

A FRAME WORK OF ELECTRONIC COMMERCE
COMPONENTS AND ITS IMPACT ON
ORGANIZATIONAL SYSTEMS

Dr. D.Sathish kumar*

ABSTRACT

In this Electronic world E-Commerce (Electronic commerce) plays a vital role in Information technology which is observed in the current online technology development. E-Commerce has a modernized supply chain management and has enormous growth for manufacturing companies, retail operations and service operations in the online market. The challenge in this article is to explain E-Commerce and major components that link with organizational systems in Electronic commerce. Manufacturing, Retailing and Service operations of E-Commerce applications are scrutinized, and a framework for recitation E-Commerce applications and their responsibility in different areas of an organization is projected. The Implications of Electronic commerce and the benefits of E-Commerce are projected in this article.

KEYWORDS: E-Commerce, Implications, Operations management, Framework,
Organizational System.

* Assistant Professor & Director Research, Department of Management, Sri Venkateswara Institute of Information Technology and Management, Ettimadai, Coimbatore - 641 112.

1. INTRODUCTION

The Functional areas of E-Commerce are financial services and retailing is the mainly noticeable areas. In a short span of time period E-Commerce has a huge growth in the electronic market. These proposals embrace pioneering smart cards to make easy to Electronic Commerce users, remote payments and electronic checking, online trading of stocks, bonds and related financial instruments, online banking, and electronic tailing. Many websites are offering new opportunities for Trade, information exchange and offers for the particular process. Nowadays Internet is used as like a daily use home appliances like TV and other communication devises by the people. With the record of extraordinary usage of Internet and Internet uses the experiencing a next generation in Internet revolution and it is called as E-Commerce. The Growth of E-Commerce is rapid development; the evidence for these processes is can be viewed directly in WWW, The methodology and tools for the process of trading in internet is becoming extraordinary. From the usage of internet and the behavior of Peoples changing from their traditional habits to modern like giving importance to online purchases many companies have launched commercial websites it has a catalog for their product and support for online transactions, by using E-Commerce it is much more that all the transaction can be done with the help of online transaction with much more security for the people money. On the whole it consists of sourcing to resolution and all the processes that motivate trading. WWW has become the main driver of E-Commerce with the help of internet. Even though the importance has moved from Electronic Data Interchange (EDI) to the Internet, the main focus is immobile on the technology obligatory to swap information slightly than behind inter-organizational and intra-organizational business processes. Electronic Commerce is not just about facilitating entity business transactions, it also involves the management of the associations that guide to and occur from transactions.

E-Commerce is the procedure of conducting business automatically among a variety of entities in order to gratify an organizational or individual intention. The input element of Electronic Commerce occasionally referred to as electronic trading, such as commercial advertisement and procurement of goods and services through Internet. The success and volume of Electronic Commerce on the network has been extensively reported-Commerce can cultivate and thrive most of all the computers as a open source for commercial transactions in world wide. E-Commerce and internet will reduce the time period of the users by transaction and processing

time, similarly availability of the time period information available internationally. Internet based Electronic Commerce has been constricted as an income of reducing operational cost and as a high potential income of improving for the business diligence. The property of the present everywhere of the web and the convenience of browsers across different proposals afford a frequent base upon which E-Commerce applications can be developed, particularly in the enterprise. This proposal has abbreviated the insinuation of concern pertaining to software transmission and software installation, and then reassuring the expansion of E-Commerce through the Internet.

2. SIGNIFICANT ELEMENTS OF E-COMMERCE

E-Commerce does not mean trading and shopping on the internet but it also enhances the entire business operations in the organization. E-Commerce is associated with buying, selling the products or services with the help of internet and other computer networks.

Businesses are able to benefit from 10,000 years of technological advancement at the zenith of the advent of the ultimate business device: Internet. "The Internet is laying a foundation for a new economy," Meg Whitman. The development of E-Commerce applications will help the companies accelerate the business by entering in to the new markets and introduce new product and service to the customers more quickly than the traditional methods. Around 152 billion peoples ar using the Internet facility in India in world 36% of people are using the internet. The performance of the E-Commerce must be verified and optimized.

2.1. E- MAIL

Electronic mail, most commonly referred to as e-mail, E-Mail is a method of exchanging digital messages from an author to one or more recipients. Modern email operates across the Internet or other computer networks. Some early email systems required that the author and the recipient both be online at the same time, in common with instant messaging. Today's email systems are based on a store-and-forward model. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need connect

only briefly, typically to a mail server, for as long as it takes to send or receive messages. The term electronic mail was used generically for any electronic document transmission.

E-mail message consists of three components, the message envelope, the message header, and the message body. The message header contains control information, including, minimally, an originator's email address and one or more recipient addresses. Usually descriptive information is also added, such as a subject header field and a message submission date or time stamp. E-mail to make the initiation of the Internet and was in fact a crucial tool in creating it, but the history of modern, global Internet email services reaches back to the early ARPANET. Standards for encoding email messages were proposed as early as 1973 (RFC 561). Conversion from ARPANET to the Internet in the early 1980s produced the core of the current services. An email sent in the early 1970s looks quite similar to a basic text message sent on the Internet today. Network-based email was initially exchanged on the ARPANET in extensions to the File Transfer Protocol (FTP), but is now carried by the Simple Mail Transfer Protocol (SMTP), first published as Internet standard 10 (RFC 821) in 1982. In the process of transporting email messages between systems, SMTP communicates delivery parameters using a message envelope separate from the message itself.

2.2. EDI (ELECTRONIC DATA INTERCHANGE)

EDI stands for "Electronic Data Interchange." The practice involves using computer technology to exchange information or data through electronically between two organizations, called Trading Partners. Theoretically, EDI is a set of standards that define common formats for the information so it can be exchanged in this way. Processes that used to be completed manually with paper have been replaced with an invisible, electronic flow of formatted data. EDI has replaced paper forms of many documents, including invoices, bills of lading, advance shipping notifications, student transcripts, healthcare claims and many others.

Many businesses, government agencies and other organizations use EDI every day in the regular course of business. That's because EDI makes doing business together a more automated and efficient process. In addition, digital technology can help to ensure greater information security compared to paper documents. For the most part, EDI-based transactions are really the same as

their manual, paper complements. The difference is that the EDI transactions are sent and received electronically, as packets of data formatted according to EDI standards. There are effectively three major processes involved in the exchange of EDI data: mapping, translation and communication.

- **Mapping** involves transforming an EDI document into another format (such as XML, a flat file, a delimited file, etc.) or vice versa. Mapping is essential for proper system integration.
- **Translation** is the process of accepting inbound EDI data, or preparing an outbound file for transmission.
- **Communications** refers to the transmission of the EDI transaction. This can be done indirectly, through an external clearinghouse or VAN (“Value Added Network”) or direct via AS2 using EDI software, a web-based EDI tool or outsourcing with an EDI service provider.

2.3. INTERNET AND E- BUSINESS

The ideology of the Internet promises that any large or small organizations can expand their trading populations, by increasing the capability of their business operations. In addition, smaller companies that establish the proprietary infrastructure technologies of the last decade too multifaceted and expensive can now choose the level of announcement suitable for their businesses and profit from the Internet insurgence and the E-Commerce revolution. Organizations new to E-Commerce will find the open principles provided by Internet technologies effortless to execute, fast to learn, and quick and capable to use. The potential and opportunities afforded by an Internet based electronic marketplace will considerably improve the efficiency and competitiveness of participating companies, whether they are suppliers or consumers. The Internet houses an online worldwide marketplace that functions 24 hours per day and millions of vendors, purchasers, products and services. The Internet and its capabilities also offer companies with innovative, more cost effectual and time competent means for operational with customers, suppliers and improvement partners.

Internet based Electronic Commerce will facilitate companies to:

A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A.

International Journal of Management, IT and Engineering
<http://www.ijmra.us>

- Slash expenses on together hoard and manufactured parts through aggressive command.
- Increase admission to international markets at a division of conventional expenses.
- guarantee that the invention, advertising information, and costs are forever up to date;
- Decrease the cost of transportation straight and speed up announcement can decrease record and connected record and purchasing expenses;
- Obtain benefit of another sales channels and faucet new markets or markets positions.

The achievement of the Internet and the reputation of the Web's user friendly, graphical user interface led to the development of Intranets and Extranets. Intranets and Extranets are to depend confidently on Internet procedures and Web borders. These expansions, beside with the Internet, added to the enlargement of worldwide procurement of merchandise and services. Almost certainly more significant is that the Internet like knowledge infrastructures make possible to interior and exterior distribution of company information and permissible firms to better administer customer relationships.

3. FUNCTION OF E-COMMERCE

Electronic Commerce is altering developed systems from mass manufacture to stipulate driven, perhaps modified, just in time mechanized systems. Companies are accumulating products for which the machinery is manufactured in many spots. Sub assemblers collect materials and elements from their retailers and they may use one or more levels of manufacturers. Statement, association and harmonization become dangerous in such multitier systems. Using electronic request, assemblers get sub assemblies 15 to 20 percent cheaper than facing, and up to 80 percent earlier.

Companies in the tune division, such as reservoirs and store brokerage houses, were online still previous to the Internet the digitization of their commerce procedures made this probable. In the premature years of digitization in the monetary engineering, businesses such as reservoirs presented customers with software on recording. The software that the consumer installed in their computers presented them with admission to the merchant's record over confidential appearance, and afterward over the Internet. More than time, companies happening allowing clientele to download the software instead of supplying it to them on recording. Nowadays, there

is no need for the software as Internet browsers permit consumers to behavior business communication with these service procedures. Likewise, journey and genuine land managers removed information from information classifications installed in their workplaces. They distribute information to the clientele by mail and dispatch rider, or customers have to appointment the society office to get information and certification of service communication.

3.1. PROMOTION

A marketplace is a system of connections and relations where information, products, services and expenditure are replaced. When the market is electronic, the business centre is not a corporal building but quite a system that make possible and supports business communications and dealings. The electronic market brings buyers and sellers mutually, but not unavoidably in the same place and not unavoidably at the same summit in time. The marketplace knobs all the essential dealings to make easy replace, counting the swap of funds. The arrival of Electronic Commerce is altering marketing perform. In exacting, the conversion of customary peacekeeping troops such as retailers happens as a consequence of new computer arbitrated associations. One require only scrutinize the location of an interactive home shopping supermarket to understand the altering role of the retailer in Electronic Commerce. Electronic Commerce systems for B2B export on the Internet are still in their immaturity. Internet electronic markets for B2B Electronic Commerce follow the marital suppliers while m customer's situation is slowly developing. Complete Internet Electronic Commerce systems should present certain and easy admission, be simple to use, help conquer dissimilarity in time of business, position, and language between suppliers and consumers, and at the same time support the complete trading process in B2B commerce.

Electronic Commerce impacts on marketing:

- ✓ Product endorsement: Electronic Commerce improves the endorsement of products and services through undeviating, information rich and interactive contact with clientele.

- ✓ Latest auctions conduits: Electronic Commerce builds a new allocation conduit for obtainable products, remaining to its straight support of research on consumers and the bidirectional scenery of announcement.
- ✓ Consumer service: consumer service can be very much improved by enabling consumers to find thorough information online. Also, intellectual agents can respond standard electronic mail questions in seconds. In conclusion, individual expert services can be expedite by help desk software.

Electronic Commerce supports advertising cleverness. Aptitude systems assist in acquiring information to appraise alternative and to help in making alternatives. Electronic Commerce directly supports the following three intellect behavior:

- (i) Look for products,
- (ii) Management of hunt criterion, and
- (iii) Assessment of products establishes.

(i) **Look for products:** Once one feels or recognizes a need, one expands a position of more or less detailed criterion for a preferred product. One can then look for products that convene the criterion. In using the Internet for one's hunt, one may use hyperlinks, 3D steering, a search engine or any other navigational knowledge to help one in one's investigate. During this search one may make a decision to control to criterion management or assessment movement. Such a exchange strength be endorsed by onscreen information or as the consequence of an interior choice.

(ii) **Management of hunt criterion:** criterion management occurs when one meets information that prompts one to adjust one's search criterion. The adjustment may be an unimportant improvement of the present criterion or the requirement of totally new hunt criterion. Criterion may turn into more precise due to obtained information. At times, a completely novel set of criterion will be generated, e.g. when a consumer encounters manufactured goods that fulfill

additional needs in adding to gathering current purchasing objectives. This action may happen before the hunt for products, as when the mesh is used to collect information to addition one's information of the manufactured goods one mean to procure. In most luggage, investigate and requirement of what is to be searched for will be the interleaved behavior. The choice to control from a investigate objective to a criterion management objective will often be encouraged by the present. Examples of punctual comprise announcement, buttons offering product appraisals, links to other information foundations and the experience to additional products.

(iii) **Assessment of products establishes:** As consumers recognize possible purchases, they need to evaluate them with every supplementary, e.g. to discover the cheapest. Often evaluation will necessitate instantaneous and relative measurement of products on a amount of criterion. This stage communicates to the Guttman stages of product and mercantile brokering.

3.2. PURCHASING

Programmed acquisitions and logistics are approved out among trading associates with healthy recognized relations this is a principal submission of EDI. Cleverness and precious information are usually concerted on the computer systems of the participant rather than the EDI conduit among them. The acquisition and release of a product can indication the eradication of the cooperation stage or occur for a while afterwards. In some luggage, the obtainable imbursement options or release options may pressure product and mercantile brokering. Straight advertising offers the panorama of large scale disintermediation eradicating middle men from supply chains. Some established mediator roles will become endangered as businesses and folks reconsider their trading patterns in rejoinder to unsullied Electronic Commerce opportunity; though, distant from eradicating the need for Peace Corps, the Internet is presently generate a extensive range of new opportunities in the facilitation and conciliation of electronic trading surroundings. Online purchasing surroundings are still very much in their immaturity, and over the subsequently few years, one might imagine to see a fast increase in the functionality of these surroundings that will help both buyers and seller. Clever procure advisors will help buyers in specifying their creation necessities, penetrating for product information, and selecting the best contractor. This may lead to a move in the equilibrium of authority from sellers to buyers.

3.3. SALES AND ALLOCATION

Electronic Commerce looks like it is lastly pending into the conventional and retailers are commencement to understand its solution role in purchaser service. An outsized number of impending web shoppers abort their communication in aggravation over the procedure and have sanctuary uncertainties about web based communication. Authoritative techniques have been urbanized in the Internet construction to support the safety measures necessities that are the foundation of Electronic Commerce. Also, Electronic Commerce models for B2B and C2B communication have been urbanized. Furthermore, the essential directive structure is being established. Even though technical support, individual contact is still a significant feature that makes shopping in the corporeal world more contented to most people than shopping online. So far, numerous populaces who waves vend mesh sites for products or services finish up implementation the profitable operation over the phone. Strategies and products for bringing better consumer service to Electronic Commerce are commencement to appear. Internet telephony might be the absent link in the mesh shopping procedure. In the more and more swarming stadium of online shops and fully fledged e-malls, internet protocol (IP) vocation may be a brawny point of separation. If vendors can connect IP voice technology to make icons and connections for exist contact and call backside consumer support, it could vastly increase the competence and the value of accessible vend web sites and present a more hard business model for introduction new Electronic Commerce ventures.

The prospect prototype of opposition between businesses is organism reshaped by a integer of new technical systems that offer new channels through which to attain customers, and which allow the admission of new competitors into the recognized, once complicated to infiltrate markets. Companies previously unavailable exclusively in developed and advertising to mediators, like hefty textile and apparel manufacturers, have documented opportunities created by these new technologies to contend straight with large merchants. Manufacturers are faced with a repeated compress on proceeds limits for acknowledged goods as retailers increase their exchange power through amplified scale of procedure. Wal Mart's practice of "power buying" is a superior instance Wal Mart speaks the terms of swap and manufacturers can "take it or leave it." Manufacturers countenance rigid opposition from retailers who are more and more emphasize their own store brands, which fairly often are shaped in mounting nations at

extremely short cost, forcing manufacturers to investigate for traditions to contend more efficiently and reinstate productivity. Information gained at the position of sale and organizes of present freedom allotment in provisions, formerly gave retailers great benefit in mounting the marketplace shares of their individual brands. Furthermore, retailers demanded high product diversity from manufacturers, but it did not unavoidably interpret into exhibit of the manufacturer's full variety of products within the vend institutions. Where there are contradictory views on marketability, only a incomplete number of products can increase shelf space. For manufacturers, there are momentous advantages to be gained from using new allotment channels to give visibility to their full variety of products and to get better their spirited position by establishing close through contact with those who buy their products. Electronic Commerce provides manufacturers with a great occasion to sell and deal out directly to final consumers.

One of the promising Electronic Commerce technologies that some producers have examined is the elegant cubicle. These are complicated devices spawned from the automated teller machine (ATM) systems used by banks. Touch screen ambitious terminals connected to far-away servers use hypermedia systems to offer information on products and maintain recognition card purchases. Cubicles are deliberation appropriate for position in high access community sites such as amusement compounds, fast food restaurants, airports and train stations. Cubicles can be used in retail stores to enlarge the range of products that are obtainable and to provide additional product information. They may also afford a supplement to the enlargement of Internet selling as long as access points for those who do not have Internet entrée. Observably, these systems, as with other alternatives to traditional in-store retailing, have to be supported by effective networks of manufacturing or depot locations that can quickly deliver products to consumers. within this, as through the broader transforms in supply chain management, the role of logistics is progressively more serious to achievement it is not sufficient to sell a product at a spirited price, one must get it to the consumer fast to be measured a feasible alternative to conventional store retailers.

3.4. HRM

The labor market has accomplished the network. One requires only input in careers in an investigate on practically any explore engine to find out the amount to which recruiters and job hunters have attack the network. Websites like Monster.com and FlipDog.com flourish on the web. The network is now a good place for recruiters to go in look for of human resources, and for job hunters to go in search of careers. Many manufacturers, retailers, and service providers now promote career openings on their personal sites, creation it easy for experienced applicants to contact them. Additionally, the data abounding by applicants can be heading for to a database, manufacture it very easy for the HRM employees to limit their assessment of applicant data, to only those gathering specific search criterions. Some companies have made it probable for employees to administer their benefits and retirement accounts through the network. Employees can contact information about their reimbursement or sequestration accounts, and they can in many instance make changes themselves, without the support of a HRM delegate. This is suitable for employees and it is a time saver for HRM employees, who are reassured of some of the tasks connected to supplying information to employees about reimbursement, sequestration, policies, and more. One may not originally think of these things as Electronic commerce, but they do descend within the province of Electronic commerce. Multimedia preparation and instruction is similarly probable with the Internet. Edification and preparation can be purchased and delivered through the Internet, Extranets or Intranets. A foremost benefit of this advance is that those using the services can choose to use them at a suitable time, and at their own pace, unlike teaching and preparation provided through seminars, or the conventional classroom environment. Much of the teaching and education made available in this way is interactive in character, which improves its worth to users by creation it less uninteresting and more effectual.

3.5. WAREHOUSING

Electronic Data Interchange can assist to reduce warehousing expenditure. Electronic Data Interchange enables negligible stocks to be detained with the ensuing economy in the expenses of storeroom, indemnity, warehousing and precautions. Enhanced review trails guide to better accumulation administration and responsibility. Decrease in physical dispensation reduces the need for people, thus labor expenditure investments are probable. JIT manufacturing refers to the aptitude to construct negligible sized batches of completed goods, only while needed, i.e.

responding to marketplace drag; in an comprehensive supply chain, Electronic Data Interchange leads to negligible stock property by all parties and hence a abridged supply chain system operating expenses. Electronic Data Interchange also helps to get better cash flow enormous improvements in corresponding invoices against orders and proceeds become probable leading to appropriate payment. Abridged stock treatment saves money.

3.6. SUPPLIER IMPROVEMENT

Electronic Commerce's admission to information and suppliers can authorize buyers by giving them admission in twirl to a superior number of substitute products, and by allowing them to think a larger number of vendors. Companies can also institute get in touch with and perform business with a huge variety of trading associates and consumers. Numerous associations can do trade internationally because Electronic Commerce can decrease and even eradicate barriers connected with time and detachment. Intellectual mediators can support buyers in verdict the best prices on products and the mainly constructive terms obtainable from suppliers. These intellectual agents can do in seconds, or perchance minutes, what capacity take a person existence or weeks to do using conventional approaches to assessment shopping which necessitate phone, catalogues, and plenty of time. Networks can also help commerce's by communicating more frequently and more efficiently with suppliers and consumers, using a diversity of medium that give for comfortable, more modified interactions. More information can be exchanged connecting interior and exterior individuals, which beforehand had no contact with every other. Businesses have exposed marvelous attention in using the Internet as a income for construction stronger relations with consumers, suppliers and commerce associates as well as in using Internet based arrangements inside to make easy teamwork between workers, distribution of information, and decrease of communication operating expense.

4. A STRUCTURE FOR CIVILIZING THE PROCEDURES IN AN E-BUSINESS UPBRINGING

As increasingly budding WWW befall more admired, Electronic Commerce assures to develop into a foundation of contemporary business. Endeavors are generating stipulate for Internet

connectivity through the expansion of new overhaul contributions that offer value to clientele. Many people believe Electronic Commerce is just encompassing a web site, but Electronic Commerce is much more than that. There are dozens of requests of Electronic Commerce such as residence banking, shopping in online provisions and malls, business stocks, discovery a job, conducting a sale and collaborating automatically on research and expansion projects. To implement these applications, it is essential to have behind information, and managerial communications and systems. Companies now discover that the advance of a WWW occurrence is a competitive requirement, chiefly for retailers who need to institute online storefronts. Still so, present are hardly any useful structures in the Electronic Commerce literature to help executives understand the possible of Electronic Commerce.

The structure projected in this relates E-business request areas and Electronic Commerce tools and systems to the different purposeful areas of an association to recommend how Electronic Commerce strength supports functional activities. WWW communication, e-mail, and research can assist in supplier expansion, data removal and data warehousing, for more creative company configuration and supplier development. E-business technologies can be used in other practical areas such as purchasing, design, sales and allocation, human resource management and warehousing.

5. CONCLUSION

Electronic Commerce necessitates significant communications planning. Practice Electronic Commerce objectives with underpowered hardware operational with insufficient bandwidth, ill measured software, and no logical data organization approach is a formula for tragedy. Infrastructure planning is dangerous to achievement. A deficiently calculated system achieves inadequately at best and at nastiest invite sanctuary problems. The communications must be considered with adequate suppleness to allow for adaptive revolutionize, as will be certainly mandated with the sustained development of Electronic Commerce. Good communications planning can make the dissimilarity in whether prospect Electronic Commerce developments generate tribulations or occasions for a business. Traditionally, many communications services have been provided by payment with direct review aggregate bill. Electronic Commerce enables other business replicas such as instant payment for services. Slightly than every contributor

provide detach user billing, a general shared billing infrastructure, comparable to the credit card relations, could be urbanized. This may be more elastic and cost effectual and it may diminish credit risks to contributors.

An essential component of Electronic Commerce, user confirmation to thwart deception, has a major inconvenience for users with the defeat of solitude. Endorsement allows suppliers to log user behavior and data warehousing across a diversity of suppliers. Lacking ultimate seclusion policy, the expansion of a energetic marketplace may be hushed. A customer care association can conserve user obscurity and implement solitude policy. The humanity around us is quickly altering. The above mentioned issues must be attending to, as should others that exists, or will arise. The Internet and other Electronic Commerce related developments have the potential to fundamentally change the ways in which we converse, interrelate, collect information and entertainment, and obtain merchandise and services. For businesses to endure and flourish, they must expand business models that give Electronic Commerce the distinction it merits as a key component in business achievement.

REFERENCES

1. Asokan.P.A., Janson.M., Steiner.M., Waidner, “The state of the art in electronic payment systems”, IEEE Computer, 30 (9), (1997), pp. 28–35.
2. Aaron.M., Decina.R., Skillen, “Electronic commerce: Enablers and implications”, IEEE Communications Magazine, 37 (9), (1999), pp. 47–52.
3. Bartell.R.L., Blackwood. N.A., Eggenschwiler. D., Nguyen.M., Schnidrig. C.,Yatchman. M.J., “The MediaXactt system – a framework for personalized electronic commerce services”, Bell Labs Technical Journal, 4 (2), (1999), pp.153–173.
4. Boudette.N., “Electronic data interchange”, Industry Week, 18, (1989), pp.52–55.
5. Davis.R., Buchanan.O.M., Brodie.R., “Relationship marketing in electronic commerce environments”, Journal of Information Technology, 14 (4), (1999), pp.319–331.
6. Garret.S.G.E., Skevington.P.J., “An introduction to e-commerce”, BT Technology Journal, 17 (3), (1999), pp.11–16.
7. Kalakota.R., Whinston.A.B.,”Electronic Commerce: A Manager’s Guide, Addison-Wesley”, Reading, MA, 1997.
8. Levis.K., “Electronic commerce”, British Telecommunications Engineering, 14 (4), (1996), pp.281–285.
9. Morphett.I., “Foreword”, BT Technology Journal, 17 (3), (1999), pp.17–23.
10. Mohsen.A., “CIM getting set for implementation”, International Journal of Industrial Management and Data Systems, 97 (1–2), (1997), pp. 3–9.
11. OECD, Electronic Commerce: Opportunities and Challenges for Government, OECD Publication, Vienna, 1997.
12. Sohal.E., “Computerised parts traceability: An implementation case study”, Technovation, 17 (10), (1997), pp.583– 591.
13. Turban.J., Lee.D., King.H.M., Chung, “Electronic Commerce: A Managerial Perspective”, Prentice-Hall International (UK) Limited, London, 2000.
14. Vander Aalst.W.M.P., “Process-oriented architectures for electronic commerce and inter-organizational workflow”, Information Systems, 24 (8), (1999), pp. 639–671.
15. Wakid.S., Barkley.J., Skall.M., “Object retrieval and access management in electronic commerce”, IEEE Communication Magazine, 37 (9), (1999), pp. 74–77.