

Contents

Contributors	vii
Acknowledgements	ix
Preface	xi
PART I: CHALLENGES	
1. Informational Innovations and Their Impacts JOHN DE LA MOTHE AND GILLES PAQUET	5
PART II: ORGANIZING	
2. Interactivity and Intangibility: Another Pair of “T”s IAN MILES	37
3. Learning Firms: Concepts, Measurement and Policy Issues KEITH NEWTON	65
4. Organising for Information and Innovation: What do we know about organisational change in enterprises? GRAHAM VICKERY	87
5. Capturing the Elusive Social Impacts of Technology: Towards a Research Agenda SUSAN A. MCDANIEL	109
PART III: MEASURING	
6. Digital Households in Canada GEORGE SCIADAS	125

7. The Use of the Internet and Electronic Commerce in the Canadian
Banking and Insurance Industry 153
DAOOD HAMDANI
8. Innovation, Information Technologies and Human Capital in the German
Service Sector 171
GEORG LICHT

PART IV: IMPACTS

9. The Impact of the Information Revolution on the Global
Corporation 195
CLIFF WYMBS
10. Privacy, Property and Policy: Hidden Implications for the Information
Highway 221
VALERIE STEEVES
11. Canadian Telelearning Experiences 239
LAURA WINER
12. The Productivity Paradox: ICTs, Knowledge and
the Labour Market 255
NICO STEHR
13. Empowering Information and Networks through Adaptive Public
Policies 273
JOHN DE LA MOTHE

PART V: NEW DIRECTIONS

14. Conclusions 293
JOHN DE LA MOTHE AND GILLES PAQUET
- References 301
- Index 333