

## **VOL. 9, NO. 4, October 2006**

### **EDITORIAL PREFACE: THE IT CURRICULUM: A GLOBAL PERSPECTIVE**

Roberto Vinaja, Texas A&M University – Commerce

With profound changes in the global application of Information Technology, new skills are needed necessitating fundamental changes in IS curriculum and involvement from industry. Dr. Vinaja highlights issues related to global availability of skilled professionals, developing skills, developing IT curriculum, model curriculum initiatives, and the role of industry, IT associations and accreditation.

### **ARTICLES:**

#### **INVESTIGATING THE DETERMINANTS OF SATISFACTION AND USAGE OF MOBILE IT SERVICES IN FOUR COUNTRIES**

Ofrir Turel, Alexander Serenko, Brian Detlor, Mikael Collan, Inwoo Nam, and Jussi Puhakainen

This study integrates marketing and IS theories to investigate the antecedents and consequences of end-user satisfaction and usage with mobile IT services. Research findings, based on data from 736 individuals in four countries, support the viability of utilizing an extension of the American Customer Satisfaction Model to investigate the behavior of global wireless services users. Specific differences in the satisfaction end-users in Canada, Singapore, Finland, and Israel are also presented.

#### **INDIA AND INFORMATION TECHNOLOGY: A HISTORICAL & CRITICAL PERSPECTIVE**

Ramesh Subramanian

This study uses a historical and critical perspective to analyze India's quest for technology development in the pre- and post independent periods of its history. Its history, colonial past, culture, entrepreneurship climate, educational facilities and IT diffusion are examined. The study uses historical data from the turn of the twentieth century as it tries to identify the factors and go beyond to understand the strong historical and cultural roots that have affected the evolution of the IT industry in India. The study shows that India's current position is a result of almost eight decades of sustained efforts by its political leaders and intelligentsia – aided by social, cultural, and historical factors that have driven public policy – to build a strong technology-infrastructure and to achieve self-reliance.

#### **EXPLORING BREAK-POINTS AND INTERACTION EFFECTS AMONG PREDICTORS OF THE INTERNATIONAL DIGITAL DIVIDE**

Joel I. Deichmann, Abdolreza Eshghi, Dominique Haughton, Michele Masngheggi, Selin Sayek, and Heikki Topi

In this article, the authors report the results of a comprehensive analysis of the determinants of the international digital divide. Results confirm many findings of past research, but also extend existing knowledge in important ways. By employing Multivariate Adaptive Regression Splines (MARS), the authors discover non-linearities and interaction effects among the predictors. Policy implications based on the findings are discussed.

### **THE EXPERT OPINION:**

#### **AN INTERVIEW WITH WARREN RITCHIE, DIRECTOR OF IT GOVERNANCE AMERICAS REGIONS VOLKSWAGEN AG**

Conducted by Paul S. Licker, Industry Editor

Mr. Ritchie discusses the role of information technology in the auto industry and for VW of America. He talks about the role of IT in the internationalization of VW of America and its parent organization. Included are strategic, management, and technical challenges.

### **BOOK REVIEW:**

#### **DESIGNING AND EVALUATING E-MANAGEMENT DECISION TOOLS: THE INTEGRATION OF DECISION AND NEGOTIATION MODELS INTO INTERNET-MULTIMEDIA TECHNOLOGIES, BY GIAMPIERO E.G. BEROGGI**

Reviewed by Roberto Vinaja

This book is a study of decision making support for management in the Internet age. One of the main propositions is that the integration of analytical tools and Internet-based multimedia into a decision support system is the basis for a more efficient and effective decision making process.