

EDITORIAL PREFACE: TOWARDS AN ALTERNATIVE APPROACH TO IT PLANNING IN NON-WESTERN ENVIRONMENTS

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IT planning literature is permeated with a functional paradigm wherein planning is the sole responsibility of thinkers and doers are limited to implementation issues. This is deemed unsuitable in the current knowledge intensive environment. Moreover planning models are based on western management theories and do not reflect accurately the reality of non-western management contexts. Based on the above two shortcomings, we lay the ground for an alternative approach to IT planning.

ARTICLES

AHP, FUZZY MEASURE AND FUZZY INTEGRAL APPROACHES FOR THE APPRAISAL OF INFORMATION SERVICE PROVIDERS IN TAIWAN

Daniel Y. Shee, National Chi Nan University, Taiwan

Gwo-Hshiung Tzeng, National Chiao Tung University, Taiwan

Tzung-I Tang, National Chengchi University, Taiwan

The effective appraisal of ISPs is a critical issue since it affects enterprises' decisions on the eventual selection of an appropriate ISP. This study begins by proposing a hierarchy structure for the problems involved in appraising the ISPs. Both additive (analytic hierarchy process, AHP) and non-additive (fuzzy measure and fuzzy integral) multiple criteria decision-making (MCDM) methods are applied. The results of AHP show that the three most important dimensions are: performance of information systems, awareness of and response to customer requirements, and performance of networking. Detailed investigations are then conducted. Ten real cases are employed as illustrative alternatives to demonstrate the synthesis decision under the application of both MCDM methods.

ANALYZING THE ADOPTION OF ENTERPRISE RESOURCE PLANNING SYSTEMS IN INDIAN ORGANIZATIONS: A PROCESS FRAMEWORK

Monideepa Tarafdar, University of St. Thomas

Rahul K. Roy, University of Northern Iowa

This paper is based on an empirical study of ERP implementation exercises in Indian organizations. The results show that the ERP implementation process is composed of successive phases, in each of which a specific number of modules of the software are implemented. Each phase has distinct stages, which address specific activities within the phase and describe different aspects of the implementation process. Differences of the model with existing models have been identified, and opportunities for generalizing it to other similar societies have been analyzed.

THE ADOPTION OF INTERNET COMMERCE BY SMES IN THE SOUTH OF ITALY: AN ENVIRONMENTAL, TECHNOLOGICAL AND ORGANIZATIONAL PERSPECTIVE

Ada Scupola, Roskilde University, Denmark

This study is an investigation of the environmental, organizational and technological drivers of Internet commerce adoption and implementation in small businesses. The Tornatsky and Fleischer model was adopted and tested in seven small businesses located in Southern Italy. The study shows that the environmental context has a key role in the adoption and implementation of e-commerce in SMEs. This is over and above factors related to technology characteristics and organizational characteristics that have been extensively investigated elsewhere. Environmental factors of special importance are government intervention, public administration and external pressure from competitors, suppliers and buyers.

THE EXPERT OPINION

An interview with **Ed Cannon**, Executive Vice President and Global Chief Information Officer, The Grey Global Group. Grey Global Group is a holding company providing strategic direction and leadership to marketing communications companies with revenues of \$12 billion. Ed Cannon discusses the IS structure, major applications and challenges faced by the Grey Global Group.

BOOK REVIEW: TECHNOLOGY, GLOBALISATION AND POVERTY, by Jeffrey James.

Review written by Robert Vinaja.

This new book provides a comprehensive analysis of the theoretical and empirical interactions between globalization, technology and poverty. Jeffrey James studies the effect of information technology on patterns of globalization and investigates how such patterns can be changed to reduce the growing global divide between developed and developing nations.

