COGIT_2013_Vol_5

Article - 1

Antecedents and Consequences of Perceived Risk in Internet Shopping in China

Lili Zheng, ESC La Rochelle Business School, France, lizhengl9@yahoo.fr
Cataldo Zuccaro, University of Québec in Montréal, Canada, zuccaro.cataldo@uqam.ca
Michel Plaisent, University of Québec in Montréal, Canada, plaisent.michel@uqam.ca
Prosper Bernard, University of Québec in Montréal, Canada, bernard.prosper@uqam.ca

ABSTRACT

The purpose of this study is to investigate the determinants of perceived risk in online shopping. It also aims to test whether there is a significant cultural component to Chinese consumer perceived risk. The study intends to enrich perceived risk theory and enable e-marketers and e-retailers to identify perceived risk determinants.

Purchase Full Article

Article - 2

User’s Satisfaction Towards ePerolehan System In Malaysian Governmental Agencies

Manal M. N. Sharabati, University of Malaya, Malaysia, manals@gmail.com
Ainin Sulaiman, University of Malaya, Malaysia, ainins@um.edu.my
Noor Akma Mohd Salleh, University of Malaya, akmasalleh@um.edu.my

ABSTRACT

This paper analyzes user satisfaction with the e-Perolehan system. e-Perolehan is a mandatory system implemented by the Malaysian government with the purpose of enhancing procurement transactions between governmental agencies and businesses (G2B). Empirical data are collected using a questionnaire survey. Unlike previous studies, this study focuses on three variables: professionalism, training, and usability to measure user’s satisfaction level. It was found that all three variables have a positive and significant correlation with user satisfaction.

Purchase Full Article

Article - 3

ICT Reforms and Citizen Service Delivery- Lessons from Municipal ICT Applications

Meera K. Joseph, University of Johannesburg, South Africa, meeraj@uj.ac.za
Aurobindo Ogra, University of Johannesburg, South Africa, aogra@uj.ac.za

ABSTRACT

During the last one decade the Information and Communication Technology (ICT) reforms and