Global Information Technologies: Concepts, Methodologies, Tools, and Applications

Felix B. Tan Auckland University of Technology, New Zealand



INFORMATION SCIENCE REFERENCE

Hershey · New York

Assistant Executive Editor: Acquisitions Editor:	Meg Stocking Kristin Klinger
Development Editor:	Kristin Roth
Senior Managing Editor:	Jennifer Neidig
Managing Editor:	Sara Reed
Typesetter:	Sara Reed, Larissa Vinci, and Cindy Consonery
Cover Design:	Lisa Tosheff
Printed at:	Yurchak Printing Inc.

Published in the United States of America by Information Science Reference (an imprint of IGI Global) 701 E. Chocolate Avenue, Suite 200 Hershey PA 17033 Tel: 717-533-8845 Fax: 717-533-88661 E-mail: cust@igi-global.com Web site: http://www.igi-global.com/reference

and in the United Kingdom by

Information Science Reference (an imprint of IGI Global) 3 Henrietta Street Covent Garden London WC2E 8LU Tel: 44 20 7240 0856 Fax: 44 20 7379 0609 Web site: http://www.eurospanonline.com

Library of Congress Cataloging-in-Publication Data

Global information technologies : concepts, methodologies, tools and applications / Felix Tan, editor. v. cm.

Summary: "This collection compiles research in all areas of the global information domain. It examines culture in information systems, IT in developing countries, global e-business, and the worldwide information society, providing critical knowledge to fuel the future work of researchers, academicians and practitioners in fields such as information science, political science, international relations, sociology, and many more"--Provided by publisher.

Includes bibliographical references and index.

ISBN 978-1-59904-939-7 (hbk.) -- ISBN 978-1-59904-940-3 (ebook)

1. Information technology. 2. Management information systems. 3. Information society. I. Tan, Felix B., 1959-

T58.5.G548 2008

303.48'33--dc22

2007039589

Copyright © 2008 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.

Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

British Cataloguing in Publication Data

A Cataloguing in Publication record for this book is available from the British Library.

17 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: <u>www.igi-global.com/chapter/evaluation-system-outsourcing-customer-satisfaction/19036</u>

Related Content

Social Construction of Information Technology Supporting Work

Isabel Ramosand Daniel M. Berry (2006). Cases on Information Technology and Organizational Politics & Culture (pp. 203-219).

www.irma-international.org/chapter/social-construction-information-technology-supporting/6310

Overcoming the Digital Divide

Al P. Mizelland Cecil Sugarman (2008). Global Information Technologies: Concepts, Methodologies, Tools, and Applications (pp. 374-381).

www.irma-international.org/chapter/overcoming-digital-divide/18976

The Effects of Cross-Border E-Commerce Platforms on Transnational Digital Entrepreneurship: Case Studies in the Chinese Immigrant Community

Carson Duan, Bernice Koteyand Kamaljeet Sandhu (2022). *Journal of Global Information Management (pp. 1-19).*

www.irma-international.org/article/the-effects-of-cross-border-e-commerce-platforms-on-transnational-digitalentrepreneurship/280744

Understanding Brand Web Site Positioning in the New EU Member States: The Case of the Czech Republic

Shintaro Okazakiand Radoslav Škapa (2008). *Handbook of Research on Global Information Technology Management in the Digital Economy (pp. 99-117).* www.irma-international.org/chapter/understanding-brand-web-site-positioning/20482

Digital Government in Remote Locations

Janet Toland, Fuatai Purcelland Sid Huff (2008). *Global Information Technologies: Concepts, Methodologies, Tools, and Applications (pp. 139-147).*

www.irma-international.org/chapter/digital-government-remote-locations/18958