



# Interdisciplinary Journal of Information, Knowledge, and Management

*An Official Publication  
of the Informing Science Institute  
InformingScience.org*

*IJIKM.org*

## **Volume 12, 2017**

Senior Editors-in-Chief: Mike Hart, Elsje Scott, and Kevin Johnston,  
University of Cape Town, South Africa

Acting Editor-in-Chief: Lynn Jeffrey, Massey University, New Zealand

Associate Editor in Chief: Geoffrey Z. Liu, San Jose State University, United States

Associate Editor in Chief: June Lu, University of Houston-Victoria, United States

Managing Editor: Eli Cohen, Informing Science Institute, USA

Publisher: Elizabeth Boyd; Informing Science Institute, USA

### Editors:

Jeffrey Alstete, Iona College (USA)

Tharrenos Bratitsis, University of Western Macedonia (Greece)

Harry Tomas Fulgencio, Leiden University (Netherlands)

Salah Kabanda, University of Cape Town (South Africa)

Nelson K. Y. Leung, RMIT International University (Vietnam)

Rajeev Manhas, Baba Farid University of Health Sciences (India)

Christine Nya Ling TAN, Multimedia University (Malaysia)

Maureen Tanner, University of Cape Town (South Africa)

Dale Trott, Central Queensland University (Australia)

Jon K. Webber, University of Phoenix (USA)

Ewa Ziemia, University of Economics in Katowice (Poland)

The mission of the Interdisciplinary Journal of Information, Knowledge, and Management (IJIKM) is to provide readers with the widest possible coverage of the use of information and technology to effectively create, apply, and communicate knowledge in organizations. In addition to manuscripts that center on knowledge acquisition and sharing, agent-based systems, neural networks, genetic algorithms, learning systems, and natural language processing, we welcome manuscripts on a wide range of topics relating to the organizational use and management of information and technology.

IJIKM publishes scholarly conceptual, theoretical and empirical manuscripts on the use of information technology to enhance organizational performance. Submissions to the journal should be readable and understandable by a wide audience. Manuscripts should therefore also focus on practical application or illustration of the issues covered, rather than merely providing a mathematical or technical coverage, which would be more suitable for a specialist journal.

All manuscripts are submitted and reviewed electronically. We provide our published authors with both a quality print publication and the widespread readership that comes from publishing all manuscripts online within a few weeks of acceptance. This approach ensures that published works are read and cited by the widest possible audience.

IJKM is an academically peer reviewed Journal. All submissions are blind refereed by three or more peers. IJKM is published in print by subscription and its articles also appear online free of charge on the web site **<http://ijkm.org>**

IJKM is listed in Cabell's Directory of Publishing Opportunities in Educational Technology & Library Science, Cabell's Directory of Publishing Opportunities in Management, Directory of Open Access Journals (DOAJ), EBSCO, Index of Information System Journals, Ulrichs.

(CC BY-NC 4.0) The articles in this journal are licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/). When you copy and redistribute this paper in full or in part, you need to provide proper attribution to it to ensure that others can later locate this work (and to ensure that others do not accuse you of plagiarism). You may (and we encourage you to) adapt, remix, transform, and build upon the material for any non-commercial purposes. This license does not permit you to use this material for commercial purposes.

**ISSN Print 1555-1229, Online 1555-1237**  
**ISBN: 978-1-68110-024-1**

Published by the Informing Science Institute  
131 Brookhill Ct., Santa Rosa, California USA  
phone: +1-707-537-2211; fax: +1-815-301-6785  
<http://informingscience.org>

## IJKM Volume 12, 2017 – Table of Contents

Understanding Internal Information Systems Security Policy Violations as Paradoxes <b>Kennedy Njenga</b> .....	1-15
Factors Affecting Re-usage Intentions of Virtual Communities Supporting Cosmetic Products <b>Chien-Ta Ho, Jhong-Min Yang, and Wei-Ting Chen</b> .....	17-36
ICT-Platform to Transform Car Dealerships to Regional Providers of Sustainable Mobility Services <b>Benjamin Wagner vom Berg, Jorge Marx Gómez, and Alexander Sandau</b> .....	37-51
A Systematic Literature Review of Agile and Maturity Model Research <b>Vaughan Henrique and Maureen Tanner</b> .....	53-73
A Cognitive Knowledge-based Framework for Social and Metacognitive Support in Mobile Learning <b>Ahmed Al-Hunaiyyan, Andrew Thomas Bimba, Norisma Idris, and Salah Al-Sharhan</b> .....	75-98
Enterprise Ontology Model for Tacit Knowledge Externalization in Socio-Technical Enterprises <b>Shreyas Suresh Rao and Ashalatha Nayak</b> .....	99-124
Data Visualization in Support of Executive Decision Making <b>Jeanne Moore</b> .....	125-138
The Effect of Personality Traits on Sales Performance: An Empirical Investigation to Test the Five-Factor Model (FFM) in Pakistan <b>Abdul Waheed, Jianhua Yang, Jon Webber</b> .....	139-157
The Penta Helix Model of Innovation in Oman: An HEI Perspective <b>Alrence Santiago Halibas, Rowena Ocier Sibayan, Rolou Lyn Rodriguez Maata</b>	159-174
Transforming Communications in the Workplace: The Impact of UC on Perceived Productivity in a Multi-national Corporation <b>Joy Fluker and Meg Murray</b> .....	175-187
Reasons for Poor Acceptance of Web-Based Learning using an LMS and VLE in Ghana <b>Isaac Asampana, Albert A. Akanferi, James Ami-Narh</b> .....	189-208
Typology on Leadership toward Creativity in Virtual Work <b>Iris Humala</b> .....	209-243
Research Foci, Methodologies, and Theories Used in Addressing E-Government Accessibility for Persons with Disabilities in Developing Countries <b>Millicent Agangiba, Salah Kabanda</b> .....	245-268
The Utilisation of Facebook for Knowledge Sharing in Selected Local Government Councils in Delta State, Nigeria <b>Uzoma Heman Ononye, Rev. Fr. Anthony Igwe</b> .....	269-282
An Empirical Examination of Customers' Mobile Phone Experience and Awareness of Mobile Banking Services in Mobile Banking in Saudi Arabia <b>Ayman N. Alkhaldi</b> .....	283-308
Accounting Information Systems Effectiveness: Evidence from the Nigerian Banking Sector <b>Shamsudeen Ladan Shagari, Akilah Abdullah, Rafeah Mat Saat</b> .....	309-335

The Application of a Knowledge Management Framework to Automotive Original Component  
Manufacturers

**Andre P. Calitz, Margaret Cullen ..... 337-365**