1st European Conference on Information Management and Evaluation

(ECIME 2007)

Montpellier, France 20 – 21 September 2007

Editors:

Dan Remenyi

ISBN: 978-1-62993-932-2

Printed from e-media with permission by:

Curran Associates, Inc. 57 Morehouse Lane Red Hook, NY 12571



Some format issues inherent in the e-media version may also appear in this print version.

Copyright© The Authors, (2007). All Rights Reserved.

No reproduction, copy or transmission may be made without written permission from the individual authors.

Papers have been double-blind peer reviewed before final submission to the conference. Initially, paper abstracts were read and selected by the conference panel for submission as possible papers for the conference.

Many thanks to the reviewers who helped ensure the quality of the full papers.

Printed by Curran Associates, Inc. (2014)

Published by Academic Conferences Ltd. Curtis Farm Kidmore End Reading RG4 9AY UK

Phone: 441 189 724 148 Fax: 441 189 724 691

info@academic-conferences.org

Additional copies of this publication are available from:

Curran Associates, Inc. 57 Morehouse Lane Red Hook, NY 12571 USA

Phone: 845-758-0400 Fax: 845-758-2634

Email: curran@proceedings.com Web: www.proceedings.com

ECIME 2007

Contents

Paper Title	Author(s)	Guide Page	Page No.
Preface		V	V
Biographies of Conference Chairs, Programme Chair, Keynote Speaker and Mini-track Chairs		vii	vii
Biographies of contributing authors		viii	viii
Perceptions of Information Technology/Information Systems Value/ Utilisation in Saudi Organisations	Ala Abu-Samaha ¹ , Hatem Tamimi ² and Sufian Yousef ² ¹ Amman University, Jordan ² Anglia Ruskin University, Chelmsford UK	1	1-12
Evaluating an Electronic Patient Medicine Module Implementation in two Hospital Settings: An Occasion for new Types of Errors	Povl Erik Rostgaard Andersen and Tina Jensen Aarhus School of Business, University of Aarhus, Denmark	2	13-20
Multi-level Evaluation Settings for Semantic- Based Access Approaches in Image Retrieval: Process and Future Directives	Lydia Bauer, Josef Herget and Sonja Hierl Swiss Institute for Information Research, Chur, Switzerland	3	21-30
ISD Activities and Their Suitability for Outsourcing – A Literature Review	Linda Bergkvist Karlstad University, Sweden	4	31-40
Ex-Post Evaluation of the Implementation of a Student Administrative MIS in the Irish Institute of Technology (IoT) Sector: A Cross- Case Comparative Analysis	Marian Carcary Limerick Institute of Technology, Ireland	5	41-52
Integration of Enterprise Applications and Functional fit: the Role of ERP in Supporting Management Objectives	Fergal Carton and Frédéric Adam University College Cork, Ireland	6	53-62
A Public Value Evaluation of e-Government Policies	Walter Castelnovo ¹ and Massimo Simonetta ² ¹ Università dell'Insubria, Como, ² Ancitel Lombardia, Cologno Monzese, Italy	7	63-70
Human Behaviour And Organisational Framework: A Multi-Agent Approach To Shape Information Management Systems	Pietro Cipresso University of Milan, Italy	8	71-82
Large Scale Research Project, Daidalos Evaluation Framework	Frances Cleary Grant ¹ , Miguel Ponce De Leon ¹ , Marta Garcia Moreno ² , Antonio Romero Vicente ² and Mark Roddy ³ ¹ Waterford Institute Of Technology, Ireland ² Telefónica I+D, Spain ³ Lake Communications, BIC, Ballinode, Sligo, Ireland	9	83-92
ICT Adoption Issues in ICT SMEs in the West Midlands UK – Beyond the differences	Pat Costello, Caroline Chibelushi and Andy Sloane University of Wolverhampton, UK	10	93-102

Paper Title	Author(s)	Guide Page	Page No.
The Role of Technology in Medical Decision- Making and Judgment	Lucy Dadayan State University of New York, Albany, NY, USA	11	103-110
Using IT to Enhance Customers Loyalty and Trust in Retail Banking	Renata Paola Dameri ¹ and Sara Bonfante ² ¹ University of Genova, Italy ² Intesasanpaolo, Torino, Italy	12	111-120
The Fundamental Challenge: Human and Organisational Factors in an ERP Implementation	Julie Dawson and Jonathan Owens University of Lincoln,UK	13	121-130
Is ICT Enabled Price Transparency a Solution to Quality HealthCare?	Martin D'Cruz ¹ and Ranjan Kini ² ¹ Turku School of Economics, Finland ² Indiana University Northwest, Gary, IN, USA	14	131-138
Outsourced Information Systems Failures in SMEs: A Multiple Case Study	Jan Devos ¹ , Hendrik Van Landeghem ² and Dirk Deschoolmeester ² ¹ University College of West Flanders, Kortrijk ² Ghent University, Belgium	15	139-148
The Application of Benefits Realisation Practices to the Development of a Clinical Trials Support System	Neil Doherty ¹ , Nilesh Dudhal ¹ , Crispin Coombs ¹ , Ron Summers ² , Hiten Vyas ² , Mark Hepworth ² and Elizabeth Kettle ² ¹ Loughborough University, UK ² University Hospitals of Leicester NHS Trust	16	149-158
Categorization and Overview of IT Evaluation Perspectives - A Literature Review	Elisabeth Frisk IT-management, Informatics, IT- university, Göteborg, Sweden	17	159-170
Evaluating and Managing Risk in IT Projects	Abhishek Goyal SDM Institute for Management Development, Mysore, India	18	171-180
From CIO to CKO: A Quantum Leap in Leadership Skills	Paul Griffiths The Birchman Group, Santiago, Chile	19	181-188
Evaluation of e-Learning at Work - Methodological Aspects	Kerstin Grundén University West, Trollhättan, Sweden	20	189-198
Impact of IS/IT Investments on the Financial Performance of Portuguese top Companies	António Guerreiro and António Serrano University of Evora, Largo dos Colegiais, Portugal	21	199-208
Evaluating IT Benefits Through Modeling the Organization	Pia Gustafsson Royal Institute of Technology (KTH), Stockholm, Sweden	22	209-220
ICT Adoption and Use in UK SMEs	G Harindranath, Romano Dyerson and David Barnes Royal Holloway, University of London, UK	23	221-226

Paper Title	Author(s)	Guide Page	Page No.
Selection Criteria for Enterprise Architecture Methods	Ari Hirvonen ¹ , Mirja Pulkkinen. ² and Katariina Valtonen ² ¹ TietoEnator GMR Ltd, Jyväskylä, Finland ² University of Jyväskylä, Finland	24	227-236
Analysis of the Current State of Enterprise Architecture Evaluation Methods and Practices	Martin Hoffmann University of Jyväskylä, Finland	25	237-246
Electronic Health Records in Developing Countries, Integrating with Mobile Technology and Legacy Systems for Community Based Health Workers: Organisational and End-Users' Issues	Adesina Iluyemi, Jim Briggs and Tineke Fitch University of Portsmouth, UK	26	247-256
An Exploratory Investigation into Internet Users' Perception Regarding the Data Privacy Policies of Virtual Companies Operating in Ireland	Anita Kealy and Felicity Kelliher Waterford Institute of Technology, Ireland	27	257-264
Evaluation of Internet Banking Adoption and Diffusion in Chile	Ranjan Kini Indiana University Northwest, Gary, IN, USA	28	265-274
Measuring the Information Society: An Explorative Study of Existing Tools	Florence Nameere Kivunike ¹ , Love Ekenberg ¹ , Mats Danielson ¹ and F Tusubira ² ¹ Stockholm University, Sweden ² Makerere University, Kampala, Uganda	29	275-286
How do the Healthcare Information Systems (HIS) Help: A Literature Review	Elina Kontio ¹ , Juha Kontio ² , Heikki Korvenranta ³ and Sanna Salanterä ¹ ¹ University of Turku, Finland ² Turku University of Applied Science, Finland ³ University Hospital of Turku, Finland	30	287-294
Key Competences for Future Healthcare Information System (HIS) Developers: a Case Study	Juha Kontio, Janne Roslöf, Elina Kontio and Teppo Saarenpää Turku University of Applied Science, Finland	31	295-304
Evaluating Usage of CSCW Environments for Assuring Effective Collaboration on Interregional Projects	Andreas Koskeris, Catherine Christodoulopoulou, John Garofalakis and Sotirios Michalopoulos Research Academic Computer Technology Institute, Greece	32	305-320
Interpretative IS Evaluation: In Search for Results and Uses	Jenny Lagsten ¹ and Göran Goldkuhl ² ¹ Örebro University, ² Linköping University, Sweden	33	321-330
Evaluating Electronic Service Quality: A Transaction Process Based Evaluation Model	Hongxiu Li and Reima Suomi Turku School of Economics, Finland	34	331-340
User Evaluation of Multidimensional Data Visualization Techniques for Financial Benchmarking	Dorina Marghescu Åbo Akademi University, Turku, Finland	35	341-356

Paper Title	Author(s)	Guide Page	Page No.
Determinants of Information Technology Diffusion: A Study at the Firm Level for Portugal	Maria Martins and Tiago Oliveira Universidade Nova de Lisboa, Portugal	36	357-366
An Investigation into the Current IT Legislation Affecting Small Health Care Organisations with Respect to the Management of Information	Gelareh Roushan, Alexander White and Graham Manville Bournemouth University, UK	37	367-374
Business and IT Alignment in Multi Business Companies	Gilbert Silvius Utrecht University of Professional Education, the Netherlands	38	375-384
CRM and SMEs – An Embryotic Research Field of Increasing Relevance	Olof Wahlberg, Håkan Sundberg, Karl Sandberg, Christer Strandberg Mid Sweden University, Sundsvall, Sweden	39	385-392
CHEVAL: Chur Evaluation Laboratory	Thomas Weinhold, Lydia Bauer, Josef Herget, Sonja Hierl and Joachim Pfister Swiss Institute for Information Research, Chur, Switzerland	40	393-400
Information Sharing Before, During, and After Emergency Responses	Lili Yang Loughborough University, UK	41	401-408
Enterprise Architecture Compliance: The Viewpoint of Evaluation	Tanja Ylimäki, Eetu Niemi and Niina Hämäläinen University of Jyväskylä, Finland	42	409-416