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Engagement on Facebook -- Exploring the Effects of Value Added Services on Perceived Value of Mobile Payment in the UK -- Users Behavioral Strategies toward Mobile App Problems: Fight or Flight -- Examining the influence of Mobile Store features on User e-satisfaction: Extending UTAUT2 with Personalization, Responsiveness, and Perceived Security and Privacy -- Towards assessing online customer reviews from the product designer's viewpoint -- Comparing Human Computation, Machine-based, and Hybrid Methods for Detecting Hotel Review Spam -- Why consumers do not provide online reviews -- Big Data Analytics -- Big Data Readiness Index Africa in the Age of Analytics -- Investigating factors that influence the adoption of BI systems by end-users in the mining industry in Southern Africa -- Big Data Value Chain: Making Sense of the Challenges -- A Spatio-Temporal Data Imputation Model for Supporting Analytics at the Edge -- The role of big data and data analytics in addressing societal challenges: A systematic mapping study -- Organizational Culture Challenges of Adopting Big Data: A Systematic Literature Review -- Exploring the Relationship Between Data Science and Circular Economy: an Enhanced CRISP-DM Process Model -- The Praxis of HR Analytics -- Open Science and Open Data -- Decision Tree Analysis for Estimating the Costs and Benefits of Disclosing Data -- Predicting Parking Demand with Open Data -- Towards an Ontology for Public Procurement based on the Open Contracting Data Standard -- Designing Laboratory Forensics -- Artificial Intelligence and Internet of Things -- The State of Artificial Intelligence Research in the Context of National Security: Bibliometric Analysis and Research Agenda -- Artificial Intelligence Adoption in Public Organizations: The Status Quo and Challenges of Norwegian Municipalities -- Internet of Things Business Models: The RAWFIE Case -- Smart Cities and Smart Homes -- The Internet of Things as Smart City Enabler: The Cases of Palo Alto, Nice and Stockholm -- Smart Home Technology Acceptance: An empirical Investigation -- Designing at the Intersection of Gamification and Persuasive Technology to Incentivize Energy-Saving -- D2C-SM: Designing a Distributed-to-Centralized Software Management Architecture for Smart Cities -- Social Media and Analytics -- Use of social media by B2B companies: A systematic literature review and suggestions for future research -- Social Media Reporting and Firm Value -- Social media information literacy - what does it mean and how can we measure it -- How did you feel while tweeting? Tweet-related emotion on recovery from work -- Winning of Hearts and Minds: Integrating Sentiment Analytics into the Analysis of Contradictions -- Analyzing Customer Engagement using Twitter Analytics: A case of Uber Taxi Services -- Aggressive Social Media PostDetection System containing Symbolic Images -- Digital Payment Adoption in India: Insights from Twitter Analytics -- Digital Governance -- Adoption of Transactional Service in Electronic Government A case of Pak-Identity Service -- Governments Perspective on Engaging Citizens in the Co-Creation of E-Government Services: A Meta-Synthesis of Qualitative Case Studies -- Considering Blockchain Technology for Enabling Transparent and Traceable Government Collaboration in Public Project Processes of Developing Economies -- Aspects of Personal Data Protection: State and Citizen Perspective - Case Study of Georgia -- Prioritizing Digital Identity Goals { The case study of Aadhaar in India -- Digital divide and social inclusion -- Digital inequalities in the digitalization era: a review of contributing factors and measures for crossing the divide -- A review of the state-of-the-art of assistive technology for people with ASD in the workplace and in everyday life -- Understanding the value of using smartphones for older adults in

China: a value-focused thinking approach -- Adoption and Use of Tablet Devices by Older Adults: A Quantitative Study -- Reciprocity and Social Exchange in the Sharing Economy -- Learning and Education -- Technology-Enhanced Organizational Learning: A Systematic Literature Review -- E-assessment in programming courses: Towards a digital ecosystem supporting diverse needs -- Reflection on how to write the learning outcomes for an online programming course for teachers -- Autonomous and collaborative e-learning in English for Specific Purposes -- User Experience Evaluation in eModeration: the case of Higher Education Institutions in Developing Countries -- Computational linguistics and its implementation in e-Learning platforms -- ICT-based challenges of repurposing a single-campus course to multi-campus settings: a pragmatic case study -- From theory to practice: Teaching Assistants role in Multi-campus courses -- Security in Digital Environments -- Role of Human Factors andCyber Security: Demographic Analysis -- Identifying security risks of digital transformation - an engineering perspective -- Modelling and Managing the Digital Enterprise -- Creating Business Value from Cloud-based ERP Systems in Small and Medium-Sized Enterprises -- Critical success factors for dynamic enterprise risk management in responsive organisations: a factor analysis approach -- Structural Requirements for Digital Transformation Insights from German Enterprises -- Chief Digital Officers as Protagonists in Digital Transformation -- A Role-based Maturity Model for Digital Relevance -- Digital Innovation and Business Transformation -- Prioritising knowledge transfer conditions for innovation ecosystems: a mixed-method approach -- Design Thinking for Digital Disruption -- A Taxonomy for Personal Processes: Results from A Semi-Structured Interview -- Online Communities -- Learning to Lead Online Collaborations: Insights from Student-based Global Virtual Teams between UK and Norway -- Fighting crime: Harnessing the power of virtual social communities.

Sommario/riassunto	This book constitutes the proceedings of the 18th IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, I3E 2019, held in Trondheim, Norway, in September 2019. The total of 61 full and 4 short papers presented in this volume were carefully reviewed and selected from 138 submissions. The papers were organized in topical sections named: e-business; big data analytics, open science and open data; artificial intelligence and internet of things; smart cities and smart homes, social media and analytics; digital governance; digital divide and social inclusion; learning and education; security in digital environments; modelling and managing the digital enterprise; digital innovation and business transformation; and online communities. .