

ABSTRACT

Living in the era of Information Technology, aside from adopting the traditional way of doing business, organizations of various sizes begin seeking for opportunities to achieve operation efficiency and increase market competitiveness. This raises the growing concern of electronic commerce, of which electronic data interchange (EDI) dominates the inter-organizational and international trading processes.

The thesis examines the application of EDI through a case study of the pilot implementation on the export license application process of the garment and textile industry in Macau. A detailed analysis of EDI use based on perspectives of contextual factors, causal conditions, types of EDI use, strategies accomplishing EDI use and the consequences is conducted. Findings show that EDI not only helps in time saving, cost reduction, performance improvement, data accuracy, but also sticks the enterprises with confidence on the transaction processing and trust on their government operation.