<table>
<thead>
<tr>
<th>Title</th>
<th>Author(s)</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTRONIC PAYMENTS SYSTEMS DEVELOPMENT IN THAILAND</td>
<td>Tanai Khiaonarong</td>
<td>1</td>
</tr>
<tr>
<td>INTERNET COMMERCE AUTHORITIES AND DIGITAL CASH</td>
<td>Boštjan Brumen, Tatjana Welzer</td>
<td>16</td>
</tr>
<tr>
<td>INTERNET BANKING IN SMALL REGIONAL NORWEGIAN BANKS: STRATEGIC MOVES OR MIMETIC BEHAVIOR</td>
<td>Dag H. Olsen, Tom Roar Eikebrokk, Wita Wojtkowski</td>
<td>28</td>
</tr>
<tr>
<td>MODELING INTEGRATED SMART CARD SERVICES AS OBJECTS: DESIGN ISSUES AND CHALLENGES</td>
<td>Robyn A. Lindley and Warren J. Hough</td>
<td>43</td>
</tr>
<tr>
<td>DYNAMIC MODELLING TO ASSESS THE BUSINESS VALUE OF ELECTRONIC COMMERCE</td>
<td>George M. Giaglis, Ray J. Paul</td>
<td>57</td>
</tr>
<tr>
<td>VIEWING BUSINESS PROCESS SECURITY FROM DIFFERENT PERSPECTIVES</td>
<td>Gaby Herrmann, Günther Pernul</td>
<td>74</td>
</tr>
<tr>
<td>EDI IMPLEMENTATION: A BROADER PERSPECTIVE</td>
<td>Caroline Chan, Paula M.C. Swatman</td>
<td>90</td>
</tr>
<tr>
<td>KNOWLEDGE DOMAINS IN SCOOPING EDUCATIONAL AND SUPPORT ISSUES FOR INTERNET COMMERCE</td>
<td>B.J. Garner, Elaine Lawrence</td>
<td>109</td>
</tr>
</tbody>
</table>
Ulf J. Timm, Martin Rosewitz
ELECTRONIC SALES ASSISTANCE
FOR PRODUCT CONFIGURATION ..................................................... 118

Sherah Kurnia, Paula M.C. SWATMAN, Don Schauder
EFFICIENT CONSUMER RESPONSE: A PRELIMINARY
COMPARISON OF U.S. AND EUROPEAN EXPERIENCES .................... 126

I. Terpsidis, G. Doukidis, V. Zarogianni, K. Manikas,
A. Poulymenakou, P. Milliotis
THE ROLE OF INFORMATION SYSTEMS WITHIN
EFFICIENT CONSUMER RESPONSE (ECR):
TOWARDS A MATURITY MODEL OF ENGAGEMENT .......................... 144

Lois Burgess, Joan Cooper
QUALITY OF SERVICE IN THE ELECTRONIC SUPPLY CHAIN:
THE ROLE OF THE INTERNET IN MARKETING STRATEGY ................. 162

A. Abu-Samaha, J.R.G. Wood
EVALUATING INTERORGANISATIONAL SYSTEMS
THE CASE OF (EDI) IN GENERAL PRACTICE .................................. 174

Stephen R. Elliot
A TAXONOMY OF COST: BENEFIT FACTORS IN
SMART-CARD BASED ELECTRONIC PAYMENTS SYSTEMS ................ 191

Josie Arnold, Russell Dawe, Jan Hastings, Mike Redwood, Kitty Vigo
THE 1997 VIRTUAL WINE TASTING PROJECT:
A CASE STUDY REPORT ............................................................... 207

Jim Strom, Karen Preece, Annie Millar, Denise Eccles
INFOCITIES: EXPERIENCES
WITH ELECTRONIC COMMERCE FOR CITY SMEs .......................... 223

Henrique Freitas, A. Milton Jenkins, Jean Moscarola, João Luiz Becker,
Amarolinda C. Zanela, Marie A. Macadar
A SURVEY RESEARCH DESIGN TO BETTER KNOW
THE DECISION-MAKERS, FIRST RESULTS:
INSIDE & OUTSIDE THE USA ...................................................... 239

XI
Bas H.P.J. Vermeer, Ton F.L. Veth
INTERORGANISATIONAL DATA INTEGRATION:
THEORY AND PRACTICE .................................................. 387

R. Govindaraju, D.A. Wassenaar
THE INTEGRATION OF BUSINESS INFORMATION SYSTEM
PACKAGES TO THE ORGANISATIONS ................................ 402

Arjen Wassenaar, Dirk Swagerman
ELECTRONIC BUSINESS AND FINANCIAL
LOGISTICS AS INTEGRATED REENGINEERING
OF INTRA- AND INTER-ORGANISATIONAL SYSTEMS .......... 420

Willem Hulsink, Herman van Bolhuis
ELECTRONIC COMMERCE AND
CYBER-ENTREPRENEURSHIP POTENTIAL
AND PROBLEMS OF EUROPEAN START-UP FIRMS IN ICT .... 436

Claudia Loebbecke, Philipp Butzbach
OPPORTUNITIES AND RISKS OF ELECTRONIC PUBLISHING:
THE CASE OF 'RENTROP PUBLISHING ......................... 460

Roman Brandtweiner, Arno Scharl
CONCEPTUAL MODELING OF
A VIRTUAL ELECTRONIC BAZAAR .................................. 475

Stefan Klein, Robert M. O'Keefe
THE IMPACT OF THE WEB ON AUCTIONS:
SOME EMPIRICAL EVIDENCE
AND THEORETICAL CONSIDERATIONS .......................... 490

Ralph Horstmann, Ulf J. Timm, Peter Mertens
CONCEPT AND REALIZATION OF AN INTERNET-BASED
INFOBROKER FOR HARDWARE COMPONENTS ............. 505

Kim Viborg Andersen, Niels Bjørn-Andersen, Jonathan Wareham
USING THE PUBLIC SECTOR AS A LOCOMOTIVE
FOR ELECTRONIC COMMERCE: THE CASE OF DENMARK ...... 518

XIII
M. Themistocleous, A. Poulymenakou, V. Laopodis
ELECTRONIC COMMERCE IN THE PUBLIC SECTOR:
TOWARDS A FRAMEWORK FOR CONSIDERATION .......................... 537

Elaine Lawrence, Brian Garner
GLOBAL PARADIGMS FOR TAXING INTERNET COMMERCE .......... 552

Philip Joyce
THE DEAKIN ELECTRONIC TRADING COMMUNITY:
AN INTERACTIVE APPROACH TO TEACHING
ELECTRONIC COMMERCE ............................................. 565

Christian Bauer, Bernard Glasson
ELECTRONIC COMMERCE ENABLED EDUCATION:
STUDENTS PERCEPTIONS OF WEB-BASED
COURSEWARE TOOLS .................................................. 579

Craig M. Parker
THE TRECS LABORATORY:
A SUCCESSFUL APPLICATION IN INDUSTRY ......................... 593

Marijn Janssen
TOWARDS A BUSINESS SYSTEMS ENGINEERING
METHODOLOGY FOR E-COMMERCE ................................ 610

Bruce W. Hunt and Paul A. Swatman
A COMPREHENSIVE FRAMEWORK FOR THE
ACQUISITION AND DEPLOYMENT OF
INTER-ORGANISATIONAL SYSTEMS ................................ 624

Jennie M. Carroll, Bruce W. Hunt, Paul A. Swatman
QUALITY APPLICATIONS FOR WEB-ENABLED
ELECTRONIC COMMERCE ........................................... 642