REFERENCES


223


140–154.


Cliffs, NJ.


194. Orlikowski, W.J. and C.S. Iacono (2001). Research commentary:
Desperately seeking the “IT” in IT research—a call to theorizing the IT artefact, *Information systems research*, Vol. 12, No. 2, pp. 121-134.


204. Ponder, N., J.E. Lueg and Z. Williams (2006). Salesperson assistance versus self-service in retailing: are they both a matter of convenience?


252. Tan, M. and T.S.Teo (2000). Factors influencing the adoption of


