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## Qualifications

Doctor of Philosophy, An Analysis of the Process of Software Development Across Time and Space: The Case of Outsourcing to India, University of Salford  
1995 → 1999  
Award Date: 18 Nov 1999

## Research outputs

### **Managing Discretion at the Street Level of Information Systems Use**

Wyers, K. & Nicholson, B., 12 Feb 2025, *Proceedings of the 16th Annual AIS SIG GlobDev Pre-ICIS Workshop*. Masiero, S. & Kowal, J. (eds.). Association for Information Systems, 11 p.

### **Digital Platforms, Surveillance and Processes of Demoralization**

Chai, S. H., Nicholson, B., Scapens, R. & Yang, C., 1 Jan 2024, In: *Journal of Information Technology*.

### **Understanding the Role of Bricolage in the Digital Transformation of Small and Medium-Sized Professional Services Firms**

Chai, S. H., Nicholson, B., Ahmed, M. Z. & Salijeni, G., 2024, *45th International Conference on Information Systems, ICIS 2024*. Association for Information Systems, (45th International Conference on Information Systems, ICIS 2024).

### **Identity Platforms and Anti-LGBTQ+ Legislation: Implications for Safeguarding Personal Data**

Wyers, K., Nicholson, B., Russpatrick, S. & Masiero, S., 6 Dec 2023, *After Latour: Globalisation, Inequity and Climate Change*. M. R. J., A. S. M., D. T. & Y. Z. (eds.). Springer Nature, p. 209–217 9 p. (IFIP Advances in Information and Communication Technology ; vol. 696)(IFIP Joint Working Conference on the Future of Digital Work: The Challenge of Inequality).

### **Competing Logics in an ICT4D Partnership: Case Evidence from Indonesia**

Chrysantina, A., Nicholson, B. & Sæbø, J. I., 20 Nov 2022, (E-pub ahead of print) *Freedom and Social Inclusion in a Connected World: 17th IFIP WG 9.4 International Conference on Implications of Information and Digital Technologies for Development, ICT4D 2022 Lima, Peru, May 25–27, 2022 Proceedings*. Zheng, Y., Abbot, P. & Robles-Flores, J. A. (eds.). Switzerland: Springer Nature, p. 515–530 16 p. (IFIP Advances in Information and Communication Technology; vol. 657).

### **Digital Public Goods for Development: A Conspectus and Research Agenda**

Nicholson, B., Nielsen, P., Sæbø, J. I. & Tavares, A. P., 20 Nov 2022, *Freedom and Social Inclusion in a Connected World: 17th IFIP WG 9.4 International Conference on Implications of Information and Digital Technologies for Development, ICT4D 2022 Lima, Peru, May 25–27, 2022 Proceedings*. Zheng, Y., Abbott, P. & Robles-Flores, J. A. (eds.). Cham: Springer Nature, p. 455–470 16 p.

### **Digital public goods platforms for development: The challenge of scaling**

Nicholson, B., Nielsen, P., Sahay, S. & Sæbø, J. I., 23 Aug 2022, In: *The Information Society*.

### **Special issue: Digital platforms for development**

Nicholson, B., Nielsen, P. & Sæbo, J., 13 Aug 2021, In: *Information Systems Journal*. 31, 6, p. 863–868 6 p.

### **Digital Platforms and Institutional Voids in Developing Countries: The Case of Ride-Hailing Markets**

Heeks, R., Gómez Morantes, J., Graham, M., Howson, K., Mungai, P., Nicholson, B. & Van Belle, J.-P., 7 May 2021, In: *World Development*. 145, 105528.

**Embeddedness of digital start-ups in development contexts: field experience from Latin America**

Quinones, G., Heeks, R. (Corresponding) & Nicholson, B., 22 Apr 2021, In: *Information Technology for Development*. 27, 2, p. 171-190 20 p.

**Digital labour platforms in Pakistan: institutional voids and solidarity networks**

Malik, F., Heeks, R., Masiero, S. & Nicholson, B., 29 Jan 2021, In: *Information Technology and People*.

**Digital Platforms, Surveillance and Processes of Demoralization**

Chai, S. H., Nicholson, B., Scapens, R. & Yang, C., 9 Nov 2020.

**Impact sourcing (socially responsible outsourcing)**

Babin, R. & Nicholson, B., 27 Jul 2020, *The Routledge Companion to Managing Digital Outsourcing*. Beulen, E. & Ribbers, P. (eds.). London: Routledge, p. 118-129 12 p.

**Understanding and managing business—development hybrids: an institutional logics case analysis**

Heeks, R., Malik, F., Morgan, S. & Nicholson, B., 12 Jun 2020, In: *Development Studies Research*. 7, 1, p. 31-49 19 p.

**Indigena Solutions, Tensions in an Aboriginal IT Impact Sourcing Firm**

Babin, R., Nicholson, B. & Young, M., 1 Apr 2020, In: *Journal of Global Information Management*. 28, 2, p. 1-23 23 p.

**Competing Institutional Logics in Impact Sourcing**

Malik, F. & Nicholson, B., 2020, *Information Systems Outsourcing: The Era of Digital Transformation*. Hirschheim, R., Heinzl, A. & Dibbern, J. (eds.). Springer Nature, p. 215-231 17 p. (Progress in IS).

**Competing Logics: Towards a Theory of Digital Platforms for Socio-economic Development**

Masiero, S. & Nicholson, B., 2020, *Information and Communication Technologies for Development- 16th IFIP WG 9.4 International Conference on Social Implications of Computers in Developing Countries, ICT4D 2020, Proceedings*. Bass, J. M. & Wall, P. J. (eds.). Springer Nature, p. 3-13 11 p. (IFIP Advances in Information and Communication Technology; vol. 587 IFIP).

**Digital platforms, surveillance and processes of demoralization**

Chai, S. H., Nicholson, B., Scapens, R. W. & Yang, C. L., 2020, *International Conference on Information Systems, ICIS 2020 - Making Digital Inclusive: Blending the Local and the Global*. Association for Information Systems, (International Conference on Information Systems, ICIS 2020 - Making Digital Inclusive: Blending the Local and the Global).

**Understanding the Interplay of Institutional Logics and Management Practices in Impact Sourcing**

Nicholson, B. & Malik, F., 9 Dec 2019, In: *Information Systems Journal*. 30, 1, p. 125-149

**Indigena: Teaching case of IT Impact Sourcing**

Babin, R., Nicholson, B. & Young, M., 1 Nov 2019, In: *Journal of Information Technology Teaching Cases*. 9, 2, p. 64-71 8 p.

**Development Outcomes of Training for Online Freelancing in the Philippines**

Eskelund, K., Heeks, R. & Nicholson, B., 18 Jan 2019, *Locally Relevant ICT Research: IDIA 2018. Communications in Computer and Information Science*. Springer Nature, Vol. 933.

**How a digital inclusion initiative at the philippines affect capabilities of people with disabilities**

Eskelund, K., Nicholson, B. & Heeks, R., 4 Jan 2019, *Proceedings of the 10th International Conference on Information and Communication Technologies and Development, ICTD 2019*. Association for Computing Machinery, a26. (ACM International Conference Proceeding Series).

**Exploring an impact sourcing initiative for a community of people with disabilities: A capability analysis**

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*Social Implications of Computers in Developing Countries, ICT4D 2019, Proceedings*. Nielsen, P. & Kimaro, H. C. (eds.). Springer Nature, p. 51-62 12 p. (IFIP Advances in Information and Communication Technology; vol. 551).

**Exploring Tensions of Global Public Good Platforms for Development: The Case of DHIS2**

Nicholson, B., Nielsen, P., Saebo, J. & Sahay, S., 2019, *Information and Communication Technologies for Development. Strengthening Southern-Driven Cooperation as a Catalyst for ICT4D*. Nielsen, P. & Kimaro, H. (eds.). Springer Nature, p. 207-217 11 p. (IFIP Advances in Information and Communication Technology; vol. 551).

**Impact of Mobile Platforms on Performance Management: An Imbrication Perspective**

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**Understanding organisational responses to regulative pressures in information security management: The case of a Chinese hospital**

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**Analyzing conflict and its management within ICT4D partnerships: an institutional logics perspective**

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**Global sourcing and development: new drivers, models, and impacts**

Nicholson, B., Sahay, S. & Heeks, R., 2018, In: *Information Systems Journal*. 28, 3, p. 532-537

**Understanding the Development Implications of Online Outsourcing: A Study of Digital Labour Platforms in Pakistan**

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**Exploring the Dialectics Underlying Institutionalization of IT Artifacts**

Dobson, J. & Nicholson, B., 31 Dec 2017, In: *Journal of the Association of Information Systems*. 18, 12, p. 848 – 871

**Exploring the effects of liminality on corporate social responsibility in inter-firm outsourcing relationships**

Nicholson, B., Babin, R. & Briggs, S., 24 Apr 2017, In: *Journal of Information Technology*. 32, 1, p. 47-61

**Digital Start-ups in the Global South: Embeddedness, Digitality, and Peripherality in Latin America**

Quinones, G., Heeks, R. & Nicholson, B., 3 Apr 2017, *United Kingdom Academy for Information Systems*.

**Digital Start-Ups in the Global South: Embeddedness, Digitality and Peripherality in Latin America**

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**Toward a Human-Centred Corporate Social Performance Assessment**

Malik, F., Nicholson, B. & Morgan, S., 2017, *British Academy of Management Conference*. Warwick University

**Understanding the Development Implications of Online Outsourcing**

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**Socially Responsible Outsourcing: Global Sourcing with Social Impact**

Nicholson, B. (Editor), Babin, R. (Editor) & R. Lacity, M. (Editor), 19 Feb 2016, Basingstoke, Hampshire, UK: Palgrave Macmillan Ltd. 227 p. (Technology, Work and Globalization)

**An institutional logics perspective on IT impact sourcing: case study of a developing country public-private partnership**  
Ismail, S. A., Heeks, R., Nicholson, B. & Aman, A., 2016, *European Conference on Information Systems 2016 Proceedings*. Istanbul

**Social Media for Development: Outlining Debates, Theory and Praxis**

Nicholson, B., Nugroho, Y. & Rangaswamy, N., 2016, In: *Information Technology for Development*. 22, 3, p. 357-363 7 p.

**EXPLORING HYBRIDS OF COMMERCIAL AND WELFARE LOGICS IN IMPACT SOURCING**

Nicholson, B., Malik, F., Morgan, S. & Heeks, R., 7 May 2015, *Proceedings of the 13th International Conference on Social Implications of Computers in Developing Countries (IFIP 9.4)*. Neilsen, P. (ed.). Oslo, Norway: University of Oslo, Department of Informatics, p. 78-91 14 p.

**Evaluating Impact Sourcing: A Capabilities Perspective From a Case Study in Pakistan**

Malik, F., Nicholson, B. & Morgan, S., May 2015, *Proceedings of 13th International Conference on Social Implications of Computers in Developing Countries*. Neilsen, P. (ed.). Oslo, Norway: University of Oslo, p. 429-441 13 p.

**A Literature Review of E-Entrepreneurship in Emerging Economies: Positioning Research on Latin American Digital Startups: Positioning Research on Latin American Digital Startups**

Nicholson, B., Quinones, G., Heeks, R., La Rovere, R. (Editor), Ozório, L. (Editor) & de Jesus Melo, L. (Editor), 12 Nov 2014, *Entrepreneurship in BRICS: Policy and Research to Support Entrepreneurs*. Switzerland: Springer Nature, p. 179-208 30 p.

**Corporate Social Responsibility in Global IT Outsourcing: A Case Study of Inter-Firm Collaboration**

Nicholson, B., Babin, R., Hirschheim, R. (Editor), Heinzl, A. (Editor) & Dibbern, J. (Editor), 2014, *Information Systems Outsourcing - Towards Sustainable Business Value*. 4 ed. New York: Springer Nature, p. 431-451 20 p.

**The embeddedness of e-entrepreneurship in Emerging Economies: The case of Latin American Digital Start-ups**

Quinones, G., Nicholson, B. & Heeks, R., 2014, *International Federation of Information Processing Work Group 9.4 Workshop: South-North-South dialogues on Science, Technology and Development*.

**The embeddedness of accounting outsourcing relationships**

Elharidy, A. M., Nicholson, B. & Scapens, R., 5 Apr 2013, In: *Qualitative Research in Accounting & Management*. 10, 1, p. 60-77 18 p.

**A case study analysis of risk, trust and control in cloud computing**

Khosravani, A., Nicholson, B. & Wood-Harper, T., 2013, *host publication*. IEEE, p. 879-887 9 p.

**A Framework Using Institutional Analysis and the Capability Approach in ICT4D**

Nicholson, B., Bass, J. & Subrahmanian, E., 2013, In: *Information Technology and International Development*. 9, 1, p. 19-35 16 p.

**Assessing the Social Development Potential of Impact Sourcing**

Nicholson, B., Malik, F. & Morgan, S., 2013.

**Assimilation of social media: Researching challenges to adoption**

Gupta, H., Nicholson, B. & Newman, M., 2013, p. 515-525. 11 p.

**Positioning Research on E-Entrepreneurship in Developing Economies: A Study of Latin-American Digital Ventures**

Quinones, G., Nicholson, B. & Heeks, R., 2013, *Proceedings of 3rd Conference of the International Consortium of Studies on Innovation and Entrepreneurship (ICIER) Policies to Support Entrepreneurship Rio de Janeiro*.

**The Embeddedness of Control in Accounting Outsourcing**

Elharidy, A., Nicholson, B. & Scapens, R., 2013, In: *Qualitative Research in Accounting & Management*. 10, 1, p. 60-77  
17 p.

**Towards a Taxonomy and Critique of Impact Sourcing**

Malik, F., Nicholson, B. & Morgan, S., 2013, *The 8th International Conference in Critical Management Studies*.

**Theorising open development through an institutional lens: A study of Iranian online interactions**

Hercheui, M. D., Nicholson, B. & Ameripour, A., Sept 2012, *ICT Critical Infrastructures and Society*. Springer Nature, p. 349-359 11 p.

**Sustainable global outsourcing: Achieving social and environmental responsibility in global IT and business process outsourcing**

Babin, R. & Nicholson, B., 31 Aug 2012, Palgrave Macmillan Ltd. 176 p. (Technology, work and globalization)

**Corporate social responsibility in global it outsourcing: A case study of inter-firm collaboration**

Babin, R. & Nicholson, B., 2012, *Proceedings - Pacific Asia Conference on Information Systems, PACIS 2012*.

**Managing Attrition in Offshore Finance and Accounting Outsourcing: Exploring the Interplay of Competing Institutional Logics**

Nicholson, B. & Aman, A., 2012, In: *Strategic outsourcing* . 5, 3, p. 232-247 15 p.

**Usage, impediments and attitudes towards social media in UK building societies**

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**Corporate social responsibility and global IT outsourcing**

Babin, R., Briggs, S. & Nicholson, B., Sept 2011, In: *Communications of the ACM*. 54, 9, p. 28-30 2 p.

**How green is my outsourcer: measuring sustainability in global IT outsourcing**

Babin, R. & Nicholson, B., 2011, In: *Strategic outsourcing* . 4, 1, p. 47-66 19 p.

**Conviviality of internet social networks: An exploratory study of internet campaigns in Iran**

Ameripour, A., Nicholson, B. & Newman, M., Jun 2010, In: *Journal of Information Technology*. 25, 2, p. 244-257 13 p.

**Utilising the internet to improve peasant artisan incomes: Evidence from Mexico**

Dobson, J., Duncombe, R. & Nicholson, B., 2010, *IFIP Advances in Information and Communication Technology*. Vol. 328 . p. 292-309 18 p.

**Corporate Social and Environmental Responsibility and Global IT Outsourcing**

Babin, R. & Nicholson, B., Dec 2009, In: *MIS Quarterly Executive*. 8, 4, p. 203-222 20 p.

**Managing knowledge transfer in offshore software development: The role of copresent and ICT-based interaction**

Aman, A. & Nicholson, B., Oct 2009, In: *Journal of Global Information Management*. 17, 4, p. 55-73 18 p.

**Proceedings of IFIP 9.4 Working Group Conference**

Byrne, E., Nicholson, B. & Salem, B., 26 May 2009, *host publication*. Dubai: Dubai School of Government

**1 Conviviality: An absurd dream or a realised space The case of the Internet in Iran**

Ameripour, A., Newman, M. & Nicholson, B., 2009

**Deinstitutionalization in the context of software exports policymaking in Costa Rica**

Nicholson, B. & Sahay, S., 2009, In: *Journal of Information Technology*. 24, 4, p. 332-342 10 p.

**How green is my outsourcer - environmental responsibility in global it outsourcing**

Babin, R. & Nicholson, B., 2009, *ICIS 2009 Proceedings - Thirtieth International Conference on Information Systems*.

**Software exports development in Costa Rica: Potential for policy reforms**

Nicholson, B. & Sahay, S., 2009, In: *Information Technology for Development*. 15, 1, p. 4-16 12 p.

**Using grounded theory in interpretive management accounting research**

Elharidy, A. M., Nicholson, B. & Scapens, R. W., Jun 2008, In: *Qualitative Research in Accounting & Management*. 5, 2, p. 139-155 17 p.

**Human resource development policy in the context of software exports: Case evidence from Costa Rica**

Nicholson, B. & Sahay, S., Apr 2008, In: *Progress in Development Studies*. 8, 2, p. 163-176 13 p.

**Mind the gap! Understanding knowledge in global software teams**

Aman, A. & Nicholson, B., 2008, *IFIP International Federation for Information Processing/IFIP Int. Fed. Inf. Process.*. New York: Springer Nature, Vol. 267. p. 321-330 9 p.

**Risk and Control of Offshore Outsourced Accounting**

Nicholson, B. & Aman, A., 2008, London: Institute of Chartered Accountants in England and Wales. 54 p. (Centre for Business Performance)

**Small firms and offshore software outsourcing: High transaction costs and their mitigation**

Carmel, E. & Nicholson, B., 1 May 2007, *Strategic Use of Information Technology for Global Organizations*. Hunter, M. G. & Tan, F. B. (eds.). Hershey, PA: IGI Press, p. 218-244 27 p.

**Embedded knowledge and offshore software development**

Nicholson, B., 2007, *Proceedings - 15th IEEE International Requirements Engineering Conference, RE 2007*.

**Knowledge management in offshore software development**

Nicholson, B. & Sahay, S., 2006, *Information Systems Outsourcing (Second Edition): Enduring Themes, New Perspectives and Global Challenges/Inf. Syst. Outsourcing (Second Edition): Enduring Themes, New Perspectives and Global Challenges*. Springer Nature, p. 659-685 26 p.

**Human Resource Development In The Context of Software Exports: case evidence from Costa Rica**

Nicholson, B. & Sahay, S., 2005, *host publication*.

**Small Firms and Offshore Software Outsourcing: High Transaction Costs and Their Mitigation**

Carmel, E. & Nicholson, B., 2005, In: *Journal of Global Information Management*. 13, 3, 22 p., 3.

**Embedded knowledge and offshore software development**

Nicholson, B. & Sahay, S., Oct 2004, In: *Information and Organization*. 14, 4, p. 329-365 36 p.

**Software export success factors and strategies in 'follower' nations**

Heeks, R. & Nicholson, B., Sept 2004, In: *Competition and Change*. 8, 3, p. 267-303 37 p.

**Offshore Outsourcing of Accounting Services: transaction costs and mitigating strategies**

Espenlaub, S., Nicholson, B. & Jones, B., Jul 2004, *APIRA*.

**Offshore Outsourcing Practices of Small Firms**

Carmel, E. N. B. & Nicholson, B., 2004, In: *Journal of Global Information Management*. 13, 3, p. 33-54 22 p.

**Transaction-Cost Minimizing Strategies in Offshore Accounting Outsourcing**

Espenlaub, S. & Nicholson, B., 2004, *host publication*.

**Building Iran's Software industry: an assessment of plans and prospects**

Nicholson, B. & Sahay, S., 2003, In: *Electronic Journal of Information Systems in Developing Countries*. 13, p. 1-19 19 p.

**Global IT Outsourcing: Software Development Across Borders**

Sahay, S., Nicholson, B. & Krishna, S., 2003, Cambridge University Press.

**Offshore Software Sourcing by Small Firms: An Analysis of Risk, Trust and Control**

Nicholson, B., 2003, *host publication*.

**The process of offshore software development: Preliminary studies of UK companies in Malaysia**

Aman, A. & Nicholson, B., 2003, *IFIP Advances in Information and Communication Technology* | *IFIP Advances in Information and Communication Technology*. Springer Nature, Vol. 126. p. 201-216 15 p.

**Global Software Outsourcing: Building Capabilities in Developing Countries**

Nicholson, B., 2002, *host publication*.

**Trajectories and Strategies in Global Software Outsourcing Relationships**

Nicholson, B., Sahay, S., Heeks, R. & Krishna, S., 2002, *host publication*. Hershey PA: IRM Press

**Synching or sinking: Global software outsourcing relationships**

Heeks, R., Krishna, S., Nicholson, B. & Sahay, S., Mar 2001, In: *IEEE Software*. 18, 2, p. 54-60 6 p.

**Some political and cultural issues in the globalisation of software development: Case experience from Britain and India**

Nicholson, B. & Sahay, S., Jan 2001, In: *Information and Organization*. 11, 1, p. 25-43 18 p.

**Work Practices and Local Improvisations Within Global Software Teams: A Case of a UK Subsidiary in India**

Nicholson, B., 2000, *host publication*.

**A Case Study of Campus Based Flexible Learning Using the World Wide Web and Computer Conferencing**

Nicholson, B., 1999, In: *Alt J*. 6, 3, p. 38-46 9 p.

**An analysis of the process of information systems development across time and space: the case of outsourcing to India**

Nicholson, B., 1999

**Bridging the Divide: A Critique of the Globalisation of Information Systems Education**

Nicholson, B., 1999, In: *Journal of Scientific and Industrial Research*. 58, p. 285-290 6 p.

**A critique of the drive towards the globalization of higher education**

Bird, D. & Nicholson, B., 1998, In: *ALT - J / Association for Learning Technology Journal*.

**A Critique of the Globalisation of Higher Education**

Bird, D. & Nicholson, B., 1997, In: *ALT-J*. 6, 1, p. 6-12 7 p.

**Educating Information Systems Practitioners: An Adequate Preparation for the "Babble of Voices"?**

Nicholson, B. & Avison, D. (Editor), 1997, *Key Issues in Information Systems*. McGraw-Hill

**Activities**

### **Digital public goods platforms for development: The challenge of scaling**

Nicholson, B. (Speaker)

2022

### **Development Challenges of Freelance IT Impact Sourcing**

Heeks, R. (Other) & Nicholson, B. (Contributor)

2016

## **Prizes**

### **Neil Doherty Best Paper Award**

Quinones, G. (Recipient), Heeks, R. (Recipient) & Nicholson, B. (Recipient), Apr 2017

## **Press/Media**

### **Lessons On The Digital World From The Charity Sector: The Corporate World Has A Lot To Learn**

Nicholson, B., Sachikonye, C., Kidston, L. & Anderton, D.

24/11/20

1 Media contribution

## **Awards**

## **Projects**

### **Large language models and professional judgement in an SME accounting practice**

Chai, S. H. (PI) & Nicholson, B. (Col)

1/01/25 → 31/12/25

## **Impacts**

### **Impact on Software Exports Policymaking in Developing Countries : The Development Of The Software Exports Success Model**

Nicholson, B. (Participant) & Heeks, R. (Participant)