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### EDITORIAL PREFACE: CLOSING THE DIGITAL DIVIDE: THE ROLE OF COMMUNITY BASED NON-PROFIT ORGANIZATIONS

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The digital divide characterizes the gap that exists between those populations who are able to benefit from digital technologies and those who are not. This essay outlines the various issues and obstacles associated with the digital divide. It also summarizes what has been learned through existing research and what can be learned.

### ARTICLES:

#### DIFFUSION OF ICT IN DEVELOPING COUNTRIES: A QUALITATIVE DIFFERENTIAL ANALYSIS OF FOUR NATIONS

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This study compares the diffusion of ICT in two sets of matched developing nations: Zimbabwe and Albania, and Namibia and Venezuela. Each pair of developing countries had similar average gross domestic products for the years 1990-1999 but different ICT diffusion levels. Using qualitative analysis, we compared the paired nations on six groups of national-level factors: demographic, economic, regulatory, infrastructural, educational, and affordability factors. The findings indicate that the difference in ICT diffusion may be attributed to factors such as poor infrastructure, income inequality, and adult illiteracy. Regulatory and affordability factors are also possible reasons why the African nations seem to perform differently than their non-African counterparts.

#### CULTURAL IMPACT ON TRUST: A COMPARISON OF VIRTUAL COMMUNITIES IN CHINA, HONG KONG, AND TAIWAN

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This study explores the influence of national culture on trust development of virtual community members across China, Hong Kong, and Taiwan. The research extends trust research by employing trust tendency, privacy policy, social presence, stickiness, and word-of-mouth to measure the trust of virtual community members. The quantitative analysis suggests that China, Hong Kong, and Taiwan are three culturally diverse regions and there exists significant differences in individual trust tendency, social presence, stickiness, and word-of-mouth.

#### RELATIONSHIP ISSUES IN GLOBAL SOFTWARE DEVELOPMENT ENTERPRISES

Adam Alami, University of Technology, Sydney, Australia, [Adam.Alami@alumni.uts.edu.au](mailto:Adam.Alami@alumni.uts.edu.au)

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This study introduces a cross onshore and offshore outsourcing model. It discusses relationship issues between the vendor and its offshoring centre. The research reveals that global IT enterprise models face serious relationship issues. These issues are cultural differences, communication, economic conditions in the offshoring country, harsh contract penalties, lack of client support, lack of client's domain knowledge, unrealistic time frames and the cost saving objectives of the model. The research is based on a qualitative research methodology with multiple studies.

#### THE EXPERT OPINION: UTTIYA DASGUPTA, PRESIDENT, OMNISPAN, MINNEAPOLIS, MN, USA

Conducted by: Mahesh S. Raisinghani, Texas Woman's University, [mike\\_rai@yahoo.com](mailto:mike_rai@yahoo.com)

The interview discusses the "Crawl, Walk, and Run" model of offshore outsourcing. It also explores the next generation models of offshoring and outsourcing. Also examines are legal, commercial issues and governance issues as well as the key challenges faced by Omnispan.

**BOOK REVIEW: INTEGRATED INFORMATION MANAGEMENT: APPLYING SUCCESSFUL INDUSTRIAL CONCEPTS IN IT. AUTHORS: RÜDIGER ZARNEKOW, WALTER BRENNER AND UWE PILGRAM**

Reviewed by Roberto Vinaja, Texas A&M University-Commerce, Robert\_Vinaja@TAMU-Commerce.edu

The role of the IT function in the organization is being challenged by outsourcing trends, ideologies that view IT as a commodity, and new forms of governance. The book presents viable solution propositions and a tested model for dealing with these challenges. The book has three sections: the first discusses current trends and challenges, the second introduces the model of integrated information management, and the last provides several real-world examples that demonstrate how to implement selected concepts of the model.

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For copies of the above articles, please check for the Journal of Global Information Technology Management (JGITM) in your institution's library.

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**SCOPE AND COVERAGE:** The journal's scope is multidisciplinary. It publishes research, applied, and educational articles from all areas of MIS as well as functional IT applications that have international focus. The journal also entertains a variety of methodological approaches. It encourages manuscript submissions from authors all over the world, both from academia and industry. In addition, the journal will also include educational cases and reviews of MIS books that have bearing on global aspects. Practitioner input will be specifically solicited from time-to-time in the form of industry columns and CIO interviews.

Articles in the journal include, but are not limited to the following areas: Frameworks and models for global information systems (GIS), Development, evaluation and management of GIS, Electronic Commerce, Internet related issues, Societal impacts of IT in developing countries, IT and Economic development, IT Diffusion in developing countries, IT human resource issues, DSS/EIS/ES in international settings, Organizational and management structures for GIS, Transborder data flow issues, Electronic data interchange, Telecommunications, Distributed global databases and networks, Cultural and societal impacts, Comparative studies of nations, and Applications and case studies (both educational and research).

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