

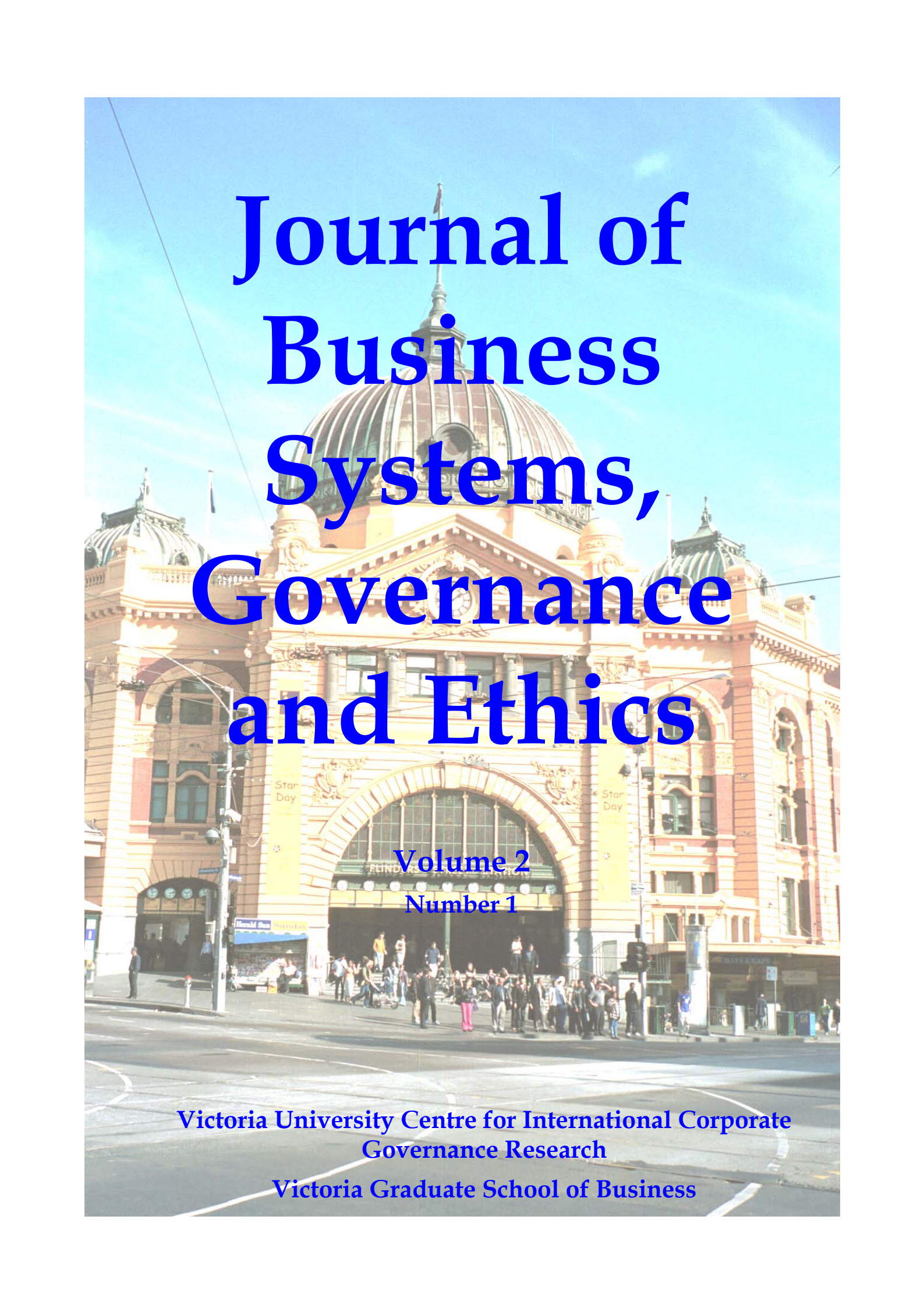
Globethics Repository

The logo for Globethics, featuring the word "Globethics" in white sans-serif font on a blue rectangular background.

Editorial [of the Journal of Business Systems, Governance and Ethics, vol. 2, issue 1, 2007]

This page was generated automatically upon download from the Globethics Repository.
More information on Globethics see <https://www.globethics.net>. Data and content policy
of Globethics Repository see <https://repository.globethics.net/pages/policy>.

Item Type	Article
Authors	Tatnall, Arthur
Publisher	Victoria University
Rights	With permission of the license/copyright holder
Download date	2026-06-24 17:14:30
Link to Item	http://hdl.handle.net/20.500.12424/171321

The background of the cover is a photograph of the Melbourne Central building, a grand Victorian-style structure with a large central dome and ornate architectural details. The building is bathed in bright sunlight, creating a warm, golden glow. In the foreground, a street scene is visible with a group of people gathered near the entrance of the building. The sky is a clear, bright blue.

Journal of Business Systems, Governance and Ethics

Volume 2

Number 1

Victoria University Centre for International Corporate
Governance Research

Victoria Graduate School of Business

Journal of Business Systems, Governance and Ethics

Volume 2, Number 1. April 2007

Editor: Arthur Tatnall

Editorial Board: Professor Anona Armstrong, Paul Darbyshire, Dr Jamie Doughney, Professor Ronald Francis, Dr Ron Kluvers, Professor Elaine Martin, Associate Professor Arthur Tatnall, Dr Andrew Wenn, Professor John Zeleznikow

The Journal of Business Systems, Governance and Ethics is published four times a year by Victoria University in on-line format for no charge. Printed copies are available, for a fee, upon request.

All articles published in this journal were subject to a process of blind peer review by at least two reviewers before selection for publication by the Editorial Board.

Submissions are welcome for research articles of between about 5,000 and 10,000 words in any area relevant to the journal's coverage. Potential articles should, in the first instance, be sent to: Vicky Totikidis, Victoria University, at the Centre for International Corporate Governance Research: Vicky.Totikidis@vu.edu.au

Copyright © Victoria University, 2007

Victoria University
PO Box 14428
Melbourne 8001
Victoria, Australia

National Library of Australia Cataloguing-in-Publication data:

ISSN: 1833-4318

Copying for educational purposes

Copyright © 2007 Victoria University. The Journal of Business Systems, Governance and Ethics is published in both online and print formats. Educational and non-profit institutions are granted a non-exclusive licence to utilise this document in whole or in part for personal or classroom use without fee, provided that correct attribution and citation are made and this copyright statement is reproduced. Any other usage is prohibited without the express permission of the publisher.

For details of the CAL licence for educational institutions contact:

Copyright Agency Limited
Level 19, 157 Liverpool Street
Sydney NSW 2000
Telephone: +612 9394 7600
Facsimile: +612 9394 7601
e-mail: info@copyright.com.au

Journal of Business Systems, Governance and Ethics

Vol 2, No 1. April 2007

Table of Contents

Table of Contents	iii
Editorial.....	v
Professionalism and Ethics in Financial Planning.....	1
June Smith, Anona Armstrong and Ronald Francis	
An Empirical Investigation of the Effect of Interaction Justice Perception on Consumer Intentions after Complaining.....	11
Mahesh S. Bhandari and Michael J. Polonsky	
Implementing ERP Systems Globally: Challenges and Lessons Learned for Asian Countries	21
Paul Hawking	
Issues and Guidance in Research Ethics.....	33
Ronald Francis and Anona Armstrong	
Lies, Damned Lies and ‘Problem Gambling’ Prevalence Rates: The Example of Victoria, Australia	41
James Doughney	

Editorial

In common with previous issues, articles in the first issue of Volume 2 of the *Journal of Business Systems, Governance and Ethics* cover a wide range of topics. This issue has two research articles related to ethics, one to ethics in financial planning and the other to research ethics. Other articles describe research on the result of consumer complaints, and on the global implementation of Enterprise Resource Planning systems.

The first paper, by Smith, Armstrong and Francis deals with *Professionalism and Ethics in Financial Planning*. In this paper the authors describe the analytical framework and methodology of a proposed study of the ethical reasoning of financial planners, and the cognitive frameworks used to make ethical decisions in the provision of financial planning advice. The authors claim that this is a significant study because of the relationships financial planners have with their clients, and the ethical framework that underpins them is pivotal to the ability of the financial planner to provide professional and effective independent advice.

The next article, by Bhandari and Polonsky: *An Empirical Investigation of the Effect of Interaction Justice Perception on Consumer Intentions after Complaining*, deals with how an apology impacts on consumer perceptions of response to a complaint. They note that increased competition means that organisations are at greater risk of losing customers in the market place, and that this is increased when customers experience service failure. Two types of service failures are described and the impact of recovery action on each failure type is compared.

An article by Hawking: *Implementing ERP Systems Globally: Challenges and Lessons Learned for Asian Countries*, discusses growth in convergence of global corporate activities due to improved communication technologies. In an effort to further their operations many companies are implementing global information systems and, in particular, Enterprise Resource Planning (ERP) systems. He notes that very little research has been conducted on the issues associated with global implementations of ERP systems, and in particular on implementations within the Asian region. His research utilises industry presentations to identify challenges and best practice for global implementations.

The next article, by Francis and Armstrong: *Issues and Guidance in Research Ethics*, addresses the principles that govern the outlook and decisions of research ethics committees. The authors argue that ethics committees should be seen as enabling and protecting individuals rather than as a barrier to research, as they are charged with protecting the vulnerable. The paper gives insights and suggestions that should make the ethics application task more straightforward.

The final article by Doughney is entitled: *Lies, Damned Lies and 'Problem Gambling' Prevalence Rates: The Example of Victoria, Australia*. This paper examines the 2006 claim, by the Victorian Government, to have halved 'problem gambling' in the State and shows this claim to be unscientific. It reinforces this view by using evidence and argument from the Productivity Commission, the Australian Bureau of Statistics and statistical/epidemiological sources, that indicate that extant sample survey techniques used to estimate prevalence rates are seriously flawed. The paper discusses whether it is reasonably possible to overcome methodological deficiencies in published prevalence-rate estimates of 'problem gambling'.

All papers in the journal have been subjected to a process of blind peer review by at least two reviewers. Articles were then only accepted after appropriate changes and corrections had been made by the authors. We hope that you find the content of this issue interesting.

Arthur Tatnall

Editor