EDITORIAL

This is the second issue of volume 9 of the Australian Journal of Information Systems. As editor I am pleased to report the continuing interest in the journal both in Australia as well as overseas.

Jeanette Van Akkeren and Debra Harker from the University of the Sunshine Coast present our first paper – Mobile Data Technologies and SME Adoption and Diffusion: An Empirical Study on Barriers and Facilitators. This is the first of two papers presented by these authors and identifies attitudes, perceptions and issues for mobile data technologies by regional SME owner/managers across a range of industry sectors.

Debra Harker and Jeanette Van Akkeren present the second paper, which follows on from the first study. This paper is entitled Mobile Data Technology for Small Business: Needs, Uses and Adoption. This paper shows that overall the needs of regional SME's for MDT can be conceptualised into three areas where the technology will assist business practices; communication, ecommerce and security.

Our next paper is entitled – The Impact of Business Size and Business Type on Small Business investment in Electronic Commerce: A study of Swedish Small Businesses by Rob MacGregor and Lejla Vrazalic, University of Wollongong, Deborah Bunker, University of NSW, Sten Carlsson and Monika Magnusson, Karlstad University, Sweden. This paper focuses on the driving forces behind EC adoption by small and medium enterprises (SME's) and aims to determine the impact of organisational factors such as size and type of business on EC acquisition criteria.

Ajay Saxena, S.D. Bhatnagar and P.K. Saxena, Dayalbagh Educational Institute, India present our next paper entitled - Integrated Multimedia Based Intelligent Group Decision Support System for Electrical Power Network. In this paper, an Integrated Multimedia based Intelligent Group Decision Support System (IMIGDSS) is presented, and its main components are analysed and discussed. In particular attention is focused on the Data Base, Model Base, Central Black Board (CBB) and Multicriteria Futuristic Decision Process (MFDP) module.

Gulender Gencoglu, Graeme Altmann, Ross Smith and David Mackay, Deakin University present our next paper – Using Soft System Methodology to Address Supply Chain Management Problem. This paper reports an investigation of if, and how, Soft Systems Methodology (SSM) might be used to facilitate better management of industry supply chains.

John Davies, Victoria University of Wellington, New Zealand presents our next paper entitled Models of Governance – A viable Systems Perspective. This paper surveys alternative conceptualisations of governance that have surfaced in the academic and practitioner literature and suggests a framework for examining governance issues spanning the corporate, public and nonprofit sectors.

Our next paper – Information Warfare: Using the Viable System Model as a Framework to Attack Organisations is presented by Bill Hutchinson, Edith Cowan University and Mat Warren Deakin University. This paper uses a proven systemic, analytic framework the Viable System Model (VSM) – in a functionalist mode, to analyse the vulnerabilities of an organisation's information resources to this form of aggression.

L.Houghton and P.Ledington, The University of he Sunshine Coast present our next paper entitled The Evolution of Confusion: Soft Systems Methodology and Social Theory Revisited. This paper reveals apparent weaknesses in the research debate about SSM and social theory, and shows how the evolution of SSM has apparently been affected by that debate.

Kambiz Maani, The University of Auckland, New Zealand presents our next paper entitled Consensus Building Through Systems Thinking The Case of Policy and Planning in Healthcare. This paper discusses a methodology and a case study using qualitative system dynamics to create consensus, team learning and shared vision in a public organisation.

Karen Manley, Queensland University of Technology presents our next paper – The Systems Approach to Innovation Studies. This paper presents an up-to-date overview of this fast moving field, with a view to assisting public policy makers and business managers in designing more effective innovation processes.

Our next paper is entitled A Virtual Organisation Model for E-Government by Janice Burn and Greg Robins, Edit Cowan University. This paper looks at the implementation of a new customer value alliance model in e-government.

Sherah Kurnia, The University of Melbourne, John Betts, Monash University and Robert Johnston, The University of Melbourne present our next paper entitled Understanding the Diffusion of Efficient Consumer Response: An Australian Survey Study. Differences in barriers, perceptions, and benefits experienced between manufacturers and retailers discovered in this study suggest that Australian retailers are leading manufacturers in ECR implementation and that they experience more benefits than manufacturers.

Robyn Lawson, University of Western Sydney, Carole Alcock and Joan Cooper, The University of Wollongong present our next paper entitled Diffusion of Electronic Commerce in Small and Medium Enterprises. This paper presents research results from two regional areas which indicate that while most manufacturing SMEs use email, very few are involved in electronic commerce activities. Major barriers are concern about security and privacy of transactions, cost of consultants, and lack of IT expertise of staff.

Our next paper is – Evaluating the Benefits of Electronic Commerce in Small and Medium Enterprises by Peter Marshall, Mt Eliza Business School and Judy McKay, Monash University. This paper outlines and analyses the behaviours of small and medium enterprises with respect to the evaluation of electronic commerce investments, and the subsequent realisation of the anticipated benefits from those investments.

Barbara Begier, Poznan University of Technology, Poland presents our next paper entitled Quality of Goals – A Key to the Human-Oriented Technology. This paper examines the social and ethical impacts of new technologies.

Don Gotterbarn, East Tennessee State University presents the next paper entitled Reducing Software Failures: Addressing the Ethical Risks of Software Development Life Cycle. This paper presents a process which expands the concept of software risk to include social, professional, and ethical risks that lead to software failure.

Helen Richardson, University of Salford, UK and Kate Richardson, Manchester Metropolitan University, UK present he next paper entitled Customer Relationship Management Systems (CRM) and Information Ethics in Call Centres – 'You are the Weakest Link. Goodbye!'. This paper catalogues the rise and rise of call centres in the North West of England, UK and their use of CRM systems.

Paula Roberts and Jenny Webber, The University of South Australia present the next paper – Virtuous Hackers: Developing Ethical Sensitivity in a Community of Practice. This paper argues that in recent times computer programming has moved from a craft-based, bricolage activity to a scientific approach which has led to a knowledge gap developing between the former fraternity of hackers and the computer security industry.

Our next paper is entitled Systems of the Information Society, Simon Rogerson, De Montford University, UK. This paper discusses some of the contextual issues which need to be addressed to realise this goal. There is a need to strive continually to develop adaptive systems which satisfy the dynamic needs of people.

Our final paper is presented by Joe Thomas and Andy Bissett, Sheffield Hallam University, UK and is entitled Meeting Ethical Demands in a Multi-Agency Project. This paper looks at various health service and voluntary sector agencies dealing with drug misusers in a large city in the North of England have set up a task group to co-ordinate their assessment and referral process. An IT solution to their needs was believed to be desirable but raises serious issues concerning confidentiality, and the suitability of an IT solution to the particular information problem.

Once again I would like to pass on my thanks to the authors and consulting editors for the high quality of material in this issue. I would like to thank Lily Soh and Diniz Da Rocha for their continued assistance with the journal and the maintenance of the Home Page.

Rob MacGregor
Editor

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