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SELECTED CONTENTS

INNOVATION FOR ENTREPRENEURSHIP: IS NEW TECHNOLOGY A DRIVING MECHANISM FOR THE CREATION OF A FIRM?

Maria Markatou and Yannis Stournaras

THE STRATEGIC IMPLICATIONS OF ALLIANCES FOR THE INTERNATIONALIZATION OF FIRMS IN EMERGING COUNTRIES: THE CASE OF TOTVS

T. Diana L. van Aduard de Macedo-Soares and Sylvia Moraes

INHIBITING FACTORS FOR KNOWLEDGE TRANSFER IN INFORMATION TECHNOLOGY PROJECTS

Ramesh Babu Paramkusham and Jean Gordon

PROFILING NON-USERS OF E-GOVERNMENT SERVICES: IN QUEST OF E-GOVERNMENT PROMOTION STRATEGIES

Mercy Mpinganjira and Phineas Mbango

DOES POLITICAL RISK AFFECT THE FLOW OF FOREIGN DIRECT INVESTMENT INTO THE MIDDLE EAST NORTH AFRICAN REGION?

Ritab Al-Khouri and M. Umaima Abdul Khalik



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TABLE OF CONTENTS

Nejdet Delener	Editorial		ii
Nejdet Delener Chiang-nan Chao	Note from Editors		vii
	Editorial Board and Reviewers		viii
Maria Markatou Yannis Stournaras	INNOVATION FOR ENTREPRENEURSHIP: IS NEW TECHNOLOGY A DRIVING MECHANISM FOR THE CREATION OF A FIRM?		1
either on industry-level factors, such as the work enthe relation-ship between examines whether and how real incentive and a driving Greek firms with one or modentrepreneurial activity and	creation of new firms and its determinants and origins has typical ctors, such as market structure and technology regime, or on individual experience of entrepreneurs. This study expands these approaches by a new technology and new firm creation in Greece. In this context, a new technology, as described by the grant of one or more patents, or mechanism for new firm formation. The analysis shows that more that the patents during the period 1988-2012 use their first patent for the red the establishment of a new firm. Relating this result to other paramaseful results with possible implications to entrepreneurship, technology.	idual-level examining this study could be a an 10% of ise of their neters, this	
T. Diana L. van Aduard de Macedo-Soares Sylvia Moraes	THE STRATEGIC IMPLICATIONS OF ALLIANCES FOR THE INTERNATIONALIZATION OF FIRMS IN EMERGING COUNTRIES: THE CASE OF TOTVS		12
alliances formed by Totvs, or relationship network perspection opportunities than threats for franchises with resellers and influence of alliances on firm	icle is to present the results of research which identified opportunities creat leading Brazilian firm, to further its internationalization. The study ctive using relational constructs. The results suggest that alliances gener Totvs's international expansion, with the most important being those end into agreements with suppliers. This article seeks to contribute to reseases internationalization using a network theory approach and also proving regarding alliance management in a global context.	adopted a erate more ntered into arch on the	
Ramesh Babu Paramkusham Jean Gordon	INHIBITING FACTORS FOR KNOWLEDGE TRANSFER IN INFORMATION TECHNOLOGY PROJECTS		26
Abstract: Information technical multitude of factors ranging blocks of these projects (Kethis paper following a qualing the USA, identified in knowledge transfer initiatives.	mology (IT) projects have been known for the high failure rates causing from project dynamics, project environment to flexibility and fluite eith & Demirkon, 2009; Pretorius & Steyn, 2005; Shwalbe, 2010). The itative methodology, based on six IT projects implemented in the last wibiting factors that influence them negatively. The results indicated the estimates are could help the IT projects to improve the overall performance. The convergence solutions to IT projects in creating innovative methods to	d building he work in five years e that the e research	
Mercy Mpinganjira Phineas Mbango	PROFILING NON-USERS OF E-GOVERNMENT SERVICES: IN QUEST OF E-GOVERNMENT PROMOTION STRATEGIES		37

TABLE OF CONTENTS

Abstract: Developments in information technologies are providing great opportunities for organizations to diversify their service delivery channels. The success of these channels however largely depends on their acceptance by intended users. This paper aimed at profiling non-users of e-government services in an effort to explore factors that need addressing in trying to promote usage of the channel. Data used in the analysis was collected from 161 non-users of government services using a structured questionnaire. The results show that while lack of experience in using the internet may be a contributing factor to non-usage of e-services, the majority of non-users were experienced enough with the internet. The respondents were however found not to have very strong favorable attitude towards e-government services. The results showed no significant relationship between demographic factors and non-users attitude. The results provide useful insights for promoting use of the internet as a channel for accessing government services.

Ritab Al-Khouri M. Umaima Abdul Khalik	FOREIGN DIRECT INVESTMENT INTO THE PROPERTY OF	MIDDLE	47
unveil the importance of the (FDI), controlling for other there are differences in the effect and random effect dyn 1984 - 2011. Taking all coupolitical risk are significant components, the level of corre	I risk in the Middle East North African (MENA) region different components of political risk on the change in types of risks and macroeconomic factors. Furthern factors that affect FDI between rich and poor count mamic models are applied on a sample of 16 MENA on the transfer of the mention of the find, as hypothesized, that aggloment and positively related to FDI. Additionally, among the properties are the level of external conflict have close as greatly between rich countries and the non-rich countries.	foreign direct investment nore, we look at whether tries in the region. Fixed countries over the period teration, market size, and ong the 12 political risk sociation with FDI flows.	
	Manuscript Guidelines		60
	JGBAT Subscription Forms		63

65

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