

EJISE Editorial for Volume 20 Issue 1 2017

On behalf of the EJISE Editorial Board, it is my pleasure to present Volume 20(1) of 2017. With the twentieth volume of EJISE at hand we consider this a milestone in our proud fourteen-year tradition of contribution to the international body of Information Systems knowledge and practice. I would like also to welcome two new Associate Editors to the board, Professor Mohini Singh and Professor Minna Isomursu. With the latest additions to the EJISE board we now have a more rounded range of expertise across various IS research areas. Prof Singh has a wealth of expertise in the fields of Information Technology and Innovation Management, which includes research on technology evaluation in the areas of mobile technology, e-government and e-learning. Prof Isomursu brings to our board expertise on co-design and human-centred development.

Over the past year, the board and the EJISE publisher have engaged in deep reflection and debate on a number of issues. As a result there are two important changes that are now reflected.

The first of these concerns the ambit of research that we would consider as being aligned to the scope of EJISE. For some time, we have published papers which were on the periphery of what may be considered the sphere of IS evaluation research. This is due in part to the radical transformation of technology in the post-2000 era, in which the boundaries of what were traditionally considered evaluation problems have become somewhat blurred. As a result the EJISE scope statement has been tweaked, and we will therefore consider submissions of *quantitative, qualitative and experience-based papers from academic research and industry practitioners that consider both the theory and practice of all aspects of IS management and IS evaluation* (please refer to <http://www.ejise.com/call.html> for further details).

The second concerns the introduction of a new category of paper. In this issue we are therefore pleased to present the first EJISE **Industry opinion and commentary paper**. Henceforth, EJISE will maintain an open invitation to Industry practitioners to submit opinion and commentary papers. The objective of this new category of non-academic short papers is to stimulate discussion and debate on topical Information Systems issues from an industry perspective, thereby feeding into the academic research cycle. It is a pleasure to inaugurate this section of the journal with a paper from Guido Giunti, MD of *Salumedia Tecnologias* in Spain, with a viewpoint on the challenges on integrating HCI and IS perspectives into Healthcare (Giunti, 2017). We welcome further submissions from Industry practitioners for forthcoming issues.

In the current issue the first of the peer-reviewed articles is led by Wong Meng Seng, Hideki Nishimoto, Yasuyuki Nishigaki and Stephen Jackson (Seng et al, 2017). Their paper hones in e-government in Japan and provides an innovative approach to e-Government evaluation. Using Service Quality measurement as the foundation, Seng et al (2017) argue that both the citizen *and* government service provider should be involved in the evaluation process. They (ibid.) develop a Satisfaction Matrix which, they argue, is a tool that provides both evaluation data as well as serving as a strategic decision making aid for the allocation of resources.

The next paper also has an e-Government focus, but from a mobile application perspective. Nasser Almuraqab and Sajjad Jasimuddin investigate end users' acceptance of mobile government services. In extending the technology acceptance model, these authors propose a conceptual framework for m-government services, using the United Arab Emirates as context (Saif Almuraqab and Jasimuddin, 2017). Eight key factors are identified which, the authors posit, influence the successful implementation of smart government services from a mobile government perspective.

Given the large volumes of data that are now availed as a result of the increased flows of data from a plethora of online applications, organisations are hard pressed to take advantage of the bounty of data that they have at their disposal. The importance of business intelligence systems is therefore more critical than ever to all sizes of organisations, and is thus the focus of the third paper of this issue. Mudzana and Maharaj (2017), investigate the evaluation of Business Intelligence Systems. They propose a Business Intelligence Success model, using the well-known IS Success model as a point of departure. The study, which was conducted in South Africa, further argues that multi-levels of user inputs are required for a more holistic evaluation of Business Intelligence Systems (ibid.).

The final paper of this issue, by Christina Steiner, Alexander Nussbaumer, Karen Neville and Dietrich Albert investigates the design of Emergency Management Information Systems (EMIS). The paper presents a psychological framework which is aligned to the stages of decision making at various levels during emergency management. The authors argue that the “framework complements existing outcome-oriented theories modelling and predicting human decision making, which are traditionally incorporated in the data model and decision context of decision support systems” (Stenier et al., 2017). The paper thus offers insight into requirements specification for the development of EMIS as well as parameters which lend themselves to system evaluation.

Finally, I would like to acknowledge the role of the editorial board of EJISE as well as the peer-reviewers who have all made invaluable contributions to the publication of this issue.

Shaun Pather

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