

EDITORIAL PREFACE

E-EDUCATION – IS IT TRULY A GLOBAL PHENOMENON? SHOULD IT BE?

by **Celia Romm**, Global Associate Editor,

The Global Associate Editor explores the issues in the use of e-education for improving the quality of education in developing countries. She addresses the question: Is e-learning truly the “silver bullet” that can enable universities in the West to spread their knowledge and expertise globally.

ARTICLES

THE INTERNET AND EMERGING E-COMMERCE: CHALLENGES AND IMPLICATIONS FOR MANAGEMENT IN SUB-SAHARAN AFRICA

AUTHOR: William K. Darley, University of Toledo, Ohio

As businesses move to establish closer links in the global marketplace with their stakeholders via the Internet, a new set of requirements and demands are being placed on managers everywhere, especially in the sub-Saharan African region. This paper examines the Internet environment in sub-Saharan Africa and presents challenges and implications of the Internet and emerging e-commerce for sub-Saharan Africa’s managers. It explores how the emerging global information infrastructure should be levered to shape managerial initiatives. Among the suggestions for management are: lobbying governments to adopt favorable policies, promoting an understanding of the Internet and its potential uses and/or benefits, formulating and articulating an Internet strategy, forming strategic alliances for Internet cost savings and access, and using the Internet as a catalyst in marketing and commercial efforts.

TRANSFORMING MUNICIPAL GOVERNANCE IN GLOBAL CONTEXT : A CASE STUDY OF THE DIALECTICS OF SOCIAL CHANGE

AUTHOR : Daniel Robey, Georgia State University and Jonny Holmström, The Viktoria Institute, Göteborg

This paper presents a social analysis of the development and use of IT to support governance in the municipal organization of Umeå, Sweden. The technology was intended to monitor and scrutinize organizational activities by paying closer attention to resources required for public programs. Through its use, municipal managers hoped to increase the visibility of the economic consequences of decisions to fund particular social programs. We analyze the implementation of the system at the organizational and institutional levels of social analyses. Employing a dialectic approach, we explain how the tool was easily implemented in the organization but opposed by the community's citizens. Although the information system reinforced a new economic discourse and helped to make organizational members more accountable for their actions, the citizens protested the effects of the new economic discourse.

TOTAL QUALITY MANAGEMENT FOR INFORMATION SYSTEMS : AN EMPIRICAL INVESTIGATION

AUTHORS : Myun Joong Cheon, University of Ulsan, Korea, Antonis C. Stylianou, University of North Carolina at Charlotte, USA

In recent years, there has been an increasing interest in improving the quality of information systems (IS). Past literature includes several conceptual frameworks and models applying TQM and other quality methodologies. In addition, case studies describing the experiences of individual companies have been published. Empirical evidence, however, on the effectiveness of TQM programs in the IS area is sparse. This paper attempts to provide a benchmark of current TQM practices for IS. A detailed analysis of survey responses from 142 Korean companies indicates the awareness, usage, length of experience, and the extent of top management support for IS TQM programs. The study also provides information on the realized benefits from TQM and tests their relationship to the implemented TQM principles. The relationship between the extent of top management support and the realized benefits from TQM in IS is also tested. Global applicability and implications are discussed.

THE EXPERT OPINION

An Interview with **Brian M. Aubin**, IBM mid-Atlantic Services leader The interview gives an inside look at electronic business in today's market. The e-business environment, challenges, and strategies are discussed. Also included are issues related to supply chain management and customer relationship management

THE BOOK REVIEW

Written by **Mahesh S. Raisinghani**. He reviews the 2002 book “Global Information Technology and Electronic Commerce: Issues for the New Millenium”, by Prashant C. Palvia, Shailendra C. Palvia, and Edward M. Roche. The book discusses the state of the art in global IT/e-commerce in different countries and regions, and provides strategies and principles for global IT management.