

Call for Papers

Special Issue of
Journal of Information Systems and e-Business Management,
published by Springer, on

User Experience in e-Business Environments

Special Issue Guest Editors
Christos K. Georgiadis and Patrick Y.K. Chau

Objective

Several studies have focused on the role of Information and Communication Technologies in designing and defining suitable and successful e-commerce practices. While the Business-to-Consumer (B2C) e-commerce is a growing market, and a lot of research has been conducted worldwide on it, there is a relative lack of empirical studies examining and evaluating user experience (expectations, perceptions, satisfaction) in the e-business context.

We see the assessment of user experience as a particular perspective within Information Systems (IS) and e-Commerce Technology research: the customer's experience is a very important factor for the success of any e-commerce practice because it influences the customers' perceptions of value and service quality, and it consequently affects customer loyalty and retention. Hence, integrate customers' perceived dimensions and evaluation of service quality into the design of e-business associated IS, ensure their effectiveness. Identification and evaluation of the economic and technological impacts of user/customer experience can only be done by the means of scientific models. Among other approaches, operational research (OR) tools have been extensively used in traditional economy settings, thus applying OR tools and approaches at the service of IS design and e-business management, seems to be extremely appealing.

With this special issue on User Experience in e-Business Environments research, the *Journal of Information Systems and e-Business Management* aims to publish original and novel papers actively committed to e-business research in the information systems domain.

Topics

Following that, the objective of this special issue is to present recent and considerable advances that will cover many aspects within the spectrum of modelling, examining and evaluating user/customer experience in e-business environments.

Contributing papers may deal with any combination of the following (but not limited to) issues and areas:

- Perceived quality and customer expectations

- Measuring dimensions of customer's perceived service quality
- Optimization approaches for user experience and user satisfaction
- Evaluating user experience
- Conceptual models and frameworks for IS and Web sites design developed and evaluated under customer expectation field
- HCI and user/customer experience
- OR approaches and measurement models of perceived quality
- Optimization models of significant indices to evaluate quality dimensions
- OR tools used (or proposed) in the fields of e-business management (e.g., supporting personalization, e-auctions, price negotiations, etc.)
- Case studies in the field of evaluating the quality dimensions of e-business environments

We look to welcoming you at the *BALCOR 2011 Conference in Thessaloniki, Greece* (<http://balcor.uom.gr>, Selected papers presented in the 1st International Symposium and 10th Balkan Conference on Operational Research (BALCOR 2011) will be considered (in extended form) as potential full-paper publications in this special issue subject to peer reviews.

About the Journal

Information Systems and e-Business Management (ISeB) is an international journal that focuses on the core tasks of Information Systems Management, the conceptual analysis, design, and deployment of information systems, as well as on all e-business related topics. The central aim of the journal is to publish original, well-written, self-contained contributions that elucidate novel research and innovation in information systems management and e-business which advance the field fundamentally and significantly.

Information Systems and e-Business Management (ISeB) has been accepted for Social Sciences Citation Index, Journal Citation Reports / Social Sciences Edition and Current Contents / Social and Behavioral Sciences. Impact Factor 0,667 (2010), Journal Citation Reports (JCR).

Submission Details

Articles submitted to the journal should be original contributions and should not be under consideration for any other publication at the same time. Authors submitting articles for publication should follow the submission guidelines of ISeB for preparing the manuscripts. Submissions should be sent to the guest editors of this Special Issue via the journal's editorial manager system:

<http://www.editorialmanager.com/iseb/>

Electronic submissions are preferred and they should be either in PDF or Word format. For further details about submission guidelines, please refer to the following address:

<http://www.springer.com/10257>

Important Dates

Submission deadline for the special issue: 31.12.2011

Notification of first round review: 19.3.2012

Notification of final acceptance: 15.11.2012

Guest Editors

Dr. Christos K. Georgiadis
Assistant Professor

University of Macedonia,
Dept. of Applied Informatics,
Thessaloniki,
Greece (Hellas)

emails: geor (at) uom.gr
 gxri (at) acm.org

Dr. Patrick Y.K. Chau
Professor

The University of Hong Kong
Faculty of Business and Economics
School of Business,
Hong Kong

email: pchau (at) business.hku.hk

References

E. Stiakakis, C.K. Georgiadis, (2009) "E-service quality: comparing the perceptions of providers and customers", *Managing Service Quality*, Vol. 19 Iss: 4, pp.410 - 430

G. I. Doukidis, K. Pramataris, G. Lekakos, (2008) "OR and the management of electronic services", *European Journal of Operational Research*, Volume 187, Issue 3, pp. 1296-1309.