



# Ivy League Publishing

Your source for scholarly work in Information Technology

P.O. Box 680392  
 Marietta, GA 30068  
 P 770.649.6718  
 F 770.565.4721  
 E [admin@ivyip.com](mailto:admin@ivyip.com)

ORDER ONLINE



Books

Journals

Download eArticles

About Us

Recommend to Library

Authors & Editors

Distributors

Upcoming Events

Join Our Mailing List

Contact Us

Forms

Web Page

## 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, [lilizheng19@yahoo.fr](mailto:lilizheng19@yahoo.fr)

**Cataldo Zuccaro**, University of Québec in Montréal, Canada, [zuccaro.cataldo@uqam.ca](mailto:zuccaro.cataldo@uqam.ca)

**Michel Plaisent**, University of Québec in Montréal, Canada, [plaisent.michel@uqam.ca](mailto:plaisent.michel@uqam.ca)

**Prosper Bernard**, University of Québec in Montréal, Canada, [bernard.prosper@uqam.ca](mailto: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](mailto:manals@gmail.com)

**Ainin Sulaiman**, University of Malaya, Malaysia, [ainins@um.edu.my](mailto:ainins@um.edu.my)

**Noor Akma Mohd Salleh**, University of Malaya, [akmasalleh@um.edu.my](mailto: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](mailto:meeraj@uj.ac.za)

**Aurobindo Ogra**, University of Johannesburg, South Africa, [aogra@uj.ac.za](mailto:aogra@uj.ac.za)

#### ABSTRACT

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