

EJISE Editorial for Volume 20 Issue 2 2017

On behalf of the EJISE Editorial Board, it is a pleasure to present Volume 20(2) of 2017. This issue closes off the twentieth volume of EJISE, marking a milestone of a period of fourteen years of contribution to the international body of Information Systems knowledge and practice.

The first of the peer-reviewed articles in this issue investigates the integration of Health Information Systems (HIS) in Namibia. The role of Information Systems (IS) in advancing health care delivery is well documented in the literature. However in practice, as argued by Dlodlo and Hamunyela (2017), the public health sector still has some way to go in terms of effectively integrating IS into complex health ecosystems. The research which was undertaken assessed the level of integration of IS in the Namibian health sector. Twelve areas which contribute to the lack of integration are identified. These findings provide a basis of diagnosing the lack of HIS effectiveness, and provide a basis to rectify the lack of integration identified in the Namibian health system. The findings are also important to inform the planning of HIS in other geographical areas, given the importance of improving outcomes from public health systems, as implied in Goal 3 of the United Nation's Sustainable Development Goals.

In the next paper Bi (2017) addresses a gap in the literature in respect of Small-to-medium enterprises (SMEs), which comprise a major component of the Australian economy. The research evaluates the relationships between e-supply chain coordination and SME performance in this sector, and assess how the business value of IT is co-created within inter-organizational networks. By using the technology-organization-environment (TOE) framework and the resource-based view (RBV) of the firms, a research model is developed and tested to explore the antecedents of e-supply chain coordination capability and its effects on SME performance. The paper provides advances in our understanding of how SMEs utilize internal and external resources to build e-supply chain competencies.

In the IS Evaluation literature, two quality variables have consistently been researched over several decades, viz. system quality and information quality. Since the late 1990s, the emergence of service quality has also been integrated into evaluation regimes. In their paper, Michel and Cocula (2017) develop and validate a model of IS satisfaction by incorporating the latter three quality variables. The model is tested in the French banking sector, given its high level of information intensity. The model reveals a significant link between service quality and information quality, showing that in the banking domain service quality determines information quality. The authors argue that this link has not been evidenced in the literature and it thus makes a unique contribution to the IS evaluation body of knowledge. Evidence is also provided that system quality determines information quality; and that the satisfaction of users is explained by the level of information quality.

The next paper of this issue focuses on e-commerce in the developing country context of Jordan. This is an important context for e-commerce research given its potential to boost economic growth in emerging markets. The paper investigates the concept of customer awareness. It is argued that Jordan has good e-commerce infrastructure and relatively sound indicators of e-readiness, and therefore the level of customer awareness of e-commerce is a critical factor for e-commerce success as a pre-condition to e-commerce adoption (Yaseen et al., 2017). Awareness in the e-commerce domain, according to Yaseen et al. is more than a single process of buying products or services online, but rather four interconnected processes. The e-commerce awareness model which is posited indicates that awareness is a factor of four distinctive levels viz. awareness of products and services, payment, delivery and brand.

Audrezet and Parguel's paper extends the customer-focused e-commerce research theme in this issue (Audrezet and Parguel, 2017). The authors argue that the diffusion of Internet technology has increased the ease at which customer evaluations are undertaken. Given the premium placed by companies on the value of customer satisfaction as an indicator of performance, the research examines how customer satisfaction measurement tools can be redesigned to ensure that the information collected through surveys are more relevant to the business. The paper, drawing from psychology literature, proposes the concept of "response fluency" to qualify the ease with which a question is processed. The research findings indicate that response

fluency mediates the influence of measurement tool design on response certainty – thereby ensuring that respondents are more likely to be certain of the level of satisfaction expressed in a response.

The final peer-reviewed research article in this issue presents an analysis of the extant literature with regards to Social Networking over a six-year period (2009 to 2014). The paper provides clarification of the concept of Social Networking and examines how research in this field is structured. The findings provide a mapping of Social Networking research. In so doing, the 22 thematic areas of extant research, which are derived from qualitative analysis, offer a reliable, constructed, practical, and useful resource, for future research (Mallouli et al., 2017).

Finally, the last paper in this issue is the outcome of a student competition which was launched by EJISE, with the support of our publisher, earlier this year. The objective of the competition, which was open to research students at African Universities, was to extend the reach of EJISE to the next generation of academics. We are of the view that a student competition of this nature provides academic publishing exposure to young researchers, who are potential academics and ICT practitioners. The nature of the competition was that anyone who was registered for a research degree with any University on the African continent could enter by writing a short paper entitled *An assessment of the impact of ICT on higher education in Africa by the year 2020*. We are delighted to announce that the competition this year was won by Samar Abdelmageed from the Department of Business Administration, Ain Shams University, Egypt.

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

EJISE, Editor in Chief

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