
Editorial

Guest Editor: Nelson Oly Ndubisi

This special issue of IJSTM focuses on services technology and management in Malaysia. Six papers dealing with technology and innovation adoption and management in the Malaysian service sector are presented for the reader's perusal. The first paper by Professor Nelson Oly Ndubisi examines the factors that facilitate e-commerce adoption in non-profit organisations. The author identified the following as key factors: relative advantage, network orientation, information efficiency, innovativeness and competitiveness.

The second paper by Mr. Joshua Ignatius, Professor Muhamad Jantan and Professor T. Ramayah focuses on validating a new measure for inter/intra-functional technological learning in relation to innovativeness in the new product development.

In the third paper, Ms. Lim Shu Fong and her collaborators investigate the factors that influence the attitude towards internet banking in Malaysia. Their findings include the direct impact of the users' perceptions and indirect effect of personalisation, task familiarity, safety and resistance to change.

The fourth paper by Mr. Petrus Guriting and colleague deal with the role of computer self-efficacy, perceived usefulness and perceived ease of use on online banking adoption. The authors unveiled a significant moderation effect of computer self-efficacy on the relationship between the usefulness and the ease of use perceptions and adoption.

The penultimate paper by Mr. Rosmaini Tasmin and Professor Peter Woods looks at the relationship between corporate knowledge management and firms' innovation capability.

The sixth paper on landscaping services adoption as a strategic response to sustainable development by organisations in Malaysia was contributed by landscaping architect, Arch. N.C. Chukwunonso and his colleague. Their study, which adopts the organisational buying behaviour theory and the innovation diffusion theory found evidence for the significant influence of environmental factors, organisational factors, management factors and innovation characteristics on landscaping services adoption.

This special issue is beneficial to anyone interested in the subjects of service technology and management such as practitioners, researchers and academics. We hope you will find these scholarly works very interesting and useful.