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INTRODUCTION

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Livermore, Celia R., Rippa, Pierluigi. (July 2011). ERP Implementation: A Cross-Cultural Perspective. *Journal of Global Information Technology Management*, 14(3), 5-26.

ABSTRACT:

The literature on ERP (EnterpriseResource Planning) systems implementation is replete with stories of unsuccessful project outcomes. One of the issues that have attracted relatively little research is the interplay between national culture and the manner in which the ERP project unfolds. The goal of this article is to explore this issue through the use of two case studies from the US and Italy. The data from the case studies is used to demonstrate the impact of national cultural on the two ERP implementation projects. Based on the unique patterns of the implementation process in each of the two cultures, broader issues of ERP implementation are explored and directions for future research on ERP implementation across cultures are proposed.

KEY WORDS: 1. SYSTEM Implementation,
2. ERP, 3. CROSS-Cultural, 4. DECISION – Making,
5. HIGHER Education

Alshere, K.A., Mesak, H.I., Grandon, E. E., Badri, M. A. (July 2011) Examining the Moderating Role of National Culture on an Extended Technology Acceptance Model. *Journal of Global Information Technology Management*, 14(3), 27-53.

ABSTRACT:

Previous research studies have primarily examined the Technology Acceptance Model (TAM) in one country or in developed and western countries. This paper attempts to answer two questions of particular significance that remain only partially answered in the information systems literature. The first question asks: do TAM relationships hold good for a group of countries of diverse national cultures? The second question investigates: can national culture explain differences in TAM relationships across countries? To answer the above two questions, a structural equation modeling approach was applied using computer-related data collected from college students in the USA and two countries of non-Western cultures: Chile, and the United Arab Emirates. The research findings imply that for the group of three countries, all relationships among the components of an extended TAM that incorporates individual computer knowledge

as an external variable were supported. In addition, national culture moderates four of the TAM relationships.

KEYWORDS: 1. CROSS – Cultural IS Research, 2. TECHNOLOGY Acceptance Model, 3. NATIONAL Culture, 4. COMPUTER Usage

Hwang, Yujong (July 2011). Investigating the Influence of Cultural Orientation and Innovativeness on ERP Adoption. *Journal of Global Information Technology Management*, 14(3), 54-74.

ABSTRACT:

This study investigates the phenomena of cultural orientation, such as power distance and collectivism, and personal innovativeness in IT (as stable individual differences) as well as general computer self-efficacy (as a dynamic individual difference) in the context of the technology acceptance model (TAM) for ERP system adoption. One hundred and one survey questionnaire results of an international user group utilizing an ERP system developed by one of the largest IT solution providers in the world were analyzed using PLS. Power distance negatively affects computer self-efficacy and innovativeness positively affects computer self-efficacy, as expected. Computer self-efficacy and innovativeness affect ease of use, while collectivism affects usefulness. Theoretical and practical implications of these findings for global IT management are discussed.

KEYWORDS: 1. PERSONAL Innovativeness in IT, 2. POWER Distance, 3. COLLECTIVISM, 4. TECHNOLOGY Acceptance Model

Cha, H. S., Quan, J. (October 2011). A Global Perspective on Information Systems Personnel Turnover. *Journal of Global Information Technology Management*, 14(4), 4-27.

ABSTRACT

Although extensive academic studies have examined various factors that influence the turnover intention of information technology (IT) professionals, one of the critical limitations is the lack of a global perspective in them. Anchored in the theory of human capital, the equity theory, and the theory of planned behavior (TPB), this research attempts to fill the gap in the current turnover studies. Using a comprehensive dataset of 15,554 IT professionals in two developed countries (the U.S. and the EU) and two developing countries (India and China), we examine the similarity and dissimilarity in the factors that affect the turnover likelihood of IT professionals. Empirical results based on logistic regression show that the universal factors affecting turnover intention across national boundaries include the number of new IT certifications, turnover history, perceived organization support, and concerns about IT outsourcing. However, we also found that certain factors that are important in one country are not applicable in other countries. For example, monetary rewards and the length of company tenure have different impact in

turnover intention in the developed and developing countries. In addition to making theoretical contributions to turnover research by adding a global perspective, our results offer several important managerial implications, which may help guide global firms to formulate effective human resource management and retention policies and strategies.

KEYWORDS:1. IT Turnover, 2. IT Certification
3. OURSOURCING, 4. HUMAN Resource Retention

Aramo-Immonen, Jaakkola, Hannu, Linna, Petri
(October 2011). Trust Building in Globalized
Software Engineering: A Cultural Perspective.
*Journal of Global Information Technology
Management*, 14(4), 28-47.

ABSTRACT:

Commitment is the manifestation of trust. Therefore the building of trust in global software engineering (SE) companies is a relevant question to study. The objective of this research is to explore the trust-building processes in global SE from a cultural perspective. In this research, staff from five large multinational SE companies were interviewed. In the conceptual part of the article, firstly the domain of SE is introduced, secondly there is a discussion on the concept of trust and trust-building processes and thirdly, cultural dimensions affecting trust-building processes are examined. Finally, findings from the case companies are discussed.

KEYWORDS: 1. TRUST, 2. SOFTWARE
Engineering, 3. GLOBALIZATION of SE,
4. CULTURE

Mishra, Deepti, Mishra, Alok (October 2011).
Research Trends in Management Issues of
Global Software Development: Evaluating the
Past to Envision the Future. *Journal of Global
Information Technology Management*, 14(4),
48-69.

ABSTRACT:

This paper presents research trends in management issues (project management, process management, knowledge management, requirements management, configuration management, risk management, quality management) of distributed/global information system development. The main objective is to highlight the current research and practice direction in these areas. The results are based on peer-reviewed conference papers/journal articles, published between 2000 and early 2011. The analysis revealed that most research has been done in project management, process management, knowledge management and requirements management areas while configuration, risk, and quality management issues could get only limited attention in global/distributed information system development. This indicates the need for future research (quantitative and qualitative) in these areas.

KEYWORDS: 1. GLOBAL Software Development,
2. DISTRIBUTED Software development,
3. MANAGEMENT

Al-Rafee, S., Dashti, Ali E. (January 2012). A Cross Cultural Comparison of the Extended TPB: The Case of Digital Piracy. *Journal of Global Information Technology Management*, 15(1),5-24.

ABSTRACT:

This study examined a behavioral model (based on the theory of planned behavior), in two different cultures (in the U.S., and in the Middle East), within the context of digital piracy. The model was extended by adding moral obligation as a factor influencing intention to pirate digital media. The results show, that while the overall model was significant in predicting the piracy behavior across the two cultures, there were differences in the influence of the individual variables. Subjective norm was only significant in the Middle East, and moral obligation was highly significant in the U.S. sample (while being of low significance in the Middle Eastern sample). Attitude and perceived behavioral control were found to be at least moderately significant in both cultures.

KEYWORDS: 1. DIGITAL Piracy, 2. THEORY of Planned Behavior, 3. CULTURE

Montealegre, Ramiro (January 2012). A Process Model of Government Intervention and Capability Development: Lessons from the Technology Cluster Formation in Hyderabad, India. *Journal of Global Information Technology Management*, 15(1), 25-52.

ABSTRACT:

This study examines the path taken by the government of the Indian state of Andhra Pradesh that recently established an information technology (IT) cluster in Hyderabad, the capital city. The city went from virtually no presence in IT to developing one of the world's most vibrant IT clusters in the world. A retrospective case study research was conducted guided by two research questions: (1) how institutional actions influenced the capability development that shaped the IT cluster formation in Hyderabad and (2) why did it succeed despite the poor fit with its initial context? The findings allow proposing a process model of institutional interventions (including mobilization, subsidies, knowledge building, guideline setting, knowledge deployment, and innovation directives) and capability development (comprising capabilities to identify industry attractiveness, to create conditions and flexibility, and to encourage entrepreneurial activity). This model serves as the central contribution of this research, and its implications for both research and practice are discussed.

KEYWORDS: 1. IT Cluster, 2. GOVERNMENT and IT, 3. INSTITUTIONAL Aspects of IT

Scupola, Ada. (January 2012). ICT Adoption in Facilities Management Supply Chain: The Case of Denmark. *Journal of Global Information Technology Management*, 15(1), 53-78.

ABSTRACT:

This article involves a qualitative study of factors impacting the adoption of ICT solutions in the Danish facility management supply chain. The results show that there are a number of drivers and barriers that influence the adoption of ICT solutions in this service sector. These have been grouped under three major categories: organizational factors including strategic and operational factors; external environmental factors including supplier interdependence and industry characteristics; and technological factors including compatibility and complexity. The study is relevant to researchers concerned with ICT adoption, operations and service management (especially facilities management) as well as operation managers and ICT managers.

KEYWORDS: 1. ICT, 2. ADOPTION, 3. SUPPLY Chain, 4. FACILITY Management

Xiao, H., Li, W., Cao, X., Tang, Z. (April 2012). The Online Social Networks on Knowledge Exchange: Online Social Identity, Social Tie and Culture Orientation. *Journal of Global Information Technology Management*, 15(2), 4-24.

ABSTRACT:

The purpose of this research is to understand the mechanism of knowledge exchange in the virtual community from the social perspective. By drawing upon social exchange theory and social capital theory, this study develops a theoretical model that predicts individual knowledge exchange behavior in the virtual environment, where trust and outcome expectation mediate the relationship between the online social identity, online social tie, personal culture orientation and the effect of knowledge exchange. The study also lays emphasis on the cross-culture effect which influenced the knowledge exchange in the virtual community. Using the survey instrument, the model was tested empirically based on a sample of 248 users who had experience within the online community. We also made comparison studies with the previous research carried out mainly in the Western countries. The findings of the research suggest that the online social attributes of the Internet users are key facilitators in knowledge exchange in virtual communities.

KEYWORDS: 1. VIRTUAL Community, 2. KNOWLEDGE Exchange, 3. ONLINE Social Identity, 4. CULTURE Orientation

Chen, R., Sharma, S. (April 2012). Understanding User Behavior at Social Networking Sites: A Relational Capital Perspective. *Journal of Global Information Technology Management*, 15(2), 25-45.

ABSTRACT

Social networking sites have successfully grown to be an international cyber phenomenon. In this study, the authors examine member engagements on social networking sites. Engagements such as site use and self-disclosure lead to the growth of social relationships, increased site traffic, customized services, and an accumulation of user generated contents; hence they are imperative to the long-term success of networking sites. Drawing upon Social Capital Theory (SCT), we developed a succinct research model that examines the role of relational capitals in predicting member behavior. This model also investigates the relationship between site use and self-disclosure behavior. The research model was validated through survey data collected from 222 social networking site users in the U.S. and the analysis results provided mixed support to the hypothesized relationships. The current study generates new knowledge on the literature of social networking sites and SCT; it also sheds light on site management for networking service providers. We also discuss how our findings are expected to shed light on other user populations.

KEYWORDS: 1. SOCIAL Networking, 2. RELATIONAL Capital, 3. TRUST, 4. RECIPROCITY

Wang, Y., Shi, J., Ma, S., Shi, G., Yan, L. (April 2012).
Customer Interactions in Virtual Brand
Communities: Evidence from China. *Journal of
Global Information Technology
Management*,15(2), 46-69.

ABSTRACT:

Customer interactions in virtual brand communities (VBCs) have become a significant approach of value co-creation. Although VBCs have been examined in different contexts and perspectives, customer interactions in VBCs have been understudied, which limits our understanding of how to deliver favorable interaction experience in VBCs. This study develops an integrated framework for customer interactions and its key antecedents (i.e., needs). Drawing on the social identity theory, brand identity is incorporated to examine its contingent impacts on the influences of the needs on customer interactions. The framework is tested in the context of the brand community (i.e, Apple, China). Global implications, managerial implications and research implications are discussed.

KEYWORDS: 1. VIRTUAL Brand Communities,
2. PRODUCT Content Interaction, 3. HUMAN –
Computer Interaction, 4. INTERPERSONAL Interac
tion



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