanan Ravindran, Arizona State University</p> <p>“Organizational Self Assessment of Knowledge Management Maturity,” Uday Kulkarni and Robert St. Louis, Arizona State University</p> <p>“Knowledge Management in Communities and Networks of Practice: Challenges, Issues and Paradoxes,” Bongsug Chae, Kansas State University; Hope Koch, Baylor University; and Huy Vo Van, HoChiMihn City University of Technology</p>

<p>MoAM2 – 3 Salon C</p>	<p>Human Capital Management Chair:</p> <p>“The Changes in Desired IT Knowledge and Skills: An Exploratory Investigation,” Stuart D. Galup, Florida Atlantic University; Ronald Dattero, Southwest Missouri State University; and Jim J. Quan, Salisbury University</p> <p>“Telecommuting: Effectively Managing the Telecommuting Employee,” John K. Corley, Auburn University; Marc D. Miller, Augusta State University; and Houston Carr, Auburn University</p> <p>“Understanding the Collective Impact of Software Professional’s Self Efficacy, Playfulness and Creative Self Efficacy on Information Systems Quality,” Paul Ambrose and Ananth Chiravuri, University of Wisconsin, Milwaukee</p> <p>“Motivational Differences between Contractual and Permanent Information Technology Professionals: An Empirical Study Based on Integrated Force-Choice Expectancy Theory,” M. Prem Kumar and Ravi Patnayakuni, Temple University</p> <p>“Integration of Web Services for Establishing Virtual Enterprises: An Agent-Based Perspective,” Zakaria Maamar, Zayed University, and Ghazi Alkhatib, Qatar College of Technology</p>
<p>MoAM2 – 4 Salon D</p>	<p>Tutorial</p> <p>“Mobile and Wireless Information Systems: What We Know and What We Need to Know,” Upak Varshney, Georgia State University</p>
<p>MoAM2 – 5 Salon I</p>	<p>Relationships between IS and Other Academic Disciplines Chair:</p> <p>“New Perspectives on Global Information Systems Journal Rankings and Reference Disciplines,” Paul Benjamin Lowry and Denton Romans, Brigham Young University</p> <p>“An Examination of Information Systems Service Quality Measurement: The Contribution of the SERVQUAL Instrument from the Marketing Literature,” G. Dwayne Whitten, Baylor University</p> <p>“IS Journal Rankings Versus Citation Analysis: Consistency and Concerns,” Pairin Katerattanakul, Muhammad Razi, and Hwee-Joo Kam, Western Michigan University</p>
<p>MoAM2 – 6 Salon II</p>	<p>IT in 21st Century Latin America Chair: James Pick, University of Redlands</p> <p>“Proposed Knowledge Reuse Model for Application in Venezuela,” T. Rojas and M Pérez, Universidad Simón Bolívar, and L. Rivas, Instituto Nacional de Investigaciones Agrícolas</p> <p>“Effectiveness of Fiscal Incentives to Attract IT Investments: A Brazilian Case,” Luciana Sá, Sabrina S. Marczak, Jairo Avritchir, and Jorge N. Audy, Pontifical Catholic University of Rio Grande do Sul</p> <p>“A Methodology for Self-Diagnosis for Software Quality Assurance in Small and Medium-Sized Industries in Latin America,” Elizabeth Munive Herrera, Universidad Autónoma de Bucaramanga, and Raúl A. Trejo Ramírez, Instituto Tecnológico y de Estudios Superiores de Monterrey</p>

<p>MoAM2 – 7 Salon III</p>	<p>Information Technology in Government Chair: Gary Hackbarth, Iowa State University</p> <p>“The Relationship between IT for Communication and E-Government Barriers,” Aurora D. Sanchez, Catholic University of the North; Chang E. Koh, Leon A. Kappelman, and Victor R. Prybutok, University of North Texas</p> <p>“Strategic Information Systems Planning: A Case from Public Organization,” Ranida Boonthanom, Florida State University</p> <p>“Knowledge Management in E-Government,” Christian Wagner, City University of Hong Kong</p>
<p>MoAM2 – 8 Room 1</p>	<p>E-Commerce in China Chairs: Wayne Huang, Ohio University Bo Xu, Texas Tech University</p> <p>“Sophistication of Online Tourism Websites in Hong Kong: An Exploratory Study,” Alia Limayem, City University of Hong Kong; Mathew Hillier, City University of Hong Kong/University of South Australia; and Doug Vogel, City University of Hong Kong</p> <p>“E-Commerce Adoption by Small and Medium-Sized Enterprises in China: The CEO Perspective,” Yuxiu (Sue) Qu and Fatemeh (Mariam) Zahedi, University of Wisconsin, Milwaukee</p> <p>“An Indicator System for Assessing Enterprises E-Readiness and its Application in Chinese Retailing,” Jinghua Huang and He Huang, Tsinghua University; Wayne Wei Huang, Ohio University; and Chunjun Zhao, Tsinghua University</p>
<p>MoAM2 – 9 Room 2</p>	<p>Business Models for the Digital Economy Chair: Hans-Dieter Zimmerman, University of St. Gallen</p> <p>“Dual Mechanism in Electronic Retailing,” Daewon Sun, Pennsylvania State University</p> <p>“Barter’s Back! Internet Barter: The Recent Resurgence of an Ancient Practice,” Daniel O. Rice, Loyola College in Maryland</p> <p>“A Contextual Perspective on E-Commerce Across Industries in Singapore and Lagos: Implications of Local Imperatives,” Uchenna C. Eze and A. Lee Gilbert, Nanyang Technological University</p>
<p>MoAM2 – 10 Room 3</p>	<p>Information Quality — Panel Better Decisions through Better Data Chair: David Peikin, GroupOne Panelists: Labelle Paul, Ascential Len DuBois, Trillium Trish Harman, firstLOGIC Walter Maczka, Data Flux, a SAS Company</p>
<p>MoAM2 – 11 Room 4</p>	<p>Enterprise Systems (Metatrack) Chair:</p> <p>“Understanding Exploratory Use of ERP Systems,” Rui D. Sousa and Dale L. Goodhue, University of Georgia</p> <p>“The Extent of Enterprise System Adoption in Companies: A Multiple Theoretical Perspective,” Kuo-chung Chang, Andrew H. Gold, and William J. Kettinger, University of South Carolina</p> <p>“ERP Systems and the Paradox of Control,” Diane M. Strong, Olga Volkoff, and Michael B. Elmes, Worcester Polytechnic Institute</p>

<p>MoAM2 – 12 Room 5</p>	<p>Decision Support Systems (Metatrack) (Sponsored by SIG DSS) Chair: Dan Power, University of Northern Iowa</p> <p>“An Object-Oriented Model of the Portfolio Selection Problem,” Heinz Roland Weistroffer and Charles H. Smith, Virginia Commonwealth University</p> <p>“Evaluation of an Automatic Text Abstraction System,” Wendy Wang, San Jose State University; Sumali Conlon and Brian Reithel, University of Mississippi</p> <p>“Common Factors among Management Support Systems’ Success,” Radhika Santhanam, Edward Hartono, and Clyde W. Holsapple, University of Kentucky</p> <p>“Encouraging Ethical Behavior in Organizations: Punishment as Magnitude of Consequences,” Kelly McNamara Hilmer, Sandra M. Richardson, and James F. Courtney, University of Central Florida</p>
<p>MoAM2 – 13 Room 8</p>	<p>E-Services Chair: Carol Saunders, University of Central Florida</p> <p>“Complementing Self-Serve Technology with Service Relationships: A Study of Customers’ Reasons for Going Online,” Ulrike Schultze, Southern Methodist University</p> <p>“Web Service for Knowledge Management in E-Marketplaces,” Rahul Singh, Lakshmi Iyer, and A. F. Salam, University of North Carolina, Greensboro</p> <p>“Adoption of Web-based Services for Transaction Processing by Organizations: A Multilevel Contextual Analysis,” Pamila Dembla, University of New Hampshire; Prashant Palvia, University of North Carolina at Greensboro; Lloyd Brooks and Balaji Krishnan, University of Memphis</p>
<p>MoAM2 – 14 Room 9</p>	<p>Distance Learning/Efficacy Chair: Geoffrey Dick, University of New South Wales</p> <p>“Teaching Online: What Price Student Satisfaction?,” G. N. Dick, University of New South Wales</p> <p>“Faculty Perceptions of Web-Based Course Efficacy,” George P. Schell, University of North Carolina at Wilmington</p> <p>“Comparing Self-Efficacy and Meta-Cognition as Indicators of Learning,” Deborah K. Smith, Jerry Chang, and Trevor T. Moores, University of Nevada, Las Vegas</p>
<p>MoAM2 – 15 Room 10</p>	<p>Frameworks and Conceptual IT Models in Health Care Chair: Ryan R. Peterson, Instituto de Empresa</p> <p>“Machines and Machinations: The Integrated Care Record Service in the UK National Health Service,” Reshma Gandeche, Dr.Christopher Atkinson, and Anastasia Papazafeiropoulou, Brunel University</p> <p>“An Initial Investigation of Web Services in Healthcare,” Meg C. Murray, Kennesaw State University</p> <p>“Conceptual Model for the Adoption of Enterprise Application Integration in Health-care Organizations,” Khalil Khoumbati, Marinos Themistocleous, and Zahir Irani, Brunel University</p> <p>“A New Security Framework for HIPAA-Compliant Health Information Systems,” Bengisu Tulu and Samir Chatterjee, Claremont Graduate University</p>
<p>1:00 p.m. – 2:30 pm. Grand Ballroom</p>	<p>Lunch</p>

Monday, August 4 — MoPM1 2:30 p.m. – 4:00 p.m.

<p>MoPM1 – 1 Salon A</p>	<p>HCI — Panel The Role of Human-Computer Interaction in the Information Systems Curriculum Chair: Jane Carey, Arizona State University West Panelists: Dennis Galletta, University of Pittsburgh Jinwoo Kim, Yonsei University Dov Te'eni, Bar-Ilan University Barbara Wildemuth, University of North Carolina at Chapel Hill Ping Zhang, Syracuse University</p>
<p>MoPM1 – 2 Salon B</p>	<p>Knowledge Management Chairs: Uday Kulkarni, Arizona State University T. S. Raghu, Arizona State University</p> <p>“Intranets for Knowledge Management: Applications Affording User Participation,” Dick Stenmark Göteborg University, and Rikard Lindgren, Viktoria Institute</p> <p>“Information Retrieval from Knowledge Management Systems: Using Knowledge Hierarchies to Overcome Keyword Limitations,” Ryan LaBrie and Robert St. Louis, Arizona State University</p> <p>“Data Mining, Group Memory, Group Decision Making: A Theoretical Framework,” Mohammad S. Rahman, Nancy L. Martin, and Souren Paul, Southern Illinois University, Carbondale</p>
<p>MoPM1 – 3 Salon C</p>	<p>Components Chair: Marcus Rothenberger, University of Wisconsin, Milwaukee</p> <p>“Specifying Business Components in Virtual Engineering Communities,” Peter Fettke and Peter Loos, Johannes Gutenberg-University Mainz</p> <p>“Business Analysis Patterns: Methodological and Support Environment Aspects,” Maria João Ferreira, Universidade Portucalense, and Pericles Loucopoulos, University of Manchester Institute of Science and Technology</p>
<p>MoPM1 – 4 Salon D</p>	<p>Tutorial “Web Services,” Mark Gaynor, George Wyner, Bala Iyer, and Jim Freedman, Boston University</p>
<p>MoPM1 – 5 Salon I</p>	<p>Social Theory in IS Research Chair: Jonathan P. Allen, University of San Francisco</p> <p>“StructurANTion: A Theoretical Framework for Integrating Human and IS Research and Development,” Chris Atkinson and Laurence Brooks, Brunel University</p> <p>“Social Theory in IS Research: Some Recommendations for Informed Adaptation of Social Theories in IS Research,” Jonny Holmström, Umeå University, and Duane Truex, Florida International University</p>
<p>MoPM1 – 6 Salon II</p>	<p>IT in 21st Century Latin America Chair: Martha Garcia-Murillo, Syracuse University</p> <p>“Telephone and Cell Phone Adoptions in Latin American and Caribbean Nations,” Kallol K. Bagchi, Adriano O. Solis, and Leopoldo A. Gemoets, University of Texas at El Paso</p> <p>“Investigating the Effects of National Culture, Infrastructure, and Access Costs on the Use of Information and Communication Technologies in Mexico,” Scott McCoy, The College of William & Mary, and Peter Polak, University of Miami</p>

<p>MoPM1 – 7 Salon III</p>	<p>Information Technology in Government Chair: Asli Yagmur Akbulut, Louisiana State University</p> <p>“A Policy Making View of E-Government Innovations in Public Governance,” Diego D. Navarra and Tony Cornford, London School of Economics and Political Science</p> <p>“A Study of Customers’ Trusting Beliefs in Government-to-Customer Online Services,” Jin Kyu Lee and H. Raghav Rao, State University of New York, Buffalo</p> <p>“Public Expectations and Public Scrutiny: An Agenda for Research in the Context of E-Government,” Abhijit Jain and Ravi Patnayakuni, Temple University</p>
<p>MoPM1 – 8 Room 1</p>	<p>ERP in China Chairs: Fu Jiang, Shanghai Jiaotong University Weiling Ke, National University of Singapore</p> <p>“Organizational Learning in ERP Implementation: An Exploratory Study of Strategic Renewal,” Weiling Ke, National University of Singapore; Kwok Kee Wei and Patrick Y. K. Chau, University of Hong Kong; and Zonghuang Deng, Start Computer Co. Ltd.</p> <p>“Study on the Permanent Way Safety Management Information System for High-Speed Railway of China,” Yin Hui and Gao Liang, Northern Jiaotong University</p> <p>“A Study on a Formal Ontology Model: Constructing a Customer Ontology in a CRM Context,” Wang Hongwei, Jiang Fu, and Wu Jiachun, Shanghai Jiao Tong University</p> <p>“Improving Requirements Analysis in OO Software Development,” Hee Beng Kuan Tan and Weihong Li, Nanyang Technological University</p>
<p>MoPM1 – 9 Room 2</p>	<p>Business Models for the Digital Economy Chair: Hans-Dieter Zimmerman, University of St. Gallen</p> <p>“Customers’ Initial Trust in E-Businesses: How to Measure Customers’ Initial Trust,” Euijin Kim, Morehead State University, and Suresh Tadisina, Southern Illinois University</p> <p>“Characteristics of Interorganizational Relationships and the Structure of Interorganizational Systems: An Exploratory Study,” Dipanjan Chatterjee and T. Ravichandran, Rensselaer Polytechnic Institute</p> <p>“A Multi-Dimensional Framework for Digital Content Commerce,” Mayur Kamat and Joobin Choobineh, Texas A&M University</p>
<p>MoPM1 – 10 Room 3</p>	<p>Mobile Services (Sponsored by SIG eBiz) Chair:</p> <p>“Adaptive Content Delivery Over the Mobile Web,” Yanzan Kevin Zhou and Susy S. Chan, DePaul University</p> <p>“Supporting Group-Oriented Mobile Services,” Upkar Varshney, Georgia State University</p> <p>“Enterprise Mobile Services: Framework and Industry-Specific Analysis,” Radhika Jain, Georgia State University</p>

<p>MoPM1 – 11 Room 4</p>	<p>Enterprise Systems (Metatrack) Chair:</p> <p>“Requirements Definition for Enterprise Information Portals: An Integrated Method for Specifying Quantitative and Qualitative Information Needs,” Jörg Becker, Ralf Knackstedt, Thomas Serries, and Hansjörg Stewering, University of Muenster</p> <p>“Modeling with Partial Least Squares Critical Success Factors Interrelationships in ERP Implementations,” José Esteves, and Josep Casanovas, Universidad Politécnic de Catalunya; and Joan Pastor, Universidad Internacional de Catalunya</p> <p>“What Is Applications Integration? Understanding the Perspectives of Managers, IT Professionals, and End Users,” Les Singletary, Suzanne D. Pawlowski, and Ed Watson, Louisiana State University</p>
<p>MoPM1 – 12 Room 5</p>	<p>Decision Support Systems (Metatrack) (Sponsored by SIG DSS) Chair: Karen Dowling, Arizona State University</p> <p>“A Discussion of Web-Based Consumer Decision Support Systems (WCDSS) and Their Effectiveness,” Qingxiong Ma and Souren Paul, Southern Illinois University, Carbondale</p> <p>“Pseudo-Criterion Based Group Consensus Seeking,” Andrej Bregar, József Györkös, Ivan Rozman, Matja B. Jurič, and Marjan Heričko, University of Maribor</p> <p>“elphi Structure and Group Size in Asynchronous Computer-Mediated Communications,” Hee-Kyung Cho and Murray Turoff, New Jersey Institute of Technology</p> <p>“ Web Portal/Simulation Architecture to Support Collaborative Policy and Planning Decision Making,” Rosemary H. Wild, Kenneth A. Griggs, and Eldon Y. Li, California Polytechnic State University</p>
<p>MoPM1 – 13 Room 8</p>	<p>Data Warehousing Chairs David Schuff Robert St. Louis Ozgur Turetken</p> <p>“Building Data Warehouses Using the Enterprise Modeling Framework,” Joseph O. Chan, Roosevelt University</p> <p>“Incorporating External Data into Data Warehouses: Characterizing and Categorizing Suppliers and Types of External Data,” Mattias Strand, Benkt Wangler, and Marcus Olsson, University of Skövde</p> <p>“Problems in Designing Huge Datawarehouses and Datamarts,” Didier Nakache, Cramif</p>
<p>MoPM1 – 14 Room 9</p>	<p>Database in the IS 2002 Model Curriculum: What Works? Chair: Chelly Vician, Michigan Tech Institute Panelists: Mary Prescott, University of Tampa Diane Strong, Worcester Polytechnic Institute Jeff Hoffer, University of Dayton Bruce Rollier, University of Baltimore Monica Garfield, Bentley College</p>

<p>MoPM1 – 15 Room 10</p>	<p>IT Applications in Health Care Chair: Nabeel Al-Qirim, Auckland University of Technology</p> <p>“Telebaby@: Live Video Streaming from a Neonatal Ward Using the Internet,” Ronald Spanjers, Anne-F. Rutkowski, and Sander Feuth, University Medical Centre Utrecht/Tilburg University</p> <p>“The Use of Information Management/Information Technology in the War Against Bioterrorism,” Major Russell P. Smutz, Army Medical Department Center and School</p> <p>“Championing Telemedicine in New Zealand: The Case of Utilizing Video Conferencing in Psychiatry and Dermatology,” Nabeel A. Y. Al-Qirim, Auckland University/Deakin University</p>
<p>3:30 p.m. — 4:30 p.m. Florida Ballroom/Foyer</p>	<p>Break and Refreshments</p>

Monday, August 4 — MoPM2 4:30 p.m. – 6:00 p.m.

<p>MoPM2 – 1 Salon A</p>	<p>HCI — Mentored Round Table Session Chair: Fred Davis, University of Arkansas</p> <p>“Online Shopping Experience: A Conceptualization,” Yi Guo, Texas A&M University</p> <p>“Toward a Deeper Understanding of the Technology Acceptance Model: An Integrative Analysis of TAM,” Heshan Sun, Syracuse University</p> <p>“Antecedents and Impact of Internet Usage Intention and Belief: A Contingency Approach and a Structural Equation Model,” Hao Zhou Drexel University</p>
<p>MoPM2 – 2 Salon B</p>	<p>Knowledge Management Chair: Uday Kulkarni, Arizona State University</p> <p>“Knowledge Management Strategies and Cultural Dimensions,” Patricia A. Tilley and Gabriel A. Giordano, Florida State University</p> <p>“A Multistrategy Data Mining Approach to Classification,” Mordechai Gal-Or and William E. Spangler, Duquesne University, and Jerrold H. May, University of Pittsburgh</p>
<p>MoPM2 – 2A Salon B</p>	<p>Assessment of E-Commerce Systems Chair: Uday Kulkarni, Arizona State University</p> <p>“Web Usability Study: A Review,” Xiaoni Zhang, Northern Kentucky University</p> <p>“Assessment of ERP/E-Commerce System Implementation Using Balanced Scorecard Approach,” Yujong Hwang, DePaul University, and Robert Al Leitch, University of South Carolina</p> <p>“Antecedents of E-Commerce Affinity: A Model Test,” Andrew S. Borchers, Kettering University</p> <p>“Measuring Business Value of IT Investments of E-Commerce Using Porter’s Framework,” Jatinder N. D. Gupta, University of Alabama, Huntsville; and Sushil K Sharma, Ball State University</p> <p>“Perception of Internet Shopping: A Study on the Experienced and Inexperienced Internet Shoppers for College Students,” J. P. Shim, Mississippi State University, and Tae-Hwan Kim, West Carolina University</p>

<p>MoPM2 – 3 Salon C</p>	<p>Web Services Chair:</p> <p>“READABLE: An Approach and an Environment for Developing Maintainable Web Software,” Cecil Eng Huang Chua, Georgia State University, Sandeep Puro, Penn State University, and Veda C. Storey, Georgia State University</p> <p>“A Reference Architecture Based on Web Components for Ubiquitous Information Systems,” Cesar E. Alvarez and Harold Pardue, University of South Alabama</p> <p>“Web Services Enabled Architecture for Interorganizational Business Process Management,” Ajit Patankar, University of California, Berkeley</p>
<p>MoPM2 – 4 Salon D</p>	<p>Tutorial</p> <p>“Teradata University Network,” Hugh J. Watson, University of Georgia, and Jeffrey A. Hoffer, University of Dayton</p>
<p>MoPM2 – 5 Salon I</p>	<p>Social Theory in IS Research Chair: Kristin Eschenfelder, University of Wisconsin, Madison</p> <p>“Institutional Influences on Organizational Structure and Behavior: An Evaluation of Business Models of the Telecom Industry,” Qing Hu and C. Derrick Huang, Florida Atlantic University</p> <p>“Towards a Socio-Technical Comprehension of IS/IT Risks,” Edgard Dias de Medeiros Neto and António Dias de Figueiredo, University of Coimbra</p> <p>“Is Trust the Whole Story? Rethinking Online Auction via Network Exchange Theory,” Yuan Li, University of South Carolina, Columbia</p>
<p>MoPM2 – 6 Salon II</p>	<p>Customer Relationship Management Chair: Nicholas Romano, Jr., Oklahoma State University</p> <p>“Determinants of On-Line Consumer Satisfaction: A Conjoint Analysis,” Christian Schaupp and France Belanger, Virginia Tech University</p> <p>“Explaining Alternative Behaviors of Online Consumers: An Integration of the Technology Acceptance Model to Preferential Decision,” Achita (Mi) Muthitacharoen, Wichita State University; and Prashant C. Palvia, North Carolina State University, Greensboro</p> <p>“A Balanced View for Customer Segmentation in CRM,” Jongwook Yoon, Hyupsung University; Seok H. Hwang, Datamation(inc.); Dan J. Kim, Michigan State University; and Jongsoo Yoon, Kangnam University</p>
<p>MoPM2 – 7 Salon III</p>	<p>Outsourcing IS Development, IT Operations, and IT-Enabled Services Chair:</p> <p>“Offshore Software Development: Is the Benefit Worth the Risk?,” Anthony J. Delmonte, Embry Riddle Aeronautical University, and Richard V. McCarthy, Quinnipiac University</p> <p>“An Empirical Study of the Applicability of the Technology Acceptance Model to Application Development Outsourcing Decisions,” John “Skip” Benamati and T. M. Rajkumar, Miami University</p> <p>“Flexibility and Cost in Information Technology Outsourcing: Balancing Opposing Goals,” Param V. Singh and Eric A. Walden, Texas Tech University</p>

<p>MoPM2 – 8 Room 1</p>	<p>IT Strategy for China Chairs: Kalle Lyytinen, Case Western Reserve University Junsheng Long, Beijing University</p> <p>“Website Quality: A Cross-Cultural Comparison of United States and China Business Customers,” Eleanor T. Loiacono, Worcester Polytechnic Institute, and Huiping Lin, Northeastern University</p> <p>“Who Is in the Driver’s Seat, Computerization or Management Renovation?,” Junsheng Long, Siqing Peng and Lihua Chen, Beijing University</p> <p>“From Concept Towards Implementation: E-Government in China,” Hongli Hu and Qi Li, Xi’an Jiaotong University; and Zhangxi Lin, Texas Tech University</p> <p>“Strategy of China’s Telecommunication Transformation,” Ping Gao, Copenhagen Business School; Kalle Lyytinen, Case Western Reserve University; and Ramanathan Somasundaram, Aalborg University</p>
<p>MoPM2 – 9 Room 2</p>	<p>Ontology-Driven Information Systems Chair: Theresa Edgington, Arizona State University</p> <p>“Leveraging Knowledge Creation Through Failure Analysis: An Ontological Orientation,” Theresa Edgington, T. S. Raghu, and Ajay Vinze, Arizona State University</p> <p>“Towards the Semantic E-Learning: An Ontological Oriented Discussion of the New Research Agenda in E-Learning,” Miltiadis D. Lytras and Angeliki A. Tsilira, Athens University of Economics and Business; and Marinos G. Themistocleous, Brunel University</p>
<p>MoPM2 – 10 Room 3</p>	<p>Mobile Services (Sponsored by SIG eBiz) Chair:</p> <p>“obile Access to the Intranet: Web Content Management for PDAs,” Maria Magnusson, Volvo Information Technology, and Dick Stenmark, Göteborg University</p> <p>“Facilitating In-Car Use of Multi-Context Mobile Services: The Case of Mobile Telephone Conversations,” Ola Henfridsson and Rikard Lindgren, Viktoria Institute</p> <p>“Wireless Technology Diffusion: An Evaluation Model for Wireless Services,” Karan Gera and Lei-da Chen, Creighton University</p>
<p>MoPM2 – 11 Room 4</p>	<p>Enterprise Systems (Metatrack) Chair:</p> <p>“Method Engineering: Reflections on the Past and Ways Forward,” Duane Truex, Florida International University, and David Avison, ESSEC Business School</p> <p>“Applying Business Process Modeling to Organizational Change,” Ricardo Mendes, João Mateus, Eduardo Silva, and José Tribolet, INESC Inovação</p> <p>“Mapping Petri Nets and Metagraphs: A Step Towards Inter-Organizational Workflows,” Sharad Barkataki, Purdue University</p>

<p>MoPM2 – 12 Room 5</p>	<p>Decision Support Systems (Metatrack) (Sponsored by SIG DSS) Chair: Karen Dowling, Arizona State University</p> <p>“An Automated Recommendation Approach to Selection in Personnel Recruitment,” Frank Färber and Tim Weitzel, Institute for Information Systems, University of Frankfurt; and Tobias Keim, Univentures GmbH</p> <p>“Does Affect Influence Judgment When Using a Decision Support System?,” Soussan Djamasbi, University of Hawaii</p> <p>“Articulating User Preferences About Survivability in a Network Planning DSS,” Steven Cosares and Meral Binbasioglu, Hofstra University</p> <p>“Theorizing about DSS Use and Decision Quality: An Institutional Economics and Task-Technology Fit Perspective,” Virginia Ilie and James F. Courtney, University of Central Florida</p>
<p>MoPM2 – 13 Room 8</p>	<p>E-Services Chair: Tom Stafford, University of Memphis</p> <p>“Factors Affecting the Intention to Adopt Electronic Bill Presentation and Payment,” Lixuan Zhang and Bashorat Ibragimova, University of North Texas</p> <p>“Are Consumers Ready for Fee-Based Online Services?,” Yue “Jeff” Zhang, L. Richard Ye, Dat-Dao Nguyen, and James Chiu, California State University, Northridge</p> <p>“Personalization vs. Customization: Which Is More Effective in E-Services?,” Hangjung Zo, University of Wisconsin–Milwaukee</p> <p>“Adopting IP Telephony Technology: Why Would Consumers Want It?,” Karen P. Patten, Il Im, Sukeshini Grandhi, and Quentin Jones, New Jersey Institute of Technology</p>
<p>MoPM2 – 14 Room 9</p>	<p>Special Education Track: Teaching/Curriculum Innovations Chairs: Susan Williams, Georgia Southern University Paul Stephens, Georgia Southern University</p> <p>“A Decision Support System to Determine the Need and Extent of Training: A Case Study of Computer Literacy Training at a University,” Paul Stephens and Amanda Youck, Bradley University</p> <p>“A Model as a Platform to IT and Cultural Understanding,” Karen Neville, Tom Butler, and Frederic Adam, University College Cork</p> <p>“Software Development in Rural Georgia: A New Model for University Partnerships with Industry,” Susan Williams, Georgia Southern University, and Joanne Walter, NCR Corporation</p>
<p>MoPM2 – 15 Room 10</p>	<p>Knowledge Management and Decision Support in Healthcare IT Chair: Elliot Sloane, Villanova University</p> <p>“Making Explicit the Implicit Knowledge Assets in Healthcare: The Case of Multidisciplinary Teams in Care and Cure Environments,” Graydon Davison, University of Western Sydney, and Nilmini Wickramasinghe, Cleveland State University</p> <p>“Identifying Patterns of Practice in Large Administrative Health Databases,” Tatiana Semenova, Australian National University</p> <p>“Case Studies Using Graphically Enhanced Computer Software to Improve MIS and Clinical Decisions,” Elliot B. Sloane, Matthew J. Liberatore, and Robert L. Nydick, Villanova University</p>

6:00 p.m. – 10:00 p.m.	AMCIS Social Event Florida Aquarium
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Tuesday, August 5 — TuAM1 — 9:30 a.m. – 11:00 a.m.

TuAM1 – 1 Salon A	<p>HCI — Cognitive Aspects I Chair: Arnold Kamis, Bentley College</p> <p>“The Impact of Animation on Visual Search Tasks in a Web Environment: A Multi-Year Study,” Ping Zhang, Syracuse University, and Nelson Massad, Florida Atlantic University</p> <p>“Observing a User’s Mental Model of an Informational Website,” Paulus Insap Santosa, National University of Singapore</p> <p>“Examining the Influence of Cognitive Style on the Use of a Decision Support Tool for Structured and Unstructured Tasks,” Terry L. Fox, Baylor University</p>
TuAM1 – 2 Salon B	<p>Knowledge Management Chair: Uday Kulkarni, Arizona State University</p> <p>“Knowledge Assessment in Developing/Developed Economies: Frameworks and Implementation Examples,” Katia Passerini, New Jersey Institute of Technology</p> <p>“Knowledge Management and Performance: A Fit Perspective,” Saurabh Gupta, University of Georgia</p> <p>“A Knowledge Management Success Model: An Extension of DeLone and McLean’s IS Success Model,” Murray E. Jennex, San Diego State University, and Lorne Olfman, Claremont Graduate School</p>
TuAM1 – 3 Salon C	<p>Component-Based Software Development and Web Services Chair: Hemant Jain, University of Wisconsin, Milwaukee</p> <p>“Domain-Specific Component Design through Product Platforms,” Marcus Rothenberger and Hemant Jain, University of Wisconsin, Milwaukee</p> <p>“Levels of Web Service Adoption: From Technical Solution to Business Opportunity,” Marc N. Haines, University of Wisconsin-Milwaukee</p>
TuAM1 – 4 Salon D	<p>Tutorial</p> <p>“Competitive Intelligence and the Web,” Robert J. Boncella, Washburn University</p>
TuAM1 – 5 Salon I	<p>Assessment of E-Commerce Systems Chair:</p> <p>“Frustrated Incorporated: An Exploration of the Inhibitors of IT-Mediated Customer Service,” Ronald T. Cenfetelli and Izak Benbasat, University of British Columbia</p> <p>“An Assessment of European E-Commerce Systems,” Stephanie Turberg, Consultant, and Robert Nickerson, San Francisco State University</p> <p>“The Impact of Website Design Effectiveness on Customer’s Trusting Beliefs About a Pure Internet Retailer: A Conceptual Study,” Radha Appan and Vidhya Mellarkod, Texas Tech University</p>

<p>TuAM1 – 6 Salon II</p>	<p>IT Project Management Chair: Terry L. Fox, Baylor University</p> <p>“IS Development Project Tools, Methodologies, and Languages Revisited: An Exploratory Assessment,” Mary C. Jones and Bashorat Ibragimova, University of North Texas</p> <p>“The Role of Project Methodology in Large-Scale IS Project Management,” J. Art Gowan, Jr., University of North Carolina at Wilmington, and Richard G. Mathieu, Saint Louis University</p> <p>“The Role of Project Acceptance in the Successful PeopleSoft Human Resources Management System Implementation for the Kentucky Community and Technical College System,” Roy M. Tapp and Jon Hesselden, Kentucky Community and Technical College System; and George Kelley, Morehead State University</p> <p>“An Overview of a Collaborative Project Management Approach and Supporting Software,” Fang Chen, University of Arizona; Nicholas C. Romano, Jr., Oklahoma State University; and Jay F. Nunamaker, Jr., University of Arizona</p>
<p>TuAM1 – 7 Salon III</p>	<p>Outsourcing IS Development, IT Operations, and IT-Enabled Services Chair:</p> <p>“Quality Management as a Competitive Strategy in a Distributed Software Development Environment,” Luciana Sá, Sabrina S. Marczak, Dante Antunes, and Jorge N. Audy, Pontifical Catholic University of Rio Grande do Sul</p> <p>“Influential Factors in IT Sourcing Decisions of Norwegian Public Sector: An Exploratory Study,” Willy Dertz and Carl E. Moe, Adger University College; and Qing Hu, Florida Atlantic University</p> <p>“An Integrative Model of Clients’ Decision to Adopt an Application Service Provider,” Yurong Yao, Edward Watson, Ye-Sho Chen, and Andrea Houston, Louisiana State University</p>
<p>TuAM1 – 8 Room 1</p>	<p>IS Implementation in China Chairs: Wayne Huang, Ohio University Zhangxi Lin, Texas Tech University</p> <p>“An Investigation of Business Planning and Information Systems Planning Integration Within Chinese Companies,” Yajiong (Lucky) Xue, Auburn University; Huigang Liang, Florida Atlantic University; Kittipong (Knock) Laosethakul, Auburn University; and Summer Bartczak, Air Force Institute of Technology</p> <p>“Building Business-to-Consumer Competence in Chinese Fast-Growing Industries: A System Dynamics Model,” Yulin Fang, University of Western Ontario; and Pål I. Davidsen, University of Bergen</p> <p>“Key Information Systems Issues in China,” Dong Li and Qizhi Chen, Peking University</p>
<p>TuAM1 – 9 Room 2</p>	<p>Ontology-Driven Information Systems Chair: Ann Hickey, University of Colorado at Colorado Springs</p> <p>“Ontological Evaluation of Reference Models Using the Bunge-Wand-Weber Model,” Peter Fettke and Peter Loos, Johannes Gutenberg-University Mainz</p> <p>“A Tale of Two Ontologies: The Basis for Systems Analysis Technique Selection,” Ann M. Hickey and Alan M. Davis, University of Colorado at Colorado Springs</p>

<p>TuAM1 – 10 Room 3</p>	<p>Mobile Services (Sponsored by SIG eBiz) — Panel Mobile Wireless Technology and Services: Evolution and Outlook Chair: J. P. Shim, Mississippi State University Panelists: Upkar Varshney, Georgia State University Sasha M. Dekleva, DePaul University Geoffrey Knoerzer, Verizon Wireless</p>
<p>TuAM1 – 11 Room 4</p>	<p>Enterprise Systems (Metatrack) Chair: Ed Watson, Louisiana State University, Glenn Stewart, Queensland University of Technology, Michael Roseman, Queensland University of Technology, Peter Loos, Johannes Gutenberg-Universitaet Mainz</p>
<p>TuAM1 – 12 Room 5</p>	<p>Systemic Thinking in Information Systems Chair: “A Multiple Perspectives Questioning Tool for Information Systems Definition,” Mathew Hillier, City University of Hong Kong/University of South Australia “A Genealogical Analysis of the Relationship between Soft Systems Thinking, Action Research, and Managerial Authority,” Stephen K. Probert, Cranfield University</p>
<p>TuAM1 – 13 Room 8</p>	<p>Alternative Perspectives on Diversity and IT Chair: Amy Woszczyński, Kennesaw State University “Cognitive Dispositions of IS Personnel and Implications for Pair Programming,” Venugopal Balijepally, RadhaKanta Mahapatra, and Sridhar Nerur, University of Texas at Arlington “Are Two Heads Always Better Than One in Collaborative Programming?,” Madeline Ann Domino, Rosann Webb Collins, and Keith Garrison, University of South Florida “Towards a Framework to Enhance the Technology Capacity of Community-Based Organizations in Urban Contexts,” Lynette Kvasny and Roderick L. Lee, Pennsylvania State University</p>
<p>TuAM1 – 14 Room 10</p>	<p>Fundamentals of IS — Panel Panel Session on IS 2002.1 — Fundamentals of Information Systems Chair: Wm. David Salisbury, University of Dayton Panelists: Mark Huber, University of Georgia Craig Piercy, University of Georgia</p>
<p>TuAm1 – 15 Room 10</p>	<p>Philosophical Foundations Chair: “Information Systems and Philosophy: The Hopeless Search for Ultimate Foundations,” Kalle Lyytinen, Case Western Reserve University (Invited Presentation) “The subSYSTEM Approach: A Framework for Analyzing Information Systems at Invention and Reinvention,” Angela Mattia, Virginia Commonwealth University “Improving the Design of Aged Care Accreditation Standards Using Contemporary Systems Thinking Concepts,” Dianna Lorraine Taylor, University of South Australia</p>
<p>10:30 a.m.–11:30 a.m. ROOM</p>	<p>Break and Refreshment</p>

Tuesday, August 5 — TuAM2 11:30 a.m. – 1:00 p.m.

<p>TuAM2 – 1 Salon A</p>	<p>HCI — Cognitive Aspects II Chair: Richard Hall, University of Missouri, Rolla</p> <p>“The Role of Individual Characteristics in Software Utilization Models,” Mark T. Dishaw, University of Wisconsin, Oshkosh; Diane M. Strong, Worcester Polytechnic Institute; and D. Brent Bandy, University of Wisconsin, Oshkosh</p> <p>“Using Effort, Accuracy and Technology Acceptance to Predict Decision Confidence in Online Shopping,” Arnold Kamis, Bentley College</p> <p>“The Effect of Domain Knowledge on Icon Visualization,” Keng Siau and Fiona Fui-Hoon Nah, University of Nebraska-Lincoln</p>
<p>TuAM2 – 2 Salon B</p>	<p>Knowledge Management Chair: T. S. Raghu, Arizona State University</p> <p>“Technology Classification Framework for E-Learning Purposes from a Knowledge Management Perspective,” Miltiadis D. Lytras and Angeliki A. Tsilira, Athens University of Economics and Business; and Marinos G. Themistocleous, Brunel University</p> <p>“AGENT99 Trainer: Designing a Web-Based Multimedia Training System for Deception Detection Knowledge Transfer,” Ming Lin, Janna M. Crews, Jinwei Cao, Jay F. Nunamaker Jr., and Judee K. Burgoon, University of Arizona</p> <p>“A Framework for Building a Learning Organization through ISO 9000 Requirements,” Zein-ul-Abdeen Tahboub, University of Jordan, and Ghazi Alkhatib, Qatar College of Technology</p>
<p>TuAM2 – 3 Salon C</p>	<p>Information Technology in Small Business Chair:</p> <p>“Factors Influencing the Adoption of E-Marketplaces by Small Organizations: An Empirical Investigation,” Xin Tan and Fiona Nah, University of Nebraska–Lincoln; Charalambos Iacovou, Wake Forest University; and JaeKyung Kim, University of Nebraska–Lincoln</p> <p>“Multi-Level Queries Can Make MS Access a Powerful Tool for SMEs,” T. H. Biss, University of Plymouth, and C. Graham, SRA Developments Ltd.</p>
<p>TuAM2 – 4 Salon D</p>	<p>Tutorial</p> <p>“Business Intelligence,” Solomon Negash, Kennesaw State University, and Paul Gray, Claremont Graduate University</p>
<p>TuAM2 – 5 Salon I</p>	<p>Assessment of E-Commerce Systems Chair:</p> <p>“An Instrument for Measuring the Effect of Trusted Electronic Interorganizational Relationships on Customer Loyalty,” Assion Lawson-Body, University of North Dakota</p> <p>“Development of an Instrument to Study the Use of Recommendation Systems,” Gayle Beyah, Peng Xu, Han G. Woo, Kannan Mohan, and Detmar Straub, Georgia State University</p> <p>“A Comprehensive Model of Customer Satisfaction in Electronic Commerce: Investigating the Asymmetric Relationship between Attribute-Level Performance and Overall Satisfaction,” Sung-Hee Park, Dimitar Kunev, and Bill Bearden, University of South Carolina</p>

<p>TuAM2 – 6 Salon II</p>	<p>IT Project Management Chair:</p> <p>“An Agency Theory Analysis of Information Technology Project Success,” Robert C. Mahaney, Northern Kentucky University; and Albert L. Lederer, University of Kentucky</p> <p>“Toward a Theory of Systems Integration Project Management,” Pamela E. Carter, University of Oklahoma</p> <p>“Individual Players in a Team Sport: Stakeholder Change in Commitment in ISD Projects,” Ricardo Valerdi and Ann Majchrzak, University of Southern California</p>
<p>TuAM2 – 7 Salon III</p>	<p>Outsourcing IS Development, IT Operations, and IT-Enabled Services Chair:</p> <p>“The Market Value of IT Outsourcing Investment Announcements: An Event-Study Analysis,” Neveen I. Farag and M. S. Krishnan, University of Michigan</p> <p>“Metrics of Vendor Capabilities in Offshore Outsourcing of Information Technology Functions: Measurement and Analysis,” Toru Sakaguchi and Vijay V. Raghavan, Northern Kentucky University</p> <p>“Managing IT Sourcing Relationships Using Service Level Agreements: A Relational Exchange Theory Approach,” Jahyun Goo and R. Kishore, State University of New York, Buffalo; Kichan Nam, Sogang University, H. R. Rao and Yongil Song, State University of New York, Buffalo</p>
<p>TuAM2 – 8 Room 1</p>	<p>Cross-Cultural IS Research (Metatrack) Chair: Scott McCoy, College of William & Mary</p> <p>“Cultural Universality Versus Particularity in CMC,” Bernd Carsten Stahl, DeMontfort University</p> <p>“Strategically Planning IT: Institutional Influences Shaping a Software Sector,” Ciara Heavin, University College Cork, and Brian Fitzgerald, University of Limerick</p> <p>“The Influence of National Culture in Information Technology Product Adoption,” Kallol Bagchi, University of Texas at El Paso; Robert Cervený, Paul Hart, and Mark Peterson, Florida Atlantic University</p>
<p>TuAM2 – 9 Room 2</p>	<p>Ontology-Driven Information Systems Chair: Tom Horan, Claremont Graduate University</p> <p>“Ontology-Driven Information-Providing Dialogue Systems,” Annika Flycht-Eriksson, Arne Jönsson, Magnus Merkel, and Håkan Sundblad, Linköpings Universitet</p> <p>“Devising a Web-Based Ontology for Emerging Wireless Systems: The Case of Emergency Management Systems,” Thomas Horan, Ugur Kaplançali, and Benjamin Schooley, Claremont Graduate University</p> <p>“Automating Ontology Generation for Information Systems Research Using GHSOM,” Mohammad Al-Ahmadi and Ramesh Sharda, Oklahoma State University</p>

<p>TuAM2 – 10 Room 3</p>	<p>Information Technology in Education Chair:</p> <p>“Teaching a Real-World Decision-Making Process Using Information Technology Tools,” Chetan S. Sankar and P.K. Raju, Auburn University</p> <p>“Platform Architecture and Features for Thin-Client/Server Delivery for Oracle Interface and Tools,” Samuel S. Conn, Regis University</p> <p>“Test Performance and the Medium: Unearthing Differences That Make a Difference,” Jennifer Nicholson, Andrew Hardin, and Darren Nicholson, Washington State University</p>
<p>TuAM2 – 11 Room 4</p>	<p>Management of Small IT Business Chairs: Marianne J. D’Onofrio, Central Connecticut State University Olga Petkova, Central Connecticut State University</p> <p>“Managing Small-Business/University IT Partnerships,” Walter W. Rodriguez, Florida Gulf Coast University</p> <p>“The Small IT Business, the University, and Community Partners: A Model for Synergy,” Richard L. Peterson, Montclair State University</p> <p>“Software Development in Small IT Firms: The Whitewater Method,” Kris Aebischer and Michael Harris, University of South Florida</p> <p>“Assisting Small Information Technology Companies Identify Critical Success Factors in Web Development Projects,” D. Petkov, Eastern Connecticut State University; G. S. Fry, University of Natal; and O. Petkova and M. D’Onofrio, Central Connecticut State University</p>
<p>TuAM2 – 12 Room 5</p>	<p>Systemic Thinking in Information Systems Chair:</p> <p>“Holistic Evaluation of Real-Time Safety-Critical Large-Scale Networks,” Tuncay Bayrak, Western New England College; and Martha Grabowski, Rensselaer Polytechnic Institute/LeMoyne College</p> <p>“Toward a Theory of an IT Integration Infrastructure,” Les Singletary and Ed Watson, Louisiana State University</p> <p>“Decision Making in Software Projects: A Control Theory Perspective,” Arpan Jani, University of Minnesota</p>
<p>TuAM2 – 13 Room 8</p>	<p>IT Academic Gender Issues Chair: Martha Myers, Kennesaw State University</p> <p>“Gender Differences in Faculty Publications in Information Technology,” James Spruell and Mary McCord, Central Missouri State University</p> <p>“Factors That Influence Perceptions of it Diversity,” Amy Woszczyński, Kennesaw State University; Catherine Beise, Salisbury University; Martha Myers, Kennesaw State University; and Janette Moody, The Citadel</p> <p>“Gendered Patterns in Academic Authorship: Examples from the Management Information Systems Discipline,” Kathryn M. Kimery, Saint Mary’s University; and Shelly M. Rinehart and Mark Mellon, University of New Brunswick–Saint John</p>

<p>TuAM2 – 14 Room 9</p>	<p>Special Education Track: Teaching/Curriculum Innovations Chair: Sue Brown, Indiana University</p> <p>“A Learner-Centered Curriculum for the Aspiring Chief Information Officer,” Lee L. Gremillion, Capella University School of Business</p> <p>“Revising IS Curriculum: Positioning Information Systems Specialists for a Web-Based Environment,” Glenn Stewart, Queensland University of Technology</p> <p>“Small Steps Using Cooperative Learning Techniques in the Database Management Course: Some Preliminary Results ,” Susan A. Brown, Indiana University, and Barbara D. Klein, University of Michigan, Dearborn</p>
<p>TuAM2 – 15 Room 10</p>	<p>Philosophical Foundations Chair:</p> <p>“The Design of Reflection,” Maureen Lynch and Mike Metcalfe, University of South Australia</p> <p>“The Trichotomy of Processes: A Philosophical Basis for Information Systems,” George R. Widmeyer, University of Michigan</p> <p>“A Philosophical Analysis of Intellectual Property Rights as They Pertain to Software,” William H. Friedman, University of Central Arkansas</p> <p>“Scientific and Philosophical Aspects of Information and the Relationships among Data, Information, and Knowledge,” Christian Bach and Salvatore Belardo, University at Albany/SUNY</p>
<p>1:00 p.m. – 2:30 p.m. Grand Ballroom</p>	<p>Lunch</p>

Tuesday, August 5 — TuPM1 2:30 p.m. – 4:00 p.m.

<p>TuPM1 – 1 Salon A</p>	<p>HCI in Mobile Technology Chair: Mark Dishaw, University of Wisconsin, Oshkosh</p> <p>“An Empirical Study on the Breadth and Depth Tradeoffs in Very Small Screens: Focusing on Mobile Internet Phones,” Minhee Chae and Jinwoo Kim, Yonsei University</p> <p>“<i>In Situ</i> Data Capture and Mobile Knowledge Management: Helping Technicians Share Case Stories,” Jia Shen and Quentin Jones, New Jersey Institute of Technology</p> <p>“Designing Nonvisual Bookmarks for Mobile PDA Users,” Xiaoyu Chen, Patrick Lacsina, and Marilyn Tremaine, New Jersey Institute of Technology</p>
<p>TuPM1 – 2 Salon B</p>	<p>Knowledge Management Chair: T. S. Raghu, Arizona State University</p> <p>“An Overview of Knowledge Management Frameworks,” Nikhil Mehta, Dianne Hall, and William Boulton, Auburn University</p> <p>“An Investigation of the Motivators and Effects of Formalized Knowledge Sharing at the Workplace: A Qualitative Approach,” Charmaine Barreto, Florida Atlantic University, and John Beachboard, Idaho State University</p> <p>“Knowledge Management as Complex Adaptive Systems,” Karma Sherif, Texas Tech University</p> <p>“Understanding Information Technology Performance in the Context of Knowledge Management,” Yong Jin Kim, SUNY, Binghamton; Hyunjeong Kang, and G. Lawrence Sanders, SUNY Binghamton</p>

<p>TuPM1 – 3 Salon C</p>	<p>Information Technology in Small Business Chair:</p> <p>“Broadband Internet and Digital TV: Wireless and Cable Revenue Strategies for Small Power and Telephone Businesses in Technologically Underserved Rural Areas,” C. D. J. Blades, University of Cincinnati; James Barnett and Jeffrey D. Slone, Morehead State University; and George Kelley, University of Cincinnati/Morehead State University</p> <p>“Personalizing E-Commerce Applications in SMEs,” Petra Schubert, University of Applied Sciences Basel</p>
<p>TuPM1 – 4 Salon D</p>	<p>Tutorials</p> <p>“Computer Forensics and Electronic Evidence,” Linda Volonino, Canisius College</p>
<p>TuPM1 – 5 Salon I</p>	<p>Assessment of E-Commerce Systems Chair:</p> <p>“Assessing Intranets: The Gap between Reported and Realized Benefits,” Linda V. Knight, Theresa A. Steinbach, and James D. White, DePaul University</p> <p>“Intentions to Purchase and the Online Experience,” Melinda L. Korzaan and Paige S. Rutner, University of Arkansas</p> <p>“The Consumer Online Purchase Decision: A Model of Consideration Set Formation and Buyer Conversion Rate Across Market Leaders and Market Followers,” Neveen I. Farag, University of Michigan; Michael D. Smith, Carnegie Mellon University; and M. S. Krishnan, University of Michigan</p>
<p>TuPM1 – 6 Salon II</p>	<p>IT Project Management Chair:</p> <p>“SPSM and SPC for Software Process and Project Management,” Omar F. El-Gayar, Dakota State University</p> <p>“Unified Modeling Language: Theoretical and Practical Complexity,” John Erickson and Keng Siau, University of Nebraska-Lincoln</p> <p>“Information Systems Requirements Determination and Analysis: A Mental Modeling Approach,” Keng Siau and Xin Tan, University of Nebraska – Lincoln</p>
<p>TuPM1 – 7 Salon III</p>	<p>Evaluation of Information System Impact Chair: Zahir Irani, Brunel University</p> <p>“Information Systems Investment and Evaluation: Mini-Track Introduction,” Zahir Irani, Marinos Themistocleous, and Tony Elliman, Brunel University; and Peter E. D Love, Edith Cowan University</p> <p>“In Search of Information Technology Business Value: Do Measurement Levels Make a Difference?,” Rajiv Kohli, University of Notre Dame</p> <p>“Evaluating IT in the Independent Financial Services Sector in the UK Taking Into Consideration Marketing Orientation and Strategic Typology,” Ashok Ranchhod, Southampton Business School; Ray Hackney, Manchester Metropolitan University; and Tamer Awad, The Arab Academy</p> <p>“Information Technology and Process Performance: An Empirical Investigation of the Complementarities between <i>IT</i> and Non-<i>IT</i> Resources,” Patrick I. Jeffers and Waleed A. Muhanna, Ohio State University</p>

<p>TuPM1 – 8 Room 1</p>	<p>Cross-Cultural IS Research (Metatrack) Chair: Eleanor Loiacono, Worcester Polytechnic Institute</p> <p>“A Meta-Analysis of Information Systems Research Diversity in Portugal,” José Esteves, Universidad Politécnica de Catalunya; and Isabel Ramos, Universidad do Minho</p> <p>“Developing a Model for Offshore Outsourcing,” Naureen Khan, Wendy L. Currie, and Mathew Guah, Brunel University</p> <p>“Cross-Cultural Telecommuting Evaluation in Mexico and United States,” Carlos J. Navarrete, California State Polytechnic University, Pomona, and James B. Pick, University of Redlands</p>
<p>TuPM1 – 9 Room 2</p>	<p>Wireless and M-Commerce Systems Chair:</p> <p>“Towards a Comprehensive Model of Context for Mobile and Wireless Computing,” Peter Tarasewich, Northeastern University</p> <p>“Mobile Commerce Integration Across the Supply Chain in Businesses in New Zealand,” Eman I. Al Haj Ali, Auckland University of Technology; and Nabeel A. Y. Al-Qirim, Auckland University of Technology/Deakin University</p> <p>“What Is the Mobile Internet For? A Cross-National Study on the Value Structure of the Mobile Internet,” Yeonsoo Lee and Jinwoo Kim, Yonsei University</p>
<p>TuPM1 – 10 Room 3</p>	<p>Information Technology in Education Chair:</p> <p>“Using a Social Decision Support System Toolkit to Evaluate Achieved Course Objectives,” Yuanqiong Wang, Zheng Li, Murray Turoff, and Starr Roxanne Hiltz, New Jersey Institute of Technology</p> <p>“Is Face-to-Face Better than Online? A Five-Year Longitudinal Study of 33 Online and 25 Face-to-Face Sections of Seven Different Courses,” Rassule Hadidi, Chung-Hsien Sung, and Miles D. Woken, University of Illinois at Springfield</p> <p>“Why Do Universities Make Discontinuous Changes to Their Web Sites? Examining the Relative Importance of Four Reasons for Change,” Terry Ryan, Claremont Graduate University; Richard H. G. Field, University of Alberta; and Lorne Olfman, Claremont Graduate University</p> <p>“Online Discussions and Perceived Learning,” Dezhi Wu and Starr Roxanne Hiltz, New Jersey Institute of Technology</p>
<p>TuPM1 – 11 Room 4</p>	<p>Information Systems and Technology Issues in Developing Countries Chairs: Scott McCoy, College of William & Mary Victor Mbarika, Louisiana State University</p> <p>“Systems Development Methodology Use in South Africa,” Magda Huisman, Potchefstroom University for CHE, and Juhani Iivari, University of Oulu</p> <p>“Going Beyond TAM to Predict E-Mail Use in Eastern Europe: A Focus on the Slovak Republic,” Alexandra Durcikova, University of Pittsburgh; Iveta Stankovicova, Comenius University; Scott McCoy, The College of William & Mary; and Victor Wacham A. Mbarika, Louisiana State University</p> <p>“Applicability of Context-Aware Framework of Knowledge Management in Sub-Saharan Africa: A Research Proposal,” Adekunle Okunoye, Xavier University</p>

<p>TuPM1 – 12 Room 5</p>	<p>Intelligent Agent and Multi-Agent Systems Chair: Vijayan Sugumaran, Oakland University</p> <p>“eAgents: An Approach for Modeling and Simulating Multi-Agent Systems,” N. C. Narendra, Hewlett-Packard India Software Operations Ltd.</p> <p>“Agent-Based Modeling and Simulation of Collaborative Social Networks,” Greg Madey and Yongqin Gao, University of Notre Dame; Vincent Freeh, North Carolina State University; Renee Tynan and Chris Hoffman, University of Notre Dame</p> <p>“Hayek’s Catallaxy: A Forward-Looking Concept for Information Systems?,” Torsten Eymann, Stefan Sackmann, Günter Müller, Ingo Pippow, Albert-Ludwigs-University Freiburg</p>
<p>TuPM1 – 13 Room 8</p>	<p>IT Workplace Gender Issues Chair:</p> <p>“Assessing Gender Differences in Developers: A Preliminary Investigation,” Ronald Dattero, Southwest Missouri State University; Stuart D. Galup, Florida Atlantic University; and Jim J. Quan, Salisbury University</p> <p>“Toward a Model of Women in the IT Workplace,” Sue E. Kase and Eileen M. Trauth, Pennsylvania State University</p> <p>“Overcoming the Adversity of Diversity: An Australian Story,” Annemieke Craig, Deakin University; Angela Scollary, Victoria University of Technology; and Julie Fisher, Monash University</p>
<p>TuPM1 – 14 Room 9</p>	<p>Special Educational Track: Teaching/Curriculum Innovations — Panel Panel Session on IS 2002.6 (IS 97.6) Networks and Telecommunications Chair: John T. Gorgone, Bentley College Panelists: Thomas Case, Georgia Southern University Andrew Urbaczewski, Washington State University</p>
<p>TuPM2 – 15 Room 10</p>	<p>Philosophical Foundations Chair:</p> <p>“The DSS Paradigm: An Interpretation Using the Kuhn Model,” Brian Hosack, Florida State University</p> <p>“A Critical Analysis of the Knowledge Creation Process,” Stephen K. Probert, Cranfield University</p> <p>“The Constitutional Force of Perspective Phenomenology: Philosophical Unification in Information Systems,” Pieter E. Wisse, Information Dynamics</p> <p>“Now the Twain Shall Meet: Combining Social Sciences and Software Engineering to Support Development of Emergent Systems,” Sandeep Purao, Pennsylvania State University; Duane Truex, Florida International University; and Lan Cao, Georgia State University</p>
<p>3:30 p.m. — 4:30 p.m. Florida Ballroom/Foyer</p>	<p>Break and Refreshments</p>

Tuesday, August 5 — TuPM2 4:30 p.m. – 6:00 p.m.

<p>TuPM2 – 1 Salon A</p>	<p>HCI — Personalization and Trust Chair: Jinwoo Kim, Yonsei University</p> <p>“Perspectives on Personalization,” Haiyan Fan and Marshall Scott Poole, Texas A&M University</p> <p>“Website Personalization for Relationship Building: A Conceptual Framework,” Fatemeh “Mariam” Zahedi and Ying Lu, University of Wisconsin, Milwaukee</p> <p>“Short Arguments for Seals of Approval and Portal Affiliation: Building Consumer Trust in Online Shopping,” Dongmin Kim, University of British Columbia</p>
<p>TuPM2 – 2 Salon B</p>	<p>Databases for the 21st Century Chairs: Bruce Rollier Hyunchul Kang</p> <p>“Privacy Protection in Data Mining,” Jinqun Li and Michael J. Shaw, University of Illinois, Urbana-Champaign; and Fu-ren Lin, National Sun Yat-sen University</p> <p>“A Scalable Approach to Processing Large XML Data Volumes,” Tim Weitzel, University of Frankfurt; Thomas Tesch, Infonyte GmbH; and Peter Fankhauser, Fraunhofer IPSI</p> <p>“Pattern-Oriented Clustering of Web Transactions,” Yinghui Yang and Balaji Padmanabhan, University of Pennsylvania</p>
<p>TuPM2 – 3 Salon C</p>	<p>Research Methods and Epistemology of IS Chair:</p> <p>“Comparing Regression, PLS, and LISREL Using a Monte Carlo Simulation,” Dale L. Goodhue and William Lewis, University of Georgia; Ronald L. Thompson, Wake Forest University</p> <p>Outsourcing IS Development, IT Operations, and IT-Enabled Services Chair:</p> <p>“The Impact of Information Systems Outsourcing on Internal and External Firm Knowledge,” Ryan J. Baxter, Case Western Reserve University</p>
<p>TuPM2 – 4 Salon D</p>	<p>Tutorial</p> <p>“Computational Ontologies: Foundations, Representations, and Methods,” Rajiv Kishore, R. Ramesh, and Raj Sharman, State University of New York, Buffalo</p>
<p>TuPM2 – 5 Salon I</p>	<p>Social Issues in Information Systems Chair:</p> <p>“Structuring Environmental Scanning and Organizational Information Interpretation: An Organization-Level Contingency Model,” Weijun Zheng and Robert W. Zmud, University of Oklahoma</p> <p>“The Development of Trust in Virtual Teams,” Russell Haines, University of Tulsa, and Richard Scamell, University of Houston</p> <p>“Values in E-Business: Testing Value Compatibility and Trust Production in E-Commerce,” Joseph Cazier and Mark A. Gill, Arizona State University</p>

<p>TuPM2 – 6 Salon II</p>	<p>IT Project Management Chair:</p> <p>“Preventing Runaway IT Projects: Protecting Auditors from Entrapment,” Joan Ellen Cheney Mann, Old Dominion University</p> <p>“Post-Project Reviews: An Examination of Determinants,” Klara Nelson, University of Tampa</p> <p>Accounting Information Systems Chair:</p> <p>“Monitoring Accounting Information Using Ratio Analysis and Control Charts,” Richard B. Dull, Clemson University, and David P. Tegarden, Virginia Tech</p> <p>“IS in the Accounting Core Curriculum and Employer Knowledge Requirements: Integrating Research into a Graduate AIS Course,” Christine P. Andrews and Judy Wynekoop, Florida Gulf Coast University</p>
<p>TuPM2 – 7 Salon III</p>	<p>Using Perceived Benefits and Values Chair: Tony Elliman, Brunel University</p> <p>“An Exploratory Study of the Impact of Information Technology Investment Announcements on Companies’ Values in Japan,” Narcyz Roztockki and Atsuko Imai, State University of New York at New Paltz</p> <p>“The Impact of Knowledge Sharing and Rational Planning on IT-Based Organizational Performance: An Empirical Analysis,” Grover S. Kearns, University of South Florida at St. Petersburg</p> <p>“IS Evaluation in the UK Public Sector: Emerging Research Themes and Issues,” Steve Jones, Conwy County Borough Council, and Zahir Irani, Brunel University</p> <p>“Confirming, Identifying, and Categorizing IS Lifecycle Costs,” Ahmad Ghoneim and Zahir Irani, Brunel University</p>
<p>TuPM2 – 8 Room 1</p>	<p>Cross-Cultural IS Research (Metatrack) Chair: Guillermo Rodriguez-Abitia, Campus Estado de Mexico</p> <p>“Integrating National Culture into Individual IS Adoption Research: The Need for Individual Level Measures,” Scott McCoy, The College of William & Mary</p> <p>“The Influence of National Culture on the Level and Outcome of IS Decision Making in the IS Evolution/Redevelopment Decision,” Jon Heales and Sophie Cockcroft, University of Queensland</p>
<p>TuPM2 – 9 Room 2</p>	<p>Wireless and M-Commerce Systems Chair:</p> <p>“Location of Access Points in Wireless Local Area Networking,” Frederick Kaefer, Loyola University of Chicago</p> <p>“An Investigation into Employees’ Acceptance of Integrating Mobile Commerce into Organizational Processes,” Michele L. Gribbins, Michael J. Shaw, Judith Gebauer, University of Illinois at Urbana-Champaign</p> <p>“Implementing and Managing Wireless LAN: An Empirical Study,” Leida Chen and Ravi Nath, Creighton University</p> <p>“Case Study Analysis of Corporate Decision-Making for Cell Phone Deployment,” G. Keith Roberts and James B. Pick, University of Redlands</p>

<p>TuPM2 – 10 Room 3</p>	<p>Information Technology in Education Chair:</p> <p>“Multimedia Diversification of the Asynchronous Learning Network Learning Environment,” Eunhee Kim, Starr Roxanne Hiltz, Julian M. Scher, and Murray Turoff, New Jersey Institute of Technology</p> <p>“Student Desired Attributes of PDAs,” Deepali Phanse and Gary Hackbarth, Iowa State University</p> <p>“Helping Poor Readers: A Case Study of a Computer Assisted Instruction Reading Tutorial,” Janna M. Crews, University of Arizona</p> <p>“Can People Be Trained to Better Detect Deception? Instructor-Led vs. Web-Based Training,” Jinwei Cao, Janna M. Crews, Ming Lin, Judee K. Burgoon, and Jay F. Nunamaker Jr., University of Arizona</p>
<p>TuPM2 – 11 Room 4</p>	<p>Information Systems and Technology Issues in Developing Countries Chairs: Peter Meso, Georgia State University Philip F. Musa, University of Alabama</p> <p>“Software Outsourcing in Vietnam: A Case Study of a Local Pioneer,” John Gallagher and Greg Stoller, Boston College</p> <p>“Adoption of E-Commerce by Organizations: Integrated Perspectives on the Strategic and Environmental Imperatives in Developing Countries,” Monideepa Tarafdar, University of St. Thomas, and Sanjiv D. Vaidya, Indian Institute of Management Calcutta</p> <p>“Electronic Commerce Policy Making Towards the Elimination of the Digital Divide: Insights From the Developing Region of South Eastern Europe,” Anastasia Papazafeiropoulou, Brunel University, and Athanasia Pouloudi, Athens University of Economics and Business</p>
<p>TuPM2 – 12 Room 5</p>	<p>Intelligent Agent and Multi-Agent Systems Chair: Rajiv Kishore, SUNY at Buffalo</p> <p>“The GRITICKA Ontology for Modeling Multiagent-Based Integrative Business Information Systems,” Hong Zhang, Southwest Missouri State University; Rajiv Kishore, Ram Ramesh, and Raj Sharman, State University of New York at Buffalo</p> <p>“The Design of Intelligent Agent Supported Exception Management in Securities Trading,” Minhong Wang, Huaiqing Wang, Kwok Kit Wan, and Dongming Xu, City University of Hong Kong</p> <p>“Using Agents and XML for Knowledge Representation and Exchange: An Intelligent Distributed Decision Support Architecture (IDDSA),” Rahul Singh, Al Salam, and Lakshmi S. Iyer, University of North Carolina, Greensboro</p>
<p>TuPM2 – 13 Room 8</p>	<p>Technology Briefings Chair:</p> <p>“The eXtensible Markup Language (XML) and eBusiness: Significance and Impact,” Rubén Mendoza and JungJoo Jahng, Rensselaer Polytechnic Institute</p> <p>“Using Streaming Technology and Tablet PCs for Teaching Information Systems,” J. P. Shim, Kirk P. Arnett, and Mark B. Schmidt, Mississippi State University</p>

<p>TuPM2 – 14 Room 9</p>	<p>Special Education Track: Teaching/Curriculum Innovations Chair:</p> <p>“Students’ Perceptions Toward Peer Evaluation,” Yining Chen and Hao Lou, Ohio University</p> <p>“Assessing Readiness of IS Majors to Enter the Job Market: An IS Competency Exam Based on the Model Curriculum,” Jeffrey P. Landry, University of South Alabama; John H. Reynolds, Grand Valley State University; and Herbert E. Longenecker, Jr., University of South Alabama</p> <p>“How Much Is Enough? Teaching Information Technology in a Business-Oriented IS Curriculum,” John C. Beachboard and Kevin R. Parker, Idaho State University</p>
<p>TuPM2 – 15 Room 10</p>	<p>Philosophical Foundations Chair:</p> <p>“Organizations and the Necessity of Computer Based Information Systems,” Pankaj, Southern Illinois University at Carbondale, and Micki Hyde, University of Michigan at Dearborn</p> <p>“The Management of Intuition,” John D. Haynes, University of Central Florida</p> <p>“Relationship Principles for the Support Economy,” Thomas Lauer, Oakland University; and Kimberly Cass, University of Redlands</p> <p>“Making Sense of IS Research in a Complex World,” Kay Fielden, UNITEC Institute of Technology</p>

Wednesday, August 6 — WeAM1 — 8:30 a.m. – 10:00 a.m.

<p>WeAM1 – 1 Salon A</p>	<p>HCI — Cognitive Aspects III Chair: Fatemeh “Mariam” Zahedi, University of Wisconsin, Milwaukee</p> <p>“The Credibility of Online Information,” Esperanza Huerta, Claremont Graduate University/Instituto Tecnológico Autónomo de México, and Terry Ryan, Claremont Graduate University</p> <p>“A Study on Tolerable Waiting Time: How Long Are Web Users Willing to Wait?,” Fiona Fui-Hoon Nah, University of Nebraska, Lincoln</p> <p>“User Frustration with Technology in the Workplace,” Jonathan Lazar and Adam Jones, Towson University; Katie Bessiere, Carnegie-Mellon University; Irina Ceaparu and Ben Shneiderman, University of Maryland</p>
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<p>WeAM1 – 2 Salon B</p>	<p>Peer-to-Peer Computing and Services Chair:</p> <p>“Consumer Behavior in the Adoption of Peer-to-Peer Technologies: An Empirical Examination of Information Cascades and Network Externalities,” Jaeki Song and Eric A. Walden, Texas Tech University</p> <p>“dAMP: A JXTA-Based Peer-to-Peer Media Player,” Qusay H. Mahmoud and Leslie Yu, University of Guelph; and Christopher Long, Sierra Systems</p> <p>“Peer-to-Peer Knowledge Networks and E-Learning Clusters of Applications: A Conceptual and Technological Approach of Potential Business Value,” Miltiadis D. Lytras and Angeliki A. Tsilira, Athens University of Economics and Business; and Marinos G. Themistocleous, Brunel University</p> <p>“odel for Trust Among Peers in Electronic Multiparty Transactions,” Sanjay Goel and Jagdish S. Gangolly, University at Albany, SUNY</p>
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<p>WeAM1 – 3 Salon C</p>	<p>Internet-Based Business Strategies Chair:</p> <p>“An Empirical Investigation of Economic Payoffs of E-Business and CRM Innovations,” Namchul Shin, Pace University</p> <p>“The Effects of Retail Format Characteristics on E-Loyalty,” Gerardo E. Domingo II and Kai-Lung Hui, National University of Singapore</p> <p>“Generic Strategies for Business-to-Consumer E-Commerce,” Youlong Zhuang, University of Missouri-Columbia, and Albert L. Lederer, University of Kentucky</p> <p>“E-Branding Strategies of Non-Profit Organizations,” Horst Treiblmaier, Arne Floh, and Irene Pollach, Vienna University of Economics and Business Administration; and Marcin Kotlowski, Echonet.at</p> <p>“Factors Affecting Internet Banking Activities: A Case Study of a Community Bank,” Srinivasa Katuri, Independent Consultant, and Monica Lam, California State University, Sacramento</p>
<p>WeAM1 – 4 Salon D</p>	<p>Tutorial</p> <p>“Making the Transition from OO Analysis to OO Design with the Unified Process,” John F. Satzinger, Southwest Missouri State University, and Robert B. Jackson, Brigham Young University</p>
<p>WeAM1 – 5 Salon I</p>	<p>Social Issues in Information Systems Chair:</p> <p>“Software Piracy: An Empirical Examination of the Impact of Network Externalities and Open Source Alternatives on Willingness to Pay,” Orneita Burton, T. S. Raghu, Rajiv Sinha, and Ajay Vinze, Arizona State University</p> <p>“Reuse Consumption: A Behavioral Model of Individual Reuse of Pre-Built Software Components,” J. Harold Pardue, Jeffrey P. Landry, and Loveleen Sharma, University of South Alabama</p> <p>“Effects of Two Information Privacy Concerns on Students’ Feeling of Alienation,” Joseph S. Mollick and J. Michael Pearson, Southern Illinois University, Carbondale</p> <p>“Implementing a Management-Directed Information System,” D. Paper, Utah State University, R. Chang, National Sun Yat-Sen University, S. Simon, Mercer University, and W. Mok, University of Alabama, Huntsville</p>
<p>WeAM1 – 6 Salon II</p>	<p>Research Methods and Epistemology of IS Chair:</p> <p>“Analyzing the Nature of Knowledge in the IS Field,” Vikas Jain, George Washington University</p> <p>“How We Invent What We Measure: A Constructionist Critique of the Empiricist Bias in IS Research,” Bernd Carsten Stahl, DeMontfort University</p> <p>“Symbolic Interactionist Ethnography: Toward Congruence and Trustworthiness,” Michael T. K. Tan, National University of Singapore; Lei Zhu, University of British Columbia; and Xin Wei Wang, National University of Singapore</p>

<p>WeAM1 – 7 Salon III</p>	<p>Evaluation Models: The Paradox of Diversity Chair: Steve Jones, Conwy County Borough Council</p> <p>“Identifying Factors to Improve Effective XML Adoption in Electronic Businesses,” Andrew Chen, Sagnika Sen, and Ben Shao, Arizona State University</p> <p>“Architecture-Based Systems Evaluation: Lessons Learned,” A. Grimán, M. Pérez, L. Mendoza, and K. Domínguez, Universidad Simón Bolívar</p> <p>“Assessing IT Business Value Within Interorganizational Processes,” Nigel Melville, Boston College, and Ron Ramirez, University of Colorado, Denver</p> <p>“Evaluating Information Technology Investments in an Organizational Context,” Paul M. Tuten, Nova Southeastern University</p>
<p>WeAM1 – 8 Room 1</p>	<p>IS Strategy Chair:</p> <p>“The Changing Characteristics of Information During IST Strategic Development and Enactment,” Paul J. Robinson and David H. Brown, Lancaster University</p> <p>“Intranet as Formative Context: A Study of an Under-Utilized Corporate Web,” Dick Stenmark, Göteborg University</p> <p>“An Exploratory Study of Strategic Alignment and Global Information System Implementation Success in Fortune 500 Companies,” Robert C. Nickerson and Jamie Eng, San Francisco State University; and Lisa C. Ho, Longs Drug Stores</p>
<p>WeAM1 – 9 Room 2</p>	<p>IS Leadership (Metatrack) Chair: Rick Watson, University of Georgia</p> <p>“A Role Model of IS Leadership,” Ephraim R. McLean and Stanley J. Smits, Georgia State University (Invited Presentation)</p> <p>“Understanding the Roles of IS Leadership,” William Lewis, University of Georgia, and Scott Bernard, Syracuse University</p>
<p>WeAM1 – 10 Room 3</p>	<p>Supply Chain Management Chair:</p> <p>“Adoption of XML Specifications: An Exploratory Study of Industry Practices,” Rubén A. Mendoza and JungJoo Jahng, Rensselaer Polytechnic Institute</p> <p>“Online Data Mining in Franchising Supply Chain Management: A Demonstration in the Apparel Industry,” Bin Zhang, Ye-Sho Chen, Suzanne Pawlowski, Jianhua Chen, and Yuan Chen, Louisiana State University</p> <p>“Examining Organizational Flexibility in an Interorganizational Context,” Evangelia Kopanaki and Steve Smithson, London School of Economics</p>
<p>WeAM1 – 11 Room 4</p>	<p>Information Systems Security Chair:</p> <p>“A Research Model for Investigating Human Behavior Related to Computer Security,” Kregg Aytes, Idaho State University; and Terry Connolly, University of Arizona</p> <p>“An Empirical Study of Computer and Internet Security Breaches Using Sparse Data,” Kallol Bagchi and Godwin Udo, University of Texas at El Paso</p> <p>“Compliance with an Information Security Management Standard: A New Approach,” Malcolm R Pattinson, University of South Australia</p>

WeAM1 – 12 Room 5	<p>Intelligent Agent and Multi-Agent Systems Chair: Steven Walczak, University of Colorado at Denver</p> <p>“ADAPT: Adaptive Multi-Agent Process Planning and Coordination of Clinical Trials,” Christian Heine, Technische Universität Ilmenau; Ranier Herrler, Universität Würzburg; Mathias Petsch and Christian Anhalt, Technische Universität Ilmenau</p> <p>“Building Business Heuristics with Data-Mining Internet Agents,” Steven Walczak and Dawn G. Gregg, University of Colorado, Denver</p> <p>“PAMAS: Agent-Based Supply Chain Event Management System,” Roland Zimmermann, University of Erlangen-Nuremberg, and Adrian Paschke, Technical University of Munich</p> <p>“Pool-Based Heterogeneous Mobile Agents for Network Management,” Nandini Taneja, InfoVision Consultants Inc., and Aakash Taneja, University of Texas at Arlington</p>
WeAM1 – 13 Room 8	<p>Virtual Communities Chair:</p> <p>“Hidden Costs of Transactions in a Collaborative Ecosystem,” Monish Das, SETLabs, Infosys</p> <p>“Active Portals to Support Collaborative Business Processes,” I. T. Hawryszkiewicz, University of Technology, Sydney</p> <p>“Toward a Dynamic Theory of Open Online Collaboration Communities,” Vedat G. Diker, University at Albany</p> <p>“Effects of Online Reputation Service in Electronic Markets: A Trust-Based Empirical Study,” Bo Xu and Surya Yadav, Texas Tech University</p>
WeAM1 – 14 Room 9	<p>Special Education Track: Teaching/Curriculum Innovations Chair: Lee Freeman, University of Michigan, Dearborn</p> <p>“Information Technology in the MBA Curriculum: The Case for Relevant Topics,” Pam Neely, Rochester Institute of Technology, and Roberto J. Mejias, Purdue University</p> <p>“Prospective Tracks in the MSIS 2000 Model Curriculum Framework,” John T. Gorgone, Bentley College, and Vijay Kanabar, Boston University</p> <p>“Developing and Launching an Online MBA: Key Decisions, Experiences, and Success Factors,” Ian Daykin, Lee A. Freeman, Timothy Landon, and Gary Waissi, University of Michigan, Dearborn</p>
WeAM1 – 15 Room 10	<p>Philosophical Foundations Chair:</p> <p>“Where Should a New IS Researcher Start?,” Nik R. Hassan, University of Minnesota, Duluth</p> <p>“Creating an Intelligence Infrastructure for Intelligent Organizations,” Zaiyong Tang, Louisiana Tech University, and Subramanian Sivaramakrishnan, University of Manitoba</p> <p>“What Mary Didn’t Know About Tacit Knowledge,” Adam Jenkins, University of South Australia</p> <p>“A Copernican Revolution in IS: Using Kant’s Critique of Pure Reason for Describing Epistemological Trends in IS,” Emmanuel Monod, University of Nantes/Georgia State University</p>

10:30 a.m.–11:30 a.m.
Florida Ballroom/Foyer

Break and Refreshment

Wednesday, August 6 — WeAM2 10:30 a.m. – 12:00 noon

WeAM2 – 1 Salon A	<p>HCI — Social Aspects Chair:</p> <p>“The Impact of Social Cues and Personality on Decision-Making Involvement and Performance,” Traci J. Hess, Mark A. Fuller, and John Mathew, Washington State University</p> <p>“Social and Usage Process Motivations for Internet Use: Differences between Light and Heavy Users,” Thomas F. Stafford, University of Memphis</p> <p>“Media Switching and Media Integration: An Examination of Instant Messaging and IP-Calling Practices,” Sukeshini A. Grandhi, Quentin Jones, Keerti Chivakula, and Karen Patten, New Jersey Institute of Technology</p>
WeAM2 – 2 Salon B	<p>Peer-to-Peer Computing and Services Chair:</p> <p>“Using P2P Computing and Mobile Agents For Web Information Retrieval: A Framework Design,” Yihua Philip Sheng, Southern Illinois University, Carbondale</p> <p>“Predicting Grid Computing Software Adoption: An Exploratory Study,” Nolan J. Taylor and John E. Galvin, Indiana University</p> <p>“Peer-to-Peer: Obtaining the Legal Napster Functionality,” Aakash Taneja and Anil Singh, University of Texas at Arlington</p>
WeAM2 – 3 Salon C	<p>Internet-Based Business Strategies Chair:</p> <p>“Quality-Contingent Differentiated Pricing for Broadband Services,” Hemant K. Bhargava and Daewon Sun, Pennsylvania State University</p> <p>“The Application Service Providers Business Model: Issues and Challenges,” Bhavini Desai and Wendy Currie, Brunel University</p> <p>“Trust, Risk and Benefit in Electronic Commerce: What Are the Relationships?,” Dan J. Kim, Ki-Young Lee, and Doohwang Lee, Michigan State University; Donald L. Ferrin and H. Raghav Rao, State University of New York at Buffalo</p> <p>“Antecedents of Consumer Trust in B-to-C Electronic Commerce,” Dan J. Kim, Michigan State University; Donald L. Ferrin and H. Raghav Rao, State University of New York at Buffalo</p> <p>“Dynamic Capabilities in the Internet Environment,” Pisit Chanvarasuth and Ravichandran, T, Rensselaer Polytechnic Institute</p>
WeAM2 – 4 Salon D	<p>Tutorial</p> <p>“Creating, Assessing, and Understanding the Use of Concept Maps as a Teaching and Assessment Technique,” David T. Croadsell, Washington State University, and Lee A. Freeman and Andrew Urbaczewski, University of Michigan–Dearborn</p>

<p>WeAM2 – 5 Salon I</p>	<p>Social Issues in Information Systems Chair:</p> <p>“Social Context for Mobile Computing Device Adoption: A Proposed Research Model,” Andrew P. Ciganek and K. Ramamurthy, University of Wisconsin-Milwaukee</p> <p>“Situational Trust in Digital Markets: A Socio-Technical Exploration,” Howard Rosenbaum, Indiana University; Elisabeth Davenport, Napier University; and Margaret Swan, Indiana University</p> <p>“Web Assimilation and Corporate Culture: Assessing the Chatterjee, Grewal, and Sambamurthy Model,” Donald L. Amoroso, San Diego State University</p>
<p>WeAM2 – 6 Salon II</p>	<p>Research Methods and Epistemology of IS Chair:</p> <p>“Soft Systems Methodology, Phenomenology and Information Systems Development: A Critical Analysis,” Stephen K. Probert, Cranfield University</p> <p>“Subjectivity, Context, and Perceptions of Quality in Empirical Research,” Susan Gasson, Drexel University</p> <p>“A Brief Historical Review of the Development of the Distinction between Data and Information in the Information Systems Literature,” Robert L. Gray, Christopher Newport University</p>
<p>WeAM2 – 7 Salon III</p>	<p>Information Technology in Small Business Chair:</p> <p>“The Efficient Usage of E-Commerce Applications by SMEs in the Retail/Wholesale Industry: A Four-Nation Comparison,” Roman Beck and Wolfgang Koenig, Johann Wolfgang Goethe University; and Rolf T. Wigand, University of Arkansas at Little Rock</p> <p>“Barriers and Problems Affecting Web Infrastructure Development: The Experiences of a UK Small Manufacturing Business,” James A. Boyes and Zahir Irani, Brunel University</p> <p>“Local Road Hauling in a Global Context: An Action Research Study-in-Progress of Fleet Management Systems,” Rikard Lindgren and Ola Henfridsson, Viktoria Institute</p>
<p>WeAM2 – 8 Room 1</p>	<p>IS Strategy Chair:</p> <p>“Overcoming the Elusive Problem of IS/IT Alignment: Conceptual and Methodological Considerations,” Nicholas L. Ball, Carl R. Adams, and Weidong Xia, University of Minnesota</p> <p>“A Proposed Model of the Effects of Organizational Citizenship Behavior on Sustained Information Technology Innovations,” Russell K. H. Ching, California State University, Sacramento; and Brian Niehoff, Kansas State University</p>
<p>WeAM2 – 9 Room 2</p>	<p>IS Leadership (Metatrack) Chair: David Preston, University of Georgia</p> <p>“The Applications of Communication Competence Framework for CIOs,” Woraporn Rattanasampan and Suwichit Chaidaroon, University of Memphis</p> <p>“Examining IT Usage Across Different Hierarchical Levels in Organizations: A Study of Organizational, Environmental, and IT Factors,” Chei Sian Lee, Ranganathan Chandrasekaran, and Darrin Thomas, University of Illinois at Chicago</p> <p>“The Effects of TMT Demographics on Large Traditional Firms’ E-Business Strategy,” Yuxiu (Sue) Qu, University of Wisconsin-Milwaukee</p>

<p>WeAM2 – 10 Room 3</p>	<p>Supply Chain Management Chair:</p> <p>“Systems-Based Process Reengineering in Demand Chains,” Sang M. Lee, Sylvana Trimi, Kris Rosacker, and David L. Olson, University of Nebraska</p> <p>“Building Effective Buyer-Supplier Relationships: Choices and Challenges,” Bonnie C. Glassberg and Mark D. Bowman, Miami University of Ohio</p> <p>“Organizational Flexibility and Inventory Flow Integration,” Ravi Patnayakuni and Nainika Patnayakuni, Temple University</p>
<p>WeAM2 – 11 Room 4</p>	<p>Information Systems Security Chair:</p> <p>“Knowledge and Security,” Karen Neville, Philip Powell, and Niki Panteli, University College, Cork</p> <p>“Impact of the Unique Card on Electronic Commerce,” Khagesh D. Pathak, Shalini Thyagaraja, and Susan J. Harrington, Georgia College & State University</p> <p>“Java Security Anti-Patterns: The Unguarded Layer Switch,” Marc Schönefeld, GAD eG</p> <p>“Middleware for Secured Video-Conferencing,” Tarun Abhichandani, Bengisu Tulu, and Samir Chatterjee, Claremont Graduate University; and Jill Gemmill, University of Alabama at Birmingham</p>
<p>WeAM2 – 12 Room 5</p>	<p>Geographic and Location-Based Technologies for Decision Support Chair: James Pick, University of Redlands</p> <p>“Three Dimensional Representations of USGS Digital Elevation Model Data Using JAVA-3D: Implementation and Performance Issues,” Mark O. Pendergast, Florida Gulf Coast University</p> <p>“An Analytical Model to Evaluate Alternative Methods for Distance Calculation in GIS-Based Vehicle Routing Decision Support Systems,” Julian J. Ray, Western New England College</p> <p>“Spatial Decision Support Systems Using Intelligent Agents and GIS Web Services,” Vijayan Sugumaran, Oakland University, and Ramanathan Sugumaran, University of Northern Iowa</p>
<p>WeAM2 – 13 Room 8</p>	<p>Virtual Communities Chair:</p> <p>“Factors that Influence Online Relationship Development in a Knowledge Sharing Community,” Yi Zhang and Starr Roxanne Hiltz, New Jersey Institute of Technology</p> <p>“Social Resistance and the Self in Virtual Communities,” Rahul De', Indian Institute of Management Bangalore</p> <p>“What’s Inside a Successful Virtual Community Business? The Case of the Internet Chess Club,” Mark Ginsburg and Suzanne Weisband, University of Arizona</p>
<p>WeAM2 – 14 Room 9</p>	<p>Special Educational Track: Teaching/Curriculum Innovations — Panel Electronic Business Strategy, Architecture, and Design Chair: Raymond Papp, University of Tampa Panelists: Russell Baker, University of Tampa Marianne D’Onofrio, Central Connecticut State University William L. Lomerson, Northwestern University Craig Van Slyke, University of Central Florida</p>

WeAM2 – 15
Room 10

Philosophical Foundations — Invited Panel

Philosophical Foundations of Information Systems: Past, Present, and Future Directions

Chair: Deborah Bunker, University of New South Wales
Melissa Cole, Brunel University
James F. Courtney, University of Central Florida
John D. Haynes, University of Central Florida
Kalle Lyytinen, Case Western Reserve University

End of Conference

Doctoral Consortium Paper Titles

Learning in Distributed Groups, *Hala Annabi, Syracuse University*

Improving Document Representation by Accumulating Relevance Feedback: The Relevance Feedback Accumulation (RFA) Algorithm, *Razvan Stefan Bot, New Jersey Institute of Technology*

The Role of Value Compatibility in Trust Production and E-Commerce, *Joseph Cazier, Arizona State University*

Understanding Organizational Impact of Complex IT Infrastructure through Agility: The Case of Enterprise Resources Planning Systems, *Daniel Q. Chen, University of Georgia*

Linking Organizational Performance to Interorganizational Systems: IOS Networks and Capabilities, *Lei Chi, University of Kentucky*

Examining the Role of Incentives and the Efficacy of Different Methods in Knowledge Acquisition: A Study, *Ananth Chiravuri, University of Wisconsin, Milwaukee*

Structural, Normative, and Informational Influence on IT Standards Creation: A Focus on Online Knowledge Communities, *Beomjin Choi, Arizona State University*

Three Studies of Collaborative Programming, *Madeline Ann Domino, University of South Florida*

The Role of Organizational Support for Creativity in Knowledge Management Systems, *Alexandra Durcikova, University of Pittsburgh*

A Dialectical Methodology for Decision Support Systems Design, *Wafa Elgarah, University of Central Florida*

IS Leadership, Strategy, and the IS Unit Performance, *Mike Tae-In Eom, State University of New York at Binghamton*

Antecedents of IS Backsourcing, *Natalia G. Falaleeva, University of Central Florida*

Bringing the Corner-Store Service Online: Challenges and Promises of Online Personalization, *Neveen I. Farag, University of Michigan*

Assessing the Cognitive Abilities of Alternate Learning Classifier System Architectures, *Dave Gaines, University of Kentucky*

The Impact of Process-Technology Fit on Usage Behavior and Process Performance, *Michele Gribbins, University of Illinois, Urbana-Champaign*

Facilitating Flow in the Internet Shopping Experience, *Yi (Maggie) Guo, Texas A&M University*

Predicting Organizational Transformation in ERP Adoption: Using a Multi-Level Model to Reconcile Variance and Process Theories, *Rand W. Guthrie, Claremont Graduate University*

The Effects of *Trust-Assuring Arguments* on Consumer Trust in Internet Stores, *Dongmin Kim, University of British Columbia*

Investigation of Information Retrieval Accuracy from Knowledge Management Systems: A Multi-Method Approach, *Ryan C. LaBrie, Arizona State University*

Where Is Thailand in the Development of E-Commerce?, *Kittipong Laosethakul, Auburn University*

Unmasking Barriers to Knowledge Sharing Using a Communication Framework, *Keith L. Lindsey, The University of Memphis*