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Titolo	The Role of Digital Technologies in Shaping the Post-Pandemic World : 21st IFIP WG 6.11 Conference on e-Business, e-Services and e-Society, I3E 2022, Newcastle upon Tyne, UK, September 13–14, 2022, Proceedings / / edited by Savvas Papagiannidis, Eleftherios Alamanos, Suraksha Gupta, Yogesh K. Dwivedi, Matti Mäntymäki, Ilias O. Pappas
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Nota di contenuto	Artificial intelligence -- Artificial Intelligence adoption for FinTech industries- An exploratory study about the disruptions, antecedents and consequences -- The Role of Organizational Culture on Artificial Intelligence Capabilities and Organizational Performance -- Artificial

intelligence ambidexterity, adaptive transformation capability, and their impact on performance under tumultuous times -- AI Technologies for Delivering Government Services to Citizens: Benefits and Challenges -- From responsible AI governance to competitive performance: The mediating role of knowledge management capabilities -- The "Other" agent: Interaction with AI and its implications on social presence perceptions of online customer experience -- Deriving Design Principles For AI-Adaptive Learning Systems: Findings from Interviews with experts -- The Impact of Functional and Psychological Barriers on Algorithm Aversion- An IRT Perspective -- Data and Analytics -- Opportunities and Threats of Learning Analytics in Higher Education: The Students' Perspective -- Methods and Tools for Social Media Analytics to Support Citizen Relationship Management: A Dataset Analysis of Tweets from Germany and South Africa -- The Impact of Machine Learning-Based Techniques on the Scouting and Screening Processes of Early-Stage Venture Capital Firms -- Extended SESIM: A tool to support generation of Synthetic Datasets for Human Activity Recognition -- Careers and ICT -- Virtual Internships as Employer-led Initiatives: Success Criteria and Reflections on the Diversification of Internships -- Teachers' preparedness for integrating Programming and Computational thinking in Art and Crafts -- Factors Influencing Women's Career Choice in South Africa -- Digital Innovation and Transformation -- Digital transformation in the public sector: Investigating success factors in IRIDA system -- The Role of Digital Transformation in Fostering Transparency: An e-Court System Case Study -- How can hackathons facilitate employee-driven digital innovation in public organizations? -- Agility as a Driver of Digital Transformation - a Literature Review -- Clustering design science research based on the nature of the designed artifact. -- Information Systems Strategy: A Multiple Criteria Decision Analysis perspective for business performance in SMEs -- Electronic Services -- The role of quality, trust, and empowerment in explaining satisfaction and use of chatbots in e-government -- The Experiential View of Regressive Discontinuance -- Acceptance of Common Service Centers versus Self-Service e-Government Portal: An Uncertainty Reduction Perspective -- Factors affecting adoption of eWOM communications: A synthesis of research using meta-analysis -- The Use of Structuration Theory in Empirical Information Systems Research- A Systematic Literature Review -- Health and Wellbeing -- Affordances of sleep-tracking: insights from smart ring users -- Understanding the Patients' Usage of Contactless Healthcare Services: Evidence from the post-COVID-19 Era -- Motivations and Challenges Related to the Use of Fitness Self-Tracking Technology -- Pandemic -- Who's the bigger Brand after COVID-19 pandemic? An assessment of Fan engagement during Euro 2020 -- Online Shopping Behaviour in South Africa during the COVID-19 Pandemic -- Technology legitimization and user resistance: the NHS COVID-19 app -- The impact of improvisational and dynamic capabilities on business model innovation during COVID-19: a composite-based approach -- The Ephemeral and Information Systems Research: Conceptualizing Ephemerality in a Post-Pandemic World -- Modelling User Experience, Emotions and Concerns for Predicting Firm Response -the Case of Low-Cost Carriers during Pandemic -- Privacy, Trust and Security -- Toward a GDPR Compliant Blockchain Governance Framework -- Voice Assistants: (Physical) Device Use Perceptions, Acceptance, and Privacy Concerns.

Sommario/riassunto

This book constitutes the refereed proceedings of the 21st IFIP WG 6.11 Conference on e-Business, e-Services, and e-Society, I3E 2022, which took place Newcastle-upon-Tyne, UK, in September 2022. The

37 papers presented in this volume were carefully reviewed and selected from 72 submissions. They were organized in topical sections as follows: Artificial intelligence; Data and Analytics; Careers and ICT; Digital Innovation and Transformation; Electronic Services; Health and Wellbeing; Pandemic; Privacy, Trust and Security.
