

Search Summary

Query : (((("International Conference on Electronic Business" 2011)) AND ((2011) WN YR))

Type : Expert

Results : 55

Database(s) : Compendex & Inspec

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1. 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Accession number: 20130716014494

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Language: English

ISSN: 16830040

Document type: Conference proceeding (CP)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: KPMG Thailand; Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); Krungthai bank; Tanachart Bank

Publisher: CEUR-WS, Tilburg University, Netherlands

Abstract: The proceedings contain 53 papers. The topics discussed include: managing dwindling online music sales: analyzing factors affecting global music piracy; enhancing decision patterns discovered by process mining with semantic related data; impacts of location and animation on Internet banner's click through rates; the use of social media in marketing: case study in Thai enterprises; tablets vs. smart phones: differences in m-commerce application design; adoption factors for mobile financial services: laggards and early adopters in low-income countries; local services through e-governance in Nepal: an assessment of municipal websites; assessing the global e-readiness of hotel chain websites; an examination into the determinants of positive and negative electronic word-of-mouth communication; and developing a framework for accounting information systems adoption.

Abstract type: (Edited Abstract)

Page count: 403

Database: Compendex

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Data Provider: Engineering Village

2. Message from conference chair

Accession number: 20130716014440

Authors: Rotchanakitumnuai, Siriluck

Corresponding author: Rotchanakitumnuai, S.

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: iv

Language: English

ISSN: 16830040

Document type: Journal article (JA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: KPMG Thailand; Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); Krungthai bank; Tanachart Bank

Publisher: CEUR-WS, Tilburg University, Netherlands

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

3. Factors affecting acceptance of SMS marketing

Accession number: 20130716014456

Authors: Yampratoom, Kanpapak (1)

Author affiliation: (1) Thammasat University, Thailand

Corresponding author: Yampratoom, K.(panadday@gmail.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 120-127

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This study intends to explore the factors affecting Thais' acceptance of mobile marketing. Previous studies have shown significant differences between informativeness, entertainment, and permission. Moreover, transparency of information disclosure and image congruence have not been studied in this context. We found that personalization, informativeness, entertainment, transparency of information disclosure, and subjective norms are factors affecting acceptance. The sample population accepts a marketing message by considering mainly its value/utility and opinion of reference group; they accept mobile marketing based on utilitarian reasons more than hedonic consumption.

Number of references: 38

Main heading: Marketing

Controlled terms: Electronic commerce - Electronics industry - Entertainment - Transparency

Uncontrolled terms: Information disclosure - Informative ness - Marketing message - Mobile marketing - Personalizations - Reference group - Sample population - Theory of reasoned action

Classification code: 723.5 Computer Applications

Computer Applications

- 741.1 Light/Optics

Light/Optics

- 911.4 Marketing

Marketing

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

4. Cube assessment framework FOR B2C websites applied to the fashion industry

Accession number: 20130716014468

Authors: Hansen, Rina (1); Bjørn-Andersen, Niels (1)

Author affiliation: (1) Copenhagen Business School, Denmark

Corresponding author: Hansen, R.(rh.itm@cbs.dk)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 206-214

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The paper proposes a framework for assessment and design of B2C websites focussing on Web 2.0 and social media as vehicles for involvement of current and potential customers. Three overall strategic dimensions are proposed for characterization of websites, whether the 1) purpose is branding or e-commerce, 2) communication is one-way or two-way, 3) focus is transaction or innovation. When these three strategic binary dimensions are combined, we get 2 x 2 x 2 or a total of 8 different triplet combinations. The framework is used for an assessment of 15 fashion websites in the years 2006, 2008 and 2010.

Number of references: 17

Main heading: Electronics industry

Controlled terms: Electronic commerce - Social networking (online) - Websites

Uncontrolled terms: Fashion - Luxury - Site assessment - Social media - Web 2.0

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

5. The strength of individual relationships and employee knowledge sharing behavior

Accession number: 20130716014490

Authors: Peng, Jianping (1); Quan, Jing (2)

Author affiliation: (1) Sun Yat-sen University, China; (2) Salisbury University, United States

Corresponding author: Peng, J.(mnsjpp@mail.sysu.edu.cn)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 371-380

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Firm's core competitiveness results primarily from its ability to innovate. Knowledge sharing plays an important role in promoting sustained innovation. This research examines the factors enabling knowledge sharing in a Research and Development (R&D) department of a Chinese commercial elevator firm. We find that the strength of individual relationships, contextual performance, and IT capability are positively correlated with the strong knowledge sharing behavior, while controlling for gender, education, and job tenure. Based on our findings, we draw both theoretical and managerial implications.

Number of references: 29

Main heading: Knowledge management

Controlled terms: Electronic commerce - Electronics industry

Uncontrolled terms: Contextual performance - Core competitiveness - IT Capabilities - Knowledge-sharing - Managerial implications - Research and development - Strength of individual relationships - Sustained innovations

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

6. A portfolio selection problem for uncertain markets

Accession number: 20130716014492

Authors: Yao, Kai (1)

Author affiliation: (1) Tsinghua University, China

Corresponding author: Yao, K.(yaok09@mails.tsinghua.edu.cn)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 390-393

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper studies a portfolio selection problem for uncertain markets via uncertainty theory. It first introduces a multi-factor stock model in uncertain market by means of uncertain differential equations. Then a portfolio selection problem is derived and some numerical examples are illustrated. Finally, some remarks are made in the concluding section.

Number of references: 19

Main heading: Electronics industry

Controlled terms: Differential equations - Electronic commerce - Finance

Uncontrolled terms: Multi factors - Portfolio selection - Portfolio selection problems - Stock models - Uncertain differential equations - Uncertain markets - Uncertain process - Uncertainty theory

Classification code: 723.5 Computer Applications

Computer Applications

- 921.2 Calculus

Calculus

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

7. Key factors affecting purchase intention in e-commerce

Accession number: 20130716014486

Authors: Lapkanjanapong, Duangkamon (1); Ractham, Peter (1)

Author affiliation: (1) Thammasat University, Thailand

Corresponding author: Lapkanjanapong, D.(duangkamon.la@gmail.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 338-345

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Thailand E-Commerce market has progressively grown in the last decade. However, most Thai consumers still hesitate to complete online transaction because of their perceived risk and lack of trust in Thai vendors. This paper aims to investigate the structural model which pertains to the perceived risk and lack of trust that affect Thai consumers. The purpose of this study is to understand the main factors that affect consumers' purchasing intention in both perceived risk and trust.

Number of references: 33

Main heading: Electronic commerce

Controlled terms: Electronics industry - Sales

Uncontrolled terms: Online marketing - Online transaction - Perceived risk - Purchase intention - Structural modeling - Thailand

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

8. Overcoming difficulties of applying business process management in real business environment

Accession number: 20130716014477

Authors: Yimwadsana, Boonsit

Corresponding author: Yimwadsana, B.

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 273-278

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Business Process Management (BPM) Systems is not often used organizations as many have predicted due to various difficulties especially in the area related to organizational management. This paper we discuss the history of

business process management and a framework on how a business should apply BPM philosophy and IT together to establish a successful BPM system.

Number of references: 12

Main heading: Electronics industry

Controlled terms: Electronic commerce - Enterprise resource management - Forming

Uncontrolled terms: Business environments - Business process management - Organizational management - Workflow

Classification code: 723.5 Computer Applications

Computer Applications

- 912.2 Management

Management

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

9. Victorian SMES' perceptions towards IT strategy frameworks use, benefits and barriers: Implications for e-business

Accession number: 20130716014485

Authors: Azyabi, Naief (1); Rahim, Mahbubur (1); Tanner, Kerry (1)

Author affiliation: (1) Monash University, Australia

Corresponding author: Azyabi, N.(Naief.azyabi@monash.edu)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 330-337

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: IT strategy development frameworks are crucial for adopting innovative IT and e-business solutions for SMEs. However, empirical studies on the use of such frameworks and benefit/barriers experienced by SMEs from the use of these frameworks are limited. We thus report the findings of a survey among a group of SMEs operating in Victoria. We find that only three frameworks are occasionally used by the surveyed SMEs. The implications of these findings for both IT and e-business contexts are discussed.

Number of references: 34

Main heading: Electronics industry

Controlled terms: Electronic commerce - Planning - Surveys

Uncontrolled terms: E-business solutions - eBusiness - Empirical studies - IT strategies - SMES

Classification code: 723.5 Computer Applications

Computer Applications

- 912.2 Management

Management

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

10. Poverty levels and county e-government services in the United States

Accession number: 20130716014461

Authors: Zelin II, Robert C. (1); Booker, Queen E. (1); Baird, Jane E (1)

Author affiliation: (1) Minnesota State University, Mankato, United States

Corresponding author: Zelin II, R.C.(robert.zelin@mnsu.edu)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 154-159

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The purpose of this study was to examine E-Government services for citizenry at the county level. The study involved data collection from a random sample of 346 counties in the United States. The collected data included county website presence, twelve E-Government factors, median household income and poverty percentage. The results indicated that less affluent counties were more likely to not have a web presence or offer fewer E-Government services than more affluent counties.

Number of references: 8

Main heading: e-government

Controlled terms: Electronic commerce - Electronics industry

Uncontrolled terms: County governments - County level - Data collection - E-government services - Household income - Poverty percentage - Random sample - Web presence

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

11. Key challenges of development process of building web-based business applications

Accession number: 20130716014493

Authors: Abdul-Aziz, Azlianor (1); Koronios, Andy (1); Gao, Jing (1); Sulong, Muhammad Suhaizan (1); Wongsim, Manirath (1)

Author affiliation: (1) Strategic Information Management Research Group, University of South Australia, Australia

Corresponding author: Abdul-Aziz, A.(Azlianor.AbdulAziz@postgrads.unisa.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 394-398

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: World Wide Web benefits people by disseminating information limitless for various reasons. Web-based business applications as platform used greatly for communication between people and businesses. Thus, web developers facing some challenges throughout web-based business applications development include its processes to conform business excel. This paper examine the results of a research exercise involving comprehensive literature studies and other relevant information analysis, which aims to discover the key challenges during the development of web-based business applications. Such key challenges may consider important for web developers to building better web-based business applications.

Number of references: 28

Main heading: Electronics industry

Controlled terms: Electronic commerce - Information dissemination - Life cycle - Websites

Uncontrolled terms: Development process - Key challenges - Literature studies - Web developers - Web development - Web-based business

Classification code: 723.5 Computer Applications

Computer Applications

- 903.2 Information Dissemination

Information Dissemination

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

12. Tablets vs smartphones: Differences in m-commerce application design

Accession number: 20130716014453

Authors: Leelawat, Natt (1)

Author affiliation: (1) Tokyo Institute of Technology, Japan

Corresponding author: Leelawat, N.(leelawat.n.aa@m.titech.ac.jp)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 97-104

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Since the world is moving to the era of mobile Internet computing, the business conducting over the mobile devices became popular. Not only smartphones, but tablet computers also present a variety of new opportunities for business with their technological ability. The research question of this paper is "What are the differences in M-Commerce application between tablet computers and smartphones?". Three comparison case studies of M-Commerce applications show the differences in the design for tablets and smartphones. The paper contains the introduction, the literature review, the information of current devices in market, the comparisons of M-Commerce applications, the discussions, and conclusions.

Number of references: 62

Main heading: Mobile commerce

Controlled terms: Electronics industry - Mobile telecommunication systems - Smartphones - User interfaces

Uncontrolled terms: Case-studies - Literature reviews - M-commerce applications - Mobile applications - Mobile Internet - Research questions - Tablet computer

Classification code: 718.1 Telephone Systems and Equipment

Telephone Systems and Equipment
- 722.2 Computer Peripheral Equipment
Computer Peripheral Equipment
- 723.5 Computer Applications
Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

13. How well do managers know and use evaluation methods for assessing e-business transformations?

Accession number: 20130716014469

Authors: Bernroider, Edward W. N. (1); Schmöllerl, Patrick (1)

Author affiliation: (1) WU Wien, Austria

Corresponding author: Bernroider, E.W.N.(edward.bernroider@wu.ac.at)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 215-221

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper investigates methods for assessing IT induced business transformations based on a quantitative empirical Austrian study. We show that decision makers are gaining more information about methods but are not equally applying their knowledge in practice. We observed a noticeable gap between levels of diffusion (known) and infusion (used) of evaluation methods. There remains a clear emphasis on tangible costs and benefits reflected by the highlighted knowledge and application of financial methods. Results would warrant renewed attention to the role of organisational change in evaluation practice and organisational learning in the context of analytical dynamic IT capacities.

Number of references: 55

Main heading: Electronics industry

Controlled terms: Decision making - Electronic commerce - Petroleum reservoir evaluation

Uncontrolled terms: Decision-making method - E-business values - IT evaluation - IT justification - IT project

Classification code: 512.1.2 Petroleum Deposits : Development Operations

Petroleum Deposits : Development Operations

- 723.5 Computer Applications

Computer Applications

- 912.2 Management

Management

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

14. The use of social media in marketing: Case study in Thai enterprises

Accession number: 20130716014448

Authors: Ongksirimemongkol, Paradee (1)

Author affiliation: (1) Thammasat University, Thailand

Corresponding author: Ongksirimemongkol, P.(o.paradee@gmail.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 59-68

Language: English

ISSN: 16830040

Document type: Conference article (CA)

Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The change in the behavior of media consumption and upward trend of social media users and time spent on social media websites locally and globally. These lead to a phenomenon of utilizing social media marketing as one of the most important aspects for marketing communication with the target market. This paper studies three organizations in Thailand that are well-respected and successfully utilize social media. Then, The author present a framework for implementing social media as one of the marketing communication tools for Thai organizations.

Number of references: 66

Main heading: Marketing

Controlled terms: Electronic commerce - Electronics industry - Social networking (online)

Uncontrolled terms: Framework - Marketing communications - Media consumption - Social media - Social media marketings - Social media websites - Time spent - Upward trend

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 911.4 Marketing

Marketing

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

15. Understanding user intentions to download games on mobile phones: Technology adoption and user demographic perspective

Accession number: 20130716014454

Authors: Rahim, Md Mahbubur (1); Spink, Pamela (1); Singh, Uday Bir (1)

Author affiliation: (1) Caulfield School of Information Technology, Victoria, Australia

Corresponding author: Rahim, M.M.(Md.Mahbubur.Rahim@monash.edu)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

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Pages: 105-112

Language: English

ISSN: 16830040

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Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Conference date: November 29, 2011 - December 2, 2011

Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: In recent years, various forms of mobile technology based hedonic services are emerging. As this is a relatively new and unexplored practice which seems to be more popular among young generation, there is a need to examine its acceptance among student community who use mobile phones for many purposes including entertainment. We thus report a study which examines a segment of the Australian students' acceptance of downloading games on their mobile phones using Technology Adoption Model as a theoretical lens. We further highlight the role of student demographic characteristics on their perceptions. The implications of our findings are discussed.

Number of references: 35

Main heading: Electronics industry

Controlled terms: Cellular telephones - Electronic commerce - Population statistics - Students

Uncontrolled terms: Acceptance - Demographics - Games downloading - Hedonic context - Mobile Technology

Classification code: 718.1 Telephone Systems and Equipment

Telephone Systems and Equipment

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

16. An intelligent online shopping guide based on product review mining

Accession number: 20130716014484

Authors: Tang, Heng (1)

Author affiliation: (1) University of Macau, China

Corresponding author: Tang, H.(hengtang@umac.mo)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 321-329

Language: English

ISSN: 16830040

Document type: Conference article (CA)

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This position paper describes an on-going work on a novel recommendation framework for assisting online shoppers in choosing the most desired products, in accordance with requirements input in natural language. Existing feature-based Shopping Guidance Systems fail when the customer lacks domain expertise. This framework enables the customer to use natural language in the query text to retrieve preferred products interactively. In addition, it is intelligent enough to allow a customer to use objective and subjective terms when querying, or even the purpose of purchase, to screen out the expected products.

Number of references: 43

Main heading: Electronic commerce

Controlled terms: Case based reasoning - Electronic guidance systems - Electronics industry - Natural language processing systems - Ontology - Sales

Uncontrolled terms: Bayesian - Domain expertise - Natural language processing - Natural languages - Online shoppers - Online shopping - Position papers - Product reviews

Classification code: 723.2 Data Processing and Image Processing
Data Processing and Image Processing
- 723.5 Computer Applications
Computer Applications
Compendex references: YES
Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

17. Consumer managed home e-health for the next decade

Accession number: 20130716014445
Authors: Soar, Jeffrey (1); Ally, Mustafa (1); Su, Ying (2)
Author affiliation: (1) University of Southern Queensland, Australia; (2) Institute of Science and Technology, China
Corresponding author: Soar, J.(soar@usq.edu.au)
Source title: Proceedings of the International Conference on Electronic Business (ICEB)
Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)
Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011
Issue date: 2011
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Language: English
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Document type: Conference article (CA)
Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011
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Conference location: Bangkok, Thailand
Conference code: 95369
Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank
Publisher: CEUR-WS
Abstract: Connectivity allows access to health information services at home for self-care, on-line or automated consultations, links with home telecare devices for safety, independent living and social links. The trends for access to healthcare from the consumers' own homes through intelligent assistive technology offers significant sustainability advantages including reduced admissions, readmissions, length of stay when people are admitted, reduced carer and patient travel, and other clinical, social and economic benefits. This paper will discuss the opportunities for better delivery of care to the elderly in their own homes, the availability of innovative technology, evidence of benefits and pathways for greater adoption.
Number of references: 13
Main heading: Home health care
Controlled terms: eHealth - Electronic commerce - Electronics industry - Information services - Medical computing
Uncontrolled terms: Assistive technology - Consumer - Health informations - Independent living - Innovative technology - Intelligent assistive technology - Telecare - Telehealth
Classification code: 461.7 Health Care
Health Care
- 723.5 Computer Applications
Computer Applications
- 903.4 Information Services
Information Services
Compendex references: YES
Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

18. Video games: Opportunities for information systems & technology enrollment

Accession number: 20130716014474
Authors: Miller, Trudi (1); Ractham, Peter (2)

Author affiliation: (1) University of Wisconsin, Stevens Point, United States; (2) Faculty of Commerce and Accountancy, Thammasat University, Thailand

Corresponding author: Miller, T.(Tmiller@uwsp.edu)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Document type: Conference article (CA)

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Enrollment in information systems and related fields has been on the decline for over a decade. At the same time, video games are increasing in popularity, especially with undergraduates. Departments at 222 American schools offering video game related undergraduate degrees were analyzed to determine which academic fields have integrated games into their curricula. A majority of the programs were offered either by art / design departments or computing departments, with only one program hosted by a business school. Opportunities still exist within information systems and technology programs to incorporate video games as part of their curriculum.

Number of references: 11

Main heading: Human computer interaction

Controlled terms: Arts computing - Curricula - Electronic commerce - Electronics industry - Information systems - Information use

Uncontrolled terms: Academic fields - Business schools - Information systems and technologies - IS educations - IT education - Undergraduate degrees - Video game

Classification code: 723.2 Data Processing and Image Processing

Data Processing and Image Processing

- 723.5 Computer Applications

Computer Applications

- 901.2 Education

Education

- 903.3 Information Retrieval and Use

Information Retrieval and Use

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

19. How loneliness affects problematic facebook use

Accession number: 20130716014472

Authors: Lee, Zach W.Y. (1); Cheung, Christy M.K. (1)

Author affiliation: (1) Hong Kong Baptist University, Hong Kong

Corresponding author: Lee, Z.W.Y.(11466685@hkbu.edu.hk)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Publication year: 2011

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Language: English

ISSN: 16830040

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The main objective of this paper is to show how loneliness affects problematic Facebook use. We integrated the concept of loneliness in the advanced cognitive-behavioral model of generalized problematic Internet use and empirically tested the model with 200 Facebook users. Our findings suggested that loneliness predisposes individuals to the development of problematic Facebook use and confirmed that the preference for online social interaction and mood regulation predict deficient self-regulation of Facebook use and which in turn leads to negative outcomes.

Number of references: 57

Main heading: Social networking (online)

Controlled terms: Deregulation - Electronic commerce - Electronics industry

Uncontrolled terms: Deficient self-regulations - Facebook - Loneliness - Preference for online social interactions - Psychosocial well-being

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 971 Social Sciences

Social Sciences

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

20. Making sense of software ecosystems: A critical review

Accession number: 20130716014483

Authors: Jayaraman, Karthik (1)

Author affiliation: (1) University of Oslo, Norway

Corresponding author: Jayaraman, K.(karthikj@ifi.uio.no)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

Issue date: 2011

Publication year: 2011

Pages: 314-320

Language: English

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Visualizing software as ecosystems has been an emergent phenomenon. The objective of this paper is to analyze the field of software ecosystems (SECO) and provide a critical review of the existing literature. This research identifies domains and peripheries of a SECO; highlights architectural challenges; examines design and control mechanisms and discusses some of the learning's from other popular paradigms that can be applied to address the key challenges in the SECO paradigm. This paper also aims to recommend future research directions for software ecosystems and its role in the broader context of information systems research.

Number of references: 33

Main heading: Open systems

Controlled terms: Ecosystems - Electronic commerce - Electronics industry - Information systems - Information use - Open source software

Uncontrolled terms: Commons-based peer production - Complexity - Digital ecosystem - Open innovation - Open sources - Software ecosystems

Classification code: 454.3 Ecology and Ecosystems

Ecology and Ecosystems

- 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 903.3 Information Retrieval and Use

Information Retrieval and Use

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

21. A study of e-service applications in e-commerce websites

Accession number: 20130716014478

Authors: Thepsuparungsikul, Wittawin (1); Rattanawicha, Pimmanee (1)

Author affiliation: (1) Chulalongkorn Business School, Thailand

Corresponding author: Thepsuparungsikul, W.(vwinn_thep@hotmail.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

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Publication year: 2011

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: E-Services use the internet as the main channel for business to interact and communicate with their consumers. The purpose of this paper is to study e-Service applications, for example, FAQs and text chat, which e-commerce consumers prefer to use when they want to acquire more information about products. We focus on four different types of questions consumers may ask which are (1) description question, (2) method question, (3) explanation question, and (4) comparison question. Also, in this study, we categorize products into two categories: (1) general or non-embarrassing products (such as shampoo) and (2) embarrassing products (such as condom). The data was collected from 400 respondents in Thailand.

Number of references: 26

Main heading: Electronics industry

Controlled terms: Electronic commerce

Uncontrolled terms: E- services - Embarrassing product - FAQs - Interactivity - Text chat

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

22. The iPad: A tablet toolkit supporting blended and flexible learning

Accession number: 20130716014451

Authors: Hamilton, John (1); Tee, Singwhat (1)

Author affiliation: (1) James Cook University, Australia

Corresponding author: Hamilton, J.(John.Hamilton@jcu.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

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Publication year: 2011

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Learning has shifted along the learning continuum from the traditional face-to-face classroom into interactive ICTsupported environments. The 'cone of learning' assists in understanding this learning shift. Emerging portable ICT content management systems (CMS) such as the iPad offer new student-empowered, interactive, non-linear, selflearning opportunities. The 'interactive 3P learning system' framework presented herein, enables researchers to test the effectiveness (and value) of the iPad as a mobile student CMS across blended and flexible learning environments. This environment enables testing for improved student personal interactivity (and recognition), and for improved student learning outcomes (measured (i) quantitative student-perceptions, and (ii) qualitative achieved-results).

Number of references: 26

Main heading: Learning systems

Controlled terms: Computer aided instruction - Dynamics - Electronic commerce - Electronics industry - Hand held computers - Students

Uncontrolled terms: Avatar - Blended - Flexible - Instruct - Interactive - IPad - Learning - Virtual worlds

Classification code: 722.4 Digital Computers and Systems

Digital Computers and Systems

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

23. The relationship between facebook users' self-systems and social capital effects

Accession number: 20130716014471

Authors: Jin, Chang-Hyun (1)

Author affiliation: (1) Depart, of Business Administration, Kyonggi University, Korea, Republic of

Corresponding author: Jin, C.-H.(chjin@kgu.ac.kr)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

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Publication year: 2011

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The study examined how the self-systems of users of the social networking website Facebook (where a self-system comprises four elements-self-efficacy, self-assertion, social presence, and self-esteem) and intensity of use affected the above mentioned social relations and the social capital effect. The study also found that bridging and bonding social relationships are mediated by Facebook users' self-systems and social capital effects. The study's findings provide potentially significant implications that can be used to develop guidelines and a framework for assessing SNS users' behavior.

Number of references: 55

Main heading: Economic and social effects

Controlled terms: Electronic commerce - Electronics industry - Social networking (online) - Tin

Uncontrolled terms: Facebook - Self efficacy - Self esteem - Self-system - Social capitals - Social presence - Social relations - Social relationships

Classification code: 546.2 Tin and Alloys

Tin and Alloys

- 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 971 Social Sciences

Social Sciences

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

24. Factors affecting benefits of e-procurement systems: Experience of an Australian city council

Accession number: 20130716014476

Authors: Rahim, Md Mahbubur (1); Ilhan, Nergiz (1); Chen, Xiaolin (1)

Author affiliation: (1) Monash University, Australia

Corresponding author: Rahim, M.M.(mahbubur.rahim@infotech.monash.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Despite years of research into e-business systems, still little is reported on how various factors affect the ways local government councils experience benefits from e-procurement systems. We thus present the experience of

a Melbourne-based council that has been using an e-procurement system for some time, and discuss the factors that the council perceives to have influenced the benefits arising from the use of that system. Senior management support, presence of e-catalogues, employee training in e-procurement systems, and willingness of suppliers to participate in council's e-procurement implementation initiative, are found to be key factors. The implications of these factors are outlined.

Number of references: 29

Main heading: Electronics industry

Controlled terms: Electronic commerce - Personnel training

Uncontrolled terms: Benefits - e-Procurement - eBusiness - Factors - Local government

Classification code: 723.5 Computer Applications

Computer Applications

- 912.4 Personnel

Personnel

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

25. Assessing the global e-readiness of hotel chain websites

Accession number: 20130716014463

Authors: O'Connor, Peter (1)

Author affiliation: (1) Essec Business School, Singapore

Corresponding author: O'Connor, P.(oconnor@essec.fr)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Companies serving a truly global customer base need to adapt their websites to take the linguistic, culture and social differences of local markets into account. This study benchmarks the efforts of hotel chains to incorporate appropriately adapted content and facilities on their consumer websites as an indicator of their commitment to servicing international markets. Both individual findings and the summary Global e-Readiness Index suggest that most are not acting global in their e-commerce efforts. While many provide content in languages other than English, even the highest performers fail to take their internationalization efforts deep enough into the purchase process to facilitate purchases by international clients.

Number of references: 40

Main heading: Hotels

Controlled terms: Electronic commerce - Electronics industry - International trade - Purchasing - Sales - Websites

Uncontrolled terms: Customerbase - E-readiness - Globalization - Hotel sectors - International markets - Local markets - Social differences

Classification code: 402.2 Public Buildings

Public Buildings

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

26. Integrating service fairness into the post-acceptance model of IS continuance in cloud computing

Accession number: 20130716014442

Authors: Lawkobkit, Montri (1); Speece, Mark (2)

Author affiliation: (1) Dhurakij Pundit University, United States; (2) University of Alaska Southeast, United States

Corresponding author: Lawkobkit, M.(mlawkobkit@gmail.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This study integrates service fairness into a post-acceptance model of information system continuance. This study added constructs based on Greenberg's (1993) four-component taxonomy of organizational justice. The research model seeks to be useful in predicting satisfaction, which enhances continued usage of an IS. The results show that perceived usefulness and satisfaction influence continuance intention, as the post-acceptance model predicts. Three of the four distinct service fairness dimensions, systemic, configural and interpersonal fairness, significantly enhanced satisfaction. However, the relationship between informational fairness and satisfaction was negative and significant.

Number of references: 55

Main heading: Electronics industry

Controlled terms: Cloud computing - Electronic commerce

Uncontrolled terms: Acceptance models - Continuance intentions - Information system continuances - IS continuance - Perceived usefulness - Research models - Satisfaction - Service fairness

Classification code: 722.4 Digital Computers and Systems

Digital Computers and Systems

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

27. IT governance for systems support and maintenance: Views from CIOs in multinational enterprises

Accession number: 20130716014457

Authors: Wang, William Y C (1); Pauleen, David J (2); Ho, Michael S C (3)

Author affiliation: (1) AUT University, New Zealand; (2) Massey University, New Zealand; (3) Yuanpei University of Science and Technology, Taiwan

Corresponding author: Wang, W.Y.C.(william.wang@aut.ac.nz)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper explores IS governance as it relates to systems support and maintenance (SS&M). We argue, that can be critically supportive of business operations, decision making, innovation and knowledge management strategies. Based on interviews with high level IS practitioners from large IT companies, we find that the value of SS&M as a potential link between the IT side and the business side of the organization, while recognized is still under-utilized. We enumerate and discuss a number of reasons for this situation from an IT governance perspective and call for a comprehensive research agenda to develop an integrated approach to link SS&M more closely.

Number of references: 44

Main heading: Electronics industry

Controlled terms: Decision making - Electronic commerce - Knowledge management - Maintenance

Uncontrolled terms: Business operation - Comprehensive research - Enterprise system - Integrated approach - IT governance - Knowledge management strategy - Multinational enterprise - Systems support

Classification code: 723.5 Computer Applications

Computer Applications

- 912.2 Management

Management

- 913.5 Maintenance

Maintenance

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

28. Adoption factors for mobile financial services: Laggards and early adopters in low-income countries

Accession number: 20130716014455

Authors: Negash, Solomon (1); Eshete, Petros B. (2); Ractham, Peter (3)

Author affiliation: (1) Coles College of Business, Kennesaw State University, United States; (2) IT PhD Program, Addis Ababa University, Ethiopia; (3) Faculty of Commerce and Accountancy, Thammasat University, Thailand

Corresponding author: Negash, S.(snegash@kennesaw.edu)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper evaluated low-income countries and identified adoption factors for mobile financial services (MFS) that are not covered by TAM (Technology Acceptance Model). From the literature we identified enabler and bottleneck factors that impact MFS adoption in low-income countries. We analyzed laggard and early adaptor countries to compare the factors. In our conclusion we identified thirteen MFS adoption factors and categorized them in a 2x2 metrics using enablers and bottlenecks vs. exogenous and endogenous. Further, we used the early adopter and laggard countries to understand how the MFS adoption strategy differed between the two groups. Future direction is provided.

Number of references: 27

Main heading: Electronics industry

Controlled terms: Electronic commerce - Finance - Outsourcing

Uncontrolled terms: Adoption - Adoption factors - Financial service - Low income countries - Mobile - Technology acceptance model

Classification code: 723.5 Computer Applications

Computer Applications

- 912.2 Management

Management

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

29. Enhancing decision patterns dicovered by process mining with semantic related data

Accession number: 20130716014441

Authors: Jareevongpiboon, Wirat (1); Janecek, Paul (1)

Author affiliation: (1) Asian Institute of Technology, Thailand

Corresponding author: Jareevongpiboon, W.(wirat@cs.ait.ac.th)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Business processes can be automatic, semiautomatic or manual processes. Semi-automatic and manual processes are involved in some parts by people. Understanding how people work or make judgments in processes can help management to evaluate their performance and suggest essential information to enhance their decision making. This paper describes a case study of using process mining to discover decision patterns of a worker in a semi-automatic business process. It was found that the discovered rules could be improved by enhancing the business execution log file with semantic related data. The experimental results before and after improvements were compared.

Number of references: 14

Main heading: Decision making

Controlled terms: Automation - Behavioral research - Data mining - Electronic commerce - Electronics industry - Semantics

Uncontrolled terms: Business Process - Decision pattern - In-process - Log enhancing - Log file - Manual process - Process mining - Semi-automatics

Classification code: 723.2 Data Processing and Image Processing

Data Processing and Image Processing
 - 723.5 Computer Applications
 Computer Applications
 - 731 Automatic Control Principles and Applications
 Automatic Control Principles and Applications
 - 912.2 Management
 Management
 - 971 Social Sciences
 Social Sciences
Compendex references: YES
Database: Compendex
 Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

30. Performance measurement of government e-procurement with internal stakeholder focus

Accession number: 20130716014462
Authors: Chomchaiya, Suvil (1); Esichaikul, Vatcharaporn (1)
Author affiliation: (1) Asian Institute of Technology, Thailand
Corresponding author: Chomchaiya, S.(Suvil.Chomchaiya@ait.ac.th)
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Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)
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Conference name: 2011 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011
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Conference location: Bangkok, Thailand
Conference code: 95369
Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank
Publisher: CEUR-WS
Abstract: The previous literature of performance measurement of government e-procurement (or e-GP) is mainly focused on financial related performance measures and lacking of focus on overall internal stakeholders. Since objectives of public sector operation are not profitability, performance measurement of e-GP should include more extensive matters and not overlook the importance of internal stakeholders since they play important roles in success or failure in e-GP adoption and utilization. This paper aims to provide the overview of literature, the conceptual view of comprehensive e-GP performance measurement and how e-GP internal stakeholder should be addressed.
Number of references: 49
Main heading: Public policy
Controlled terms: Electronic commerce - Electronic data interchange - Electronics industry - Purchasing
Uncontrolled terms: Conceptual views - e-Procurement - Electronic procurement - Internal stakeholder - Performance measure - Performance measurements - Public sector
Classification code: 723.2 Data Processing and Image Processing
 Data Processing and Image Processing
 - 723.5 Computer Applications
 Computer Applications
 - 971 Social Sciences
 Social Sciences
Compendex references: YES
Database: Compendex
 Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

31. Enhanced mediawiki for collaborative writing in the web 2.0 era

Accession number: 20130716014450

Authors: Kasemvilas, Sumonta (1); Sirisaengtaksin, Kittisak (2); Firpo, Daniel (2); Huansuriya, Thipnapa (2); Prasertsilp, Pimpaka (2); Soeung, Sucheng (2); Olfman, Lorne (2)

Author affiliation: (1) Khon Kaen University, Thailand; (2) Claremont Graduate University, United States

Corresponding author: Kasemvilas, S.(sumkas@kku.ac.th)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The primary goal of this case study research is to investigate users' perceptions of the efficiency of MediaWiki used in the collaborative writing process for students in graduate classes. MediaWiki version 1.15.1 was used in this study. Two case studies were used to explore situations that were occurring as students used the MediaWiki instance. The results show that MediaWiki needs some additional features, such as chat, advanced text editor, and discussion to facilitate the collaborative writing process.

Number of references: 7

Main heading: Students

Controlled terms: Computer software - Electronic commerce - Electronics industry

Uncontrolled terms: Collaborative writing - Education technology - Higher education - MediaWiki - Web 2.0

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

32. An ontology-based collaborative interorganizational knowledge management network

Accession number: 20130716014491

Authors: Leung, Nelson K. Y. (1); Lau, Sim Kim (1); Fan, Joshua (1); Kang, Seung Hwan (2); Tsang, Nicole (3)

Author affiliation: (1) University of Wollongong, Australia; (2) Payap University, Thailand; (3) RMIT International University, Viet Nam

Corresponding author: Leung, N.K.Y.(knl164@uow.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011

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Publication year: 2011

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Language: English

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Web contents can be represented in a structural form by a finite list of vocabularies and their relationships using ontologies. The concept of ontology and its related mediation methods is capable of enhancing the collaboration among Knowledge Management (KM) approaches that only focus on managing organizational knowledge. Those KM approaches are developed in accordance with organizational KM strategies and business requirements without the concern of system interoperability. In this research, an ontology-based collaborative inter-organizational KM network is proposed to provide a platform for organizations to access and retrieve inter-organizational knowledge in a similar domain.

Number of references: 28

Main heading: Knowledge management

Controlled terms: Electronic commerce - Electronics industry - Ontology

Uncontrolled terms: Business requirement - Inter-organizational - Ontology integration - Ontology mapping - Ontology Mediation - Ontology merging - Organizational knowledge - Structural form

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

33. Effectiveness of online discussion forum for case study analysis and assessment

Accession number: 20130716014449

Authors: Seethamraju, Ravi (1)

Author affiliation: (1) University of Sydney Business School, Australia

Corresponding author: Seethamraju, R.(ravi.seethamraju@sydney.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

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Document type: Conference article (CA)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Business schools are exploring new pedagogical approaches to learning including asynchronous media. This paper analyses the effectiveness of online discussion forum for case study assessment in a post graduate unit in an Australian business school. Analysing quantity and quality of online postings and comparing student performance with previous cohort, this study observes a significant improvement in student learning and academic performance. Appropriate design and delivery strategies and clear assessment criteria of asynchronously using online discussion forum for teaching cases, have provided an effective learning vehicle for students, helped them overcome their own language related barriers, encouraged them to participate in a non-threatening environment. This further complemented to the benefits of peer-to-peer learning and case study pedagogy. Increase in workload for students and marking load for academics, and measuring the value of learning, however, are some of the challenges that need further attention by researchers.

Number of references: 26

Main heading: Electronics industry

Controlled terms: Electronic commerce - Online systems - Social networking (online) - Students

Uncontrolled terms: Academic performance - Appropriate designs - Assessment - Case study analysis - Effectiveness - Online discussion forums - Pedagogical approach - Student performance

Classification code: 722.4 Digital Computers and Systems

Digital Computers and Systems

- 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

34. Evaluation framework for e-government service delivery in a Thai context - A research in progress

Accession number: 20130716014458

Authors: Nongbunnak, Sayamol (1)

Author affiliation: (1) Dhurakij Pundit University, United States

Corresponding author: Nongbunnak, S.(n.sayamol@yahoo.com)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The study aims to identify an evaluation framework and a measurement tool for e-government service delivery. E-government and e-participation initiatives are created to facilitate public administration and the political processes. Both initiatives are produced and presented on the same government websites. However, the evaluations are operated separately. Construct Development Methodology, a scale development for IS research, is applied. The review and adjustment of the DeLone & McLean Information System Success Model 2003 demonstrated the ability to add a variable to capture the essence of a phenomenon. The tool contributes to a better understanding of the evaluation of e-government service delivery.

Number of references: 41

Main heading: e-government

Controlled terms: Electronic commerce - Electronics industry - Information services - Public administration

Uncontrolled terms: Development methodology - E-government services - E-participation - Evaluation framework - Government websites - Information system success model - Scale development - Scale item development

Classification code: 723.5 Computer Applications

Computer Applications

- 903.4 Information Services

Information Services

- 971 Social Sciences

Social Sciences

Compendex references: YES

Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

35. Student evaluation of a digital learning game

Accession number: 20130716014475
Authors: Bechter, Clemens (1); Jentzsch, Stefan (2)
Author affiliation: (1) Thammasat University, Thailand; (2) PerellaWeinberg Partners, United States
Corresponding author: Bechter, C.(clemensbechter@tbs.tu.ac.th)
Source title: Proceedings of the International Conference on Electronic Business (ICEB)
Abbreviated source title: Proc. Int. Conf. Electron. Bus. (ICEB)
Issue title: 2011 Proceedings - 11th International Conference on Electronic Business: Borderless E-Business for the Next Decade, ICEB 2011
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Language: English
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Conference location: Bangkok, Thailand
Conference code: 95369
Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank
Publisher: CEUR-WS
Abstract: Data from 294 post-graduate students studying business administration were analysed to determine perceptions toward digital learning games. This research can be used as a conceptual model of how to react to new methods of instruction. 25 subject (game) related and 21 tutor related attributes made up the course evaluation form. Preliminary findings suggest a Halo effect in form of student's perception of the tutor being influenced by the subject, vice versa. Although the overall evaluation of both, game and tutor, were on average very positive, there were distinct differences between clusters.
Number of references: 16
Main heading: E-learning
Controlled terms: Electronic assessment - Electronic commerce - Electronics industry - Students
Uncontrolled terms: Between clusters - Business administration - Business simulation - Course evaluations - Digital learning games - Games - Graduate students - Student evaluation
Classification code: 723.5 Computer Applications
Computer Applications
Compendex references: YES
Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

36. An empirical analysis of SNS users and their privacy and security awareness of risks associated with sharing SNS profiles (online identities)

Accession number: 20130716014447
Authors: Lane, Michael Steven (1); Shrestha, Anup (1)
Author affiliation: (1) University of Southern Queensland, Australia
Corresponding author: Lane, M.S.(michael.lane@usq.edu.au)
Source title: Proceedings of the International Conference on Electronic Business (ICEB)
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Pages: 52-58
Language: English

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Document type: Conference article (CA)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Social networking sites (SNS) like MySpace, Facebook and LinkedIn now have hundreds of millions of users. In this paper a quantitative approach was used to analyse primary data collected about SNS users. Our findings show that SNS users are dominated by younger adults, higher education levels and higher income levels. SNSs are more likely to be used for maintaining existing friendships as opposed to establishing new friendships and for building business networks. SNS users either have poor levels of privacy and security awareness or high levels of complacency in relation to SNS profile sharing and sharing their identity online.

Number of references: 17

Main heading: Social networking (online)

Controlled terms: Data privacy - Electronic commerce - Electronics industry - Risk assessment

Uncontrolled terms: Business networks - Empirical analysis - Online identity - Privacy and security - Quantitative approach - Social media - Social Network Sites - Social networking sites

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 914.1 Accidents and Accident Prevention

Accidents and Accident Prevention

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

37. The fit of mobile work support functionalities with pharmaceutical sales-force worker tasks

Accession number: 20130716014487

Authors: Lembach, Markus (1); Lane, Michael Steven (1)

Author affiliation: (1) School of Information Systems, University of Southern Queensland, Australia

Corresponding author: Lembach, M.(markus.lembach@web.de)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper reports on research which sought to identify and understand why specific mobile work support functionalities are a good fit with mobile work tasks of pharmaceutical sales-force. The findings from the case interviews support the notion that specific mobile work support functionalities are useful and in some instances

innovative in improving customer service, communication with customers and colleagues, reduce double-handling of data entries, and facilitate the handling of administrative work during dead times. This research also identified that mobile work support functionalities such as location-related services and mobile job scheduling and dispatching of work are not a good fit and are likely to be strongly resisted by sales-force workers.

Number of references: 34

Main heading: Sales

Controlled terms: Data handling - Electronic commerce - Electronics industry

Uncontrolled terms: Innovativeness - Mobile computing technology - Sales force - Task technology fit - Usefulness of MCT support functionalities

Classification code: 723.2 Data Processing and Image Processing
Data Processing and Image Processing

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

38. Hedonic values and utilitarian values as predictors of social media participation

Accession number: 20130716014446

Authors: Chen, Wen-Kuo (1); Huang, Yuh-Sung (1); Hsu, Pi-Ying (1)

Author affiliation: (1) Chaoyang University of Technology, Taiwan

Corresponding author: Chen, W.-K.(wkchen@cyut.edu.tw)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This research proposes a model to investigate the behavior of posting articles and the continued use of social media via Babin's value perspective. The antecedents of values are web quality and users' emotions. The model was tested with PLS-Graph software based on its structural equation modeling approach. Data was gained from 310 users. The results revealed that antecedents have a strong impact on user values, which in turn influences users' intention to post articles and continue to use social media. Several implications for research and practice have been derived from these findings.

Number of references: 39

Main heading: Electronics industry

Controlled terms: Electronic commerce - Social networking (online) - Software testing

Uncontrolled terms: Continued use - Hedonic values - Intention to post - Social media - Structural equation modeling - Utilitarian value - Web quality

Classification code: 723 Computer Software, Data Handling and Applications
Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

39. Building a framework for improving information quality in accounting information systems adoption

Accession number: 20130716014479

Authors: Wongsim, Manirath (1); Gao, Jing (1)

Author affiliation: (1) School of Computer and Information Science, University of South Australia, Mawson Lakes Boulevard, Mawson Lakes SA 5095, Australia

Corresponding author: Wongsim, M.(Manirath.Wongsim@postgrads.unisa.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Information Quality (IQ) has become a critical, strategic issue in Accounting Information Systems (AIS) adoption. In order to implement AIS adoption successfully, it is important to consider the quality of information use throughout the adoption process, which seriously impacts the effectiveness of AIS adoption practice and the optimization of AIS adoption decisions. There is a growing need for research to provide insights into issues and solutions related to IQ in AIS adoption. The need for an integrated approach to improve IQ in AIS adoption, as well as the unique characteristics of accounting data, demands an AIS adoption specific IQ framework. Thus, this research will investigate the IQ issues emerging during the adoption of AIS systems with the aim of developing a framework to guide organisations on implementing an adequate IQ management approach during the system adoption process. This framework will be developed from case studies by collecting qualitative data (interviews).

Number of references: 29

Main heading: Information use

Controlled terms: Automatic identification - Electronic commerce - Electronics industry - Information analysis - Information systems

Uncontrolled terms: Accounting Information Systems - Adoption decision - Adoption process - Information quality - Information Quality Dimensions - Integrated approach - Qualitative data - Quality of information

Classification code: 723.5 Computer Applications

Computer Applications

- 903.1 Information Sources and Analysis

Information Sources and Analysis

- 903.3 Information Retrieval and Use

Information Retrieval and Use

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

40. Exploring SOA's potential for business process outsourcing

Accession number: 20130716014482

Authors: Joachim, Nils (1); Beimborn, Daniel (1)

Author affiliation: (1) University of Bamberg, Germany

Corresponding author: Joachim, N.(nils.joachim@uni-bamberg.de)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Business Process Outsourcing (BPO) represents an organizational change which results in an e-Business relationship between a firm and an outsourcing service provider. This paper analyzes whether and how a modular IT architecture - service-oriented architecture (SOA), in particular - contributes to the potential of BPO by increasing the benefits and reducing the costs. This research question is investigated using a multi-case study approach based on six different firms which have adopted SOA. Three of them have already made BPO experiences based on SOA and all confirm SOA's positive impact on BPO. Besides identifying success factors, counter intuitive results and new research opportunities are identified.

Number of references: 31

Main heading: Service oriented architecture (SOA)

Controlled terms: Architecture - Electronic commerce - Electronics industry - Information services - Outsourcing - Service industry

Uncontrolled terms: B2B integration - Business process outsourcing - Business value - Case study approach - Multiple-case study - Organizational change - Outsourcing services - Research opportunities

Classification code: 402 Buildings and Towers

Buildings and Towers

- 722.4 Digital Computers and Systems

Digital Computers and Systems

- 723.5 Computer Applications

Computer Applications

- 903.4 Information Services

Information Services

- 912.2 Management

Management

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

41. M-health: A mobile application for monitoring acute respiratory diseases (ARDs)

Accession number: 20130716014452

Authors: Esichaikul, Vatcharaporn (1); Rermlawan, Ratchadaporn (2); Bechter, Clemens (3)

Author affiliation: (1) Asian Institute of Technology, Thailand; (2) Queen Sirikit Hospital, Thailand; (3) Thammasat Business School, Thailand

Corresponding author: Esichaikul, V.(vatchara@ait.ac.th)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Language: English

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: One of the most widespread epidemics is ARDs. Because of a limited number of hospital beds and hospital staff, hospitals cannot provide sufficient service and support to large numbers of suspected ARD patients. Many patients who are suspected of having acquired ARD have normal vital signs and can be transferred to home care service. Due to the possible incidences of deaths, this paper is aimed to propose a suspected ARD patient monitoring and controlling system by using mobile technology to remotely monitor home care patients with suspected ARD in order to reduce the difficulties of caring for these patients.

Number of references: 28

Main heading: Remote patient monitoring

Controlled terms: Electronic commerce - Electronics industry - Hospitals - mHealth - Mobile computing - Pulmonary diseases

Uncontrolled terms: Home care - Home-care services - Infectious disease - Mobile applications - Mobile Technology - Monitoring and controlling System - Vital sign

Classification code: 461.6 Medicine and Pharmacology

Medicine and Pharmacology

- 462.2 Hospitals, Equipment and Supplies

Hospitals, Equipment and Supplies

- 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

42. The effect of e-channel strategy on firm market value

Accession number: 20130716014480

Authors: Peng, Ling (1); Cheung, Waiman (2)

Author affiliation: (1) Hubei University of Economics, China; (2) Chinese University of HK, Hong Kong

Corresponding author: Peng, L.(buaapl@yahoo.com.cn)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: E-channel has advantages over traditional market channels. This paper employed event study methodology to discover the effect of the e-channel strategy on firm's value by the data from e-channel announcements from 2008 to 2010. We developed a research model to study the stock market reaction to e-channel investment, and to verify whether the e-channel type, product type, firm already has e-channel or not, network type, can moderate the relationship between e-channel announcement and firm market value. the details of event methodology and the research design were introduced in detail. Finally, we concluded this paper with the expected results.

Number of references: 42

Main heading: Telecommunication industry

Controlled terms: Electronic commerce - Electronics industry - Investments

Uncontrolled terms: Channel strategies - Event studies - Firm value - Market reactions - Product types - Research designs - Research models - Traditional markets

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

43. A study of travel agency collaboration and co-creation in the tourism industry

Accession number: 20130716014464

Authors: Chen, Ja-Shen (1); Ching, Russell K.H. (2); Hui, Ang Chin (1)

Author affiliation: (1) Yuan Ze University, Taiwan; (2) California State University, United States

Corresponding author: Chen, J.-S.(jchen@saturn.yzu.edu.tw)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This study explores the dynamics of collaboration between travel agencies and their suppliers in co-creating value with their customers. It examines the relationship among six collaboration elements (co-creation dynamics), service innovation, competitive advantage, technology adoption and environmental change, and the moderating effect of trust on the co-creation elements and service innovation. The effects of technology adoption and environmental changes on the six elements were also examined. Results indicate that all the above effects are significant, and trust enhances the effect of the elements on innovation for Taiwan travel agencies. However, technology adoption and trust differed for the Malaysian travel agencies.

Main heading: Tourism industry

Controlled terms: Competition - Dynamics - Electronic commerce - Electronics industry - Environmental technology - Leisure industry

Uncontrolled terms: Co-creation - Competitive advantage - Environmental change - Moderating effect - Relational views - Service innovation - Service-dominant Logic - Technology adoption

Classification code: 454 Environmental Engineering

Environmental Engineering

- 723.5 Computer Applications

Computer Applications

- 911.2 Industrial Economics

Industrial Economics

Database: Compendex

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Data Provider: Engineering Village

44. Driving the business service-oriented architecture enabled initiative

Accession number: 20130716014481

Authors: Sulong, Muhammad Suhaizan (1); Koronios, Andy (1); Gao, Jing (1); Abdul-Aziz, Azlianor (1); Wongsim, Manirath (1)

Author affiliation: (1) Strategic Information Management Research Group, University of South Australia, Australia

Corresponding author: Sulong, M.S.(MuhammadSuhaizan.Sulong@postgrads.unisa.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference location: Bangkok, Thailand

Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Service-oriented architecture (SOA) continues to gain interest and deliver its business value as so many organisations are force to integrate increasingly diverse legacy systems and complex application environments. Organisations are moving towards implementing SOA initiative to become business SOA-enabled for reducing complexity and increasing business agility. Driving the initiative of SOA into business requires a set of requirements in order to successfully implement SOA. These requirements are four fundamentals of SOA initiative with associated seven elements of SOA which have been discovered via thoroughly literature analysis. A model therefore is proposed for businesses to understand how to implement and run SOA to actually achieving benefits from their SOA initiative.

Number of references: 59

Main heading: Service oriented architecture (SOA)

Controlled terms: Architecture - Electronic commerce - Electronics industry - Information services - Legacy systems

Uncontrolled terms: Business service - Business value - Complex applications - Literature analysis - SOA initiatives

Classification code: 402 Buildings and Towers

Buildings and Towers

- 722.4 Digital Computers and Systems

Digital Computers and Systems

- 723.5 Computer Applications

Computer Applications

- 903.4 Information Services

Information Services

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

45. Issues in electronic case management in malaysian courts

Accession number: 20130716014489

Authors: Wan Satirah Wan Mohd, Saman (1); Haider, Abrar (1)

Author affiliation: (1) University of South Australia, Australia

Corresponding author: Wan Satirah Wan Mohd, S.(wanwy051@mymail.unisa.edu.au)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: In Malaysia, the Civil and Shariah judiciary systems stand side by side for more than 50 years, adhering to their own different jurisdictions. Today, both courts move forward tremendously with the introduction of electronic case management systems. The Civil Court's E-Judiciary project consists of four different systems that cover the whole court processes from filing of cases through hearing to case disposal. On the other side, Shariah Courts E-Shariah project incorporates all the processes in one comprehensive system application. At the implementation stage, both courts faced with different legal issues and challenges, and dealt with them their own way. This paper traces the development, implementation and legal issues faced in both Civil and Shariah judiciary systems in Malaysia in the course of introducing electronic case management systems.

Number of references: 23

Main heading: Electronics industry

Controlled terms: Audition - e-government - Electronic commerce - Records management

Uncontrolled terms: Case management - Civil Court - Comprehensive system - Legal issues - Malaysia - Malaysians - Side by sides - Technology application

Classification code: 461.4 Ergonomics and Human Factors Engineering

Ergonomics and Human Factors Engineering

- 723.5 Computer Applications

Computer Applications

Numerical data indexing: Age 5.00e+01yr

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

46. An examination into the determinants of positive and negative electronic word-of-mouth communication

Accession number: 20130716014465

Authors: Cheung, Christy M.K. (1); Lee, Zach W.Y. (1)

Author affiliation: (1) Hong Kong Baptist University, Hong Kong

Corresponding author: Cheung, C.M.K.(ccheung@hkbu.edu.hk)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: The Internet has empowered consumers. More and more marketers attempt to harness the power of word-of-mouth communication in the online environment. In this paper, we attempt to explore the underlying motives for consumers engaging in both positive and negative eWOM communication. The findings reported here indicate that consumers engage in positive eWOM mostly for altruistic, self-enhancement, reciprocity, and sense of belonging. In contrast, consumers engage in negative eWOM for altruistic and venting negative feeling. The results of this exploratory study showed that though eWOM behaviour is the same, the underlying motives are very different. Thus, we recommend future research should clearly specify whether they are investigating PeWOM or NeWOM, and researchers should continue to identify corresponding theories to explain the two different eWOM phenomena.

Number of references: 33

Main heading: Electronics industry

Controlled terms: E-learning - Electronic commerce

Uncontrolled terms: Electronic word of mouths - Negative eWOM - Online consumers - Positive eWOM - Social media

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

47. Thai e-tourism business progression classification

Accession number: 20130716014466

Authors: Rotchanakitumnuai, S. (1); Kaewkitipong, L. (1); Ractham, P. (1)

Author affiliation: (1) Thammasat Business School, Thammasat University, Thailand

Corresponding author: Rotchanakitumnuai, S.

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This research aims to investigate the progression of e-business adoption in Thai tourism enterprises in order to define the progression levels. The levels of E-tourism business progression are determined in four stages: online presence, interactive online presence, electronic transactions, and enterprise integration. The survey results reveal that e-business progression of most Thai tourism enterprises remain in online presence stage. Most Thai tourism enterprises which adopted e-business have not progressed further to stage 2, 3, and 4. There are more hotels which have reached higher stages than travel agents for almost every web features. This can be implied that the tourism enterprises have not paid careful attention to details of their websites, nor do they perceive usefulness and importance of informative websites. We conclude that the lack of perceived usefulness and an importance of e-business could impede the progression to further stages.

Number of references: 20

Main heading: Tourism

Controlled terms: Electronic commerce - Electronics industry - Leisure industry - Surveys - Websites

Uncontrolled terms: Attention to details - Electronic transaction - Enterprise Integration - eTourism - Perceived usefulness - Thailand - Travel agents - Web features

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

48. Information technology based competencies for professional accountants in Malaysian small medium sized enterprises (SMEs)

Accession number: 20130716014488
Authors: Bahador, Ku Maisurah Ku (1); Haider, Abrar (1)
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Corresponding author: Bahador, K.M.K.(kuykb001@mymail.unisa.edu.au)
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Conference location: Bangkok, Thailand
Conference code: 95369
Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank
Publisher: CEUR-WS

Abstract: Nowadays, professional accountants have to deal with a range of information technologies in a variety of ways throughout their professional lives. An all emphasising skills based competency for accountants is, therefore, required, which not only caters for technical skills, but also requires organisational, human, and conceptual skills to take optimum advantage of IT for the benefit of the entire organisation. This research seeks to investigate IT competencies among professional accountants in Malaysian SMEs. This study takes a comprehensive view of IT competence for professional accountants, and investigates the issue at hand in technical, organisational, human, and conceptual dimensions. In doing so, it employs a qualitative interpretive research methodology with exploratory case study method. It uses diverse data collection strategies including, and relies on triangulation of evidence to resolve the research questions in this study. This research, thus, makes significant contribution to academic and professional bodies and provide theoretical base for developing IT related competencies for knowledge workers in general and professional accountants in particular.

Number of references: 42

Main heading: Professional aspects

Controlled terms: Electronic commerce - Electronics industry - Information technology

Uncontrolled terms: Competencies - Conceptual skills - Organisational - People skills - Professional accountants - Technical skills

Classification code: 723.5 Computer Applications

Computer Applications

- 901.1 Engineering Professional Aspects

Engineering Professional Aspects

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

49. A study on mobile business through social media

Accession number: 20130716014473

Authors: Gopalakrishnan, Sundar (1); Vijayakumari, G. (2); Ramesh, G. (3)

Author affiliation: (1) Department of Computer and Information Science, Norwegian University of Science and Technology (NTNU), Sem Sælands Vei 7-9, 7491 Trondheim, Norway; (2) Department of Electronics and

Communication Engineering, Government Polytechnic College for Women, Madurai, India; (3) Department of Computer Science and Engineering, KLN College of Engineering, Pottapalayam, Madurai, India

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: With the increasing use of mobile information systems, mobile devices find its utility growing gradually for business processes. Equally there has been considerable growth of business opportunities over social media provides a win-win situation for both users and business people. Therefore it is also necessary to pay more attention to mobile business processes and social media methods for such systems. One way of analyzing importance of business process over social media is through mobile services acceptance model. In this paper we analyze mobile business process through social media using mobile services acceptance model as presented by Gao et al. and taxonomy of mobility-related requirements that enhances the business processes through recent portable devices. This study indicates basic requirements for Mobile business especially that fits through social media.

Number of references: 16

Main heading: Electronics industry

Controlled terms: Electronic commerce - Information systems - Information use - Mobile telecommunication systems - Social networking (online)

Uncontrolled terms: Acceptance models - Mobile business - Mobile information systems - Requirements - Social media

Classification code: 723 Computer Software, Data Handling and Applications

Computer Software, Data Handling and Applications

- 723.5 Computer Applications

Computer Applications

- 903.3 Information Retrieval and Use

Information Retrieval and Use

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

50. Towards a reference framework for RFID-enabled garment SC visibility

Accession number: 20130716014443

Authors: Leung, Jerrel (1); Chu, Sung-Chi (1); Cheung, Waiman (1); Zhang, Runtong (2)

Author affiliation: (1) Chinese University of HK, Hong Kong; (2) Beijing Jiaotong University, China

Corresponding author: Leung, J.(jerrulleung@cuhk.edu.hk)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: In the current environment organizations can no longer compete on price alone. Supply chains are becoming important, where efficiency and effectiveness play the pivotal role. RFID is a highly heralded technology in the supply chain field, which can synchronize the information flow with the material flow. However, organizations are still not widely adopting it, as the industry is missing compelling business cases to illustrate how to implement the technology and how it actually can bring benefits to the business. In this study we develop and demonstrate an innovative information infrastructure to facilitate a smooth supply chain operation. The infrastructure is designed based on an in-depth case study of a typical complete garment supply chain. SCOR model is used to ensure that the design is applicable in various supply chain set ups.

Number of references: 18

Main heading: Electronics industry

Controlled terms: Clothes - Electronic commerce - Radio frequency identification (RFID) - Supply chains - Visibility

Uncontrolled terms: Business case - Information flows - Information infrastructures - Material Flow - Reference frameworks - SCOR models - Supply chain operation - Supply chain visibility

Classification code: 716.3 Radio Systems and Equipment

Radio Systems and Equipment

- 723.5 Computer Applications

Computer Applications

- 741.2 Vision

Vision

- 912 Industrial Engineering and Management

Industrial Engineering and Management

- 913 Production Planning and Control; Manufacturing

Production Planning and Control; Manufacturing

Compendex references: YES

Database: Compendex

Compilation and indexing terms, Copyright 2021 Elsevier Inc.

Data Provider: Engineering Village

51. Impacts of location and animation on internet banner's clickthrough rates

Accession number: 20130716014444

Authors: Tangmanee, Chatpong (1); Prapakornkiat, Pakorn (1)

Author affiliation: (1) Chulalongkorn Business School, Chulalongkorn University, Bangkok, Thailand

Corresponding author: Tangmanee, C.(chatpong@acc.chula.ac.th)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Internet banners have been under examinations in order to learn which design features could lead to high rates of clickthrough. Previous research has reported effects of banner animation and banner location; however, results are still inconclusive. This study thus attempts to compare clickthrough rates (1) between those on animating vs. stay-still banners and (2) between those on banners placed on top vs. in the middle of a screen. Data from a quasi experiment confirm (1) the difference between the clickthrough rates on animating banners and those on stay-still banners is not significant, but (2) the difference between the rates on banners positioned on the top and those positioned in the middle of the screen is statistically significant at a 0.05 level. In addition to extending insight into design issues of Internet banners practicing in Thailand, practitioners could adjust their online advertising campaigns based on the study's findings.

Number of references: 34

Main heading: Electronics industry

Controlled terms: Animation - Electronic commerce - Location

Uncontrolled terms: Click-through rate - Design features - Design issues - High rate - Online advertising - Quasi-experiments - Thailand

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

52. Online consumers' decision-making styles ontology incorporating factor item weights

Accession number: 20130716014467

Authors: Sam, K.M. (1); Chatwin, C.R. (2)

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Corresponding author: Sam, K.M.(tonysam@umac.mo)

Source title: Proceedings of the International Conference on Electronic Business (ICEB)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Most studies about online consumer behavior have not considered the weight of each item corresponding to its particular decision-making style. As a result, there are not any measures of online consumers' scores for each decision-making style. Research has found that online consumers have different decision-making styles when purchasing product items. Therefore, measuring online consumers' decision-making styles is vital as it can be used to find out suitable product items for these consumers. This paper measures the score of each decision-making style based on the factor score coefficients. Finally, the factor score coefficient ontology is developed and expanded into an online consumers' decision-making style ontology so that it can be utilized by different emarketing applications that exploit online consumer behavior.

Number of references: 12

Main heading: Consumer behavior

Controlled terms: Decision making - Electronic commerce - Electronics industry - Ontology

Uncontrolled terms: Consumers' decision- making styles - Electronic-CSI - Factor scores - Inventory item - Online consumers

Classification code: 723.5 Computer Applications

Computer Applications

- 912.2 Management
Management
- 931.3 Atomic and Molecular Physics
Atomic and Molecular Physics
Compendex references: YES
Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

53. Developing a framework for accounting information systems adoption

Accession number: 20130716014470
Authors: Wongsim, Manirath (1); Gao, Jing (1)
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Conference code: 95369
Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank
Publisher: CEUR-WS
Abstract: Accounting and management decision-making is dependent on the fit of the Accounting Information System (AIS) to the organisation's requirements. Therefore, AIS plays an important role in business management, and strategic plans. It is essential to understand the AIS adoption process to ensure success in accounting systems. This research aims to explore ways of managing AIS adoption to investigate the adoption of accounting information systems within organisations. The study has led to the development of a framework for understanding the AIS adoption process in an organisation. This framework was developed from case studies and by collecting qualitative data (interviews). Case studies from six organisations involving 32 respondents were used as confirmatory evidence. The purpose of the case studies was to investigate how to choose and use (adopt) an accounting information system that best achieves organisational goals before and during the adoption of an AIS. The findings of the study's empirical evidence suggest that AIS adoption is critical in accounting information systems to provide assistance in all phases of decision making; the study also provides recommendations that may be useful to practitioners.
Number of references: 18
Main heading: Information management
Controlled terms: Automatic identification - Decision making - Decision support systems - Electronic commerce - Electronics industry - Information systems - Information use
Uncontrolled terms: Accounting Information Systems - Accounting system - Adoption process - Business management - Management decision-making - Organisational - Qualitative data - Strategic plan
Classification code: 723.5 Computer Applications
Computer Applications
- 903.3 Information Retrieval and Use
Information Retrieval and Use
- 912.2 Management
Management
Compendex references: YES
Database: Compendex
Compilation and indexing terms, Copyright 2021 Elsevier Inc.
Data Provider: Engineering Village

54. Local services through e-governance in Nepal: An assessment of municipal websites

Accession number: 20130716014459

Authors: Lamichhane, Ananta Raj (1); Acharya, Rabindra (1)

Author affiliation: (1) Asian Institute of Technology, Thailand

Corresponding author: Lamichhane, A.R.(anantalamichhane1@gmail.com)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: This paper presents the explanatory analysis of municipality's e-governance project in Nepal. Objectives of e-governance projects were to improve administrative processes, connecting citizens and building external integrations. This study attempts to provide deeper insight to e-government landscape at local level in Nepal. Website of each municipality was assessed on its usability, navigability, trust and credibility and its legal policies. The promptness in service delivery was measured by email responsiveness to the user's questions. E-readiness and Nepal government's master plan 2006 has also been considered in assessment of local e-governance. The assessment of websites indicated its under-utilization as an e-government tool and a very minimal adoption of e-governance. Result clearly showed lack of transparency, slow service delivery and under estimation of existing websites by government. This study suggests that government need to work seriously and extensively hard to achieve the benefits offered by ICT. This paper has identified some important factors which can improve the success of local government's website. This study might prove useful for other developing countries with similar initiatives.

Number of references: 22

Main heading: e-government

Controlled terms: Developing countries - Electronic commerce - Electronics industry - Websites

Uncontrolled terms: Administrative process - Citizen participation - E-governance - Local government - Local service - Municipality - Service delivery - Web usability

Classification code: 723.5 Computer Applications

Computer Applications

Compendex references: YES

Database: Compendex

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Data Provider: Engineering Village

55. IT enabled service innovation in e-government: The case of Taiwan drug abuse reduction service

Accession number: 20130716014460

Authors: Li, Eldon Y. (1); Chen, Chuan-His (1); Chiang, Chun-Hao (1); Chang, Laurence F.K. (1)

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Corresponding author: Li, E.Y.(eli@nccu.edu.tw)

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Conference code: 95369

Sponsor: Chareon Pokphand Group (CP); CP ALL Public Company Limited (7-11); et al.; KPMG Thailand; Krungthai bank; Tanachart Bank

Publisher: CEUR-WS

Abstract: Drug abuse problem is one of the toughest issues faced by governments in the world. The typical solution is every time when the drug abuse offenders are under arrest, they are jailed for a while. There is high probability that they will repeat the offense after leaving the prison. Thus, such a solution wastes lots of administrative resources from the government, yet still cannot reduce the recidivism of drug abuse. Nowadays, most countries treat drug abuse offenders as patients, and offer them substitute treatment in order to reduce the dependence on drug and also reduce the risk of infecting AIDS. The patients will go to work as a normal person, live as a normal person, and keep their human dignity. In this study, we introduce the care of Taiwan drug abuse reduction service by service blueprinting method. The service integrates several ministries of Taiwan government in signal information system, and will be triggered automatically when the drug abuse offender is leaving the prison. Subsequently, we analyze the case by the framework of Service Open System View and then provide some suggestions for improvement of the existing service. This study share the case of Taiwan drug abuse reduction service and provide the best practice of improving existing service by the view point of service science to academics.

Main heading: e-government

Controlled terms: Electronic commerce - Electronics industry - Patient treatment - Prisons

Uncontrolled terms: Best practices - Drug abuse - High probability - IT enabled services - Service science - Signal information

Classification code: 461.6 Medicine and Pharmacology

Medicine and Pharmacology

- 723.5 Computer Applications

Computer Applications

Database: Compendex

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Data Provider: Engineering Village