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Nota di contenuto	Contents -- Abstracts & keywords -- Guest editorial -- Social audit and accountability in IT management -- Contextualising corporate governance -- Strategy, accountability, e-commerce and the consumer -- A critical appraisal of customer satisfaction and e-commerce -- E-CRM -- Stakeholder communication and the Internet in UK electricity companies -- Audit and control of the use of the Internet for learning and teaching.
Sommario/riassunto	It would not be an exaggeration to claim that the Internet is now ubiquitous, playing a substantial role in both our personal and professional lives. IT industry observers and practitioners alike regard the emergence of the Internet as having the same influence on society today as the development of electricity had on our forefathers a century ago.