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Artificial intelligence and Algorithm: The Role of Algorithm and Task Familiarity in Algorithm Aversion: An Empirical Study -- Investigating Developers' Perception on Success Factors for Research Software Development -- Influence of Personal Cultural Orientations in Artificial Intelligence Adoption in Small and Medium-Sized Enterprises -- Human-AI Collaboration in Public Services: the case of sick leave case handling -- Creating demand for the AI-based subscription of physical goods: a consumer perspective in the food industry -- Exploring the Transformative Impact of Generative AI on Higher Education -- Understanding DevOps critical success factors based on professionals experience: An open-ended survey approach -- Integrating Machine Learning for Predicting Future Automobile Prices: A Practical Solution for Enhanced Decision-Making in the Automotive Industry -- Digital transformation and New technologies: How supervisory board members influence digital strategy: towards a framework for digital strategy governance -- Benchmarking Open Government Data (OGD) curriculum in universities -- Transforming the Internal Audit Function (IAF): An Integrated MICMAC-ISM Approach for Unravelling the Relationship Among Challenges -- E-channel Selection Intention: Role of Users' IT Characteristics and IT Usage -- Blockchain adoption decision-making process in business: an empirical study -- Privacy Perceptions in Digital Games: A Study with IT Undergraduates -- Assessing Factors of User Participation in Social Media During Crisis Events: An Analysis of Practices and Lessons Learned -- Investigating social commerce factors: Motivation, Price value, Habit, Risk and Attitude -- Establishing a Health Data Marketplace: A Framework for Success -- Industry 4.0 and Lean Manufacturing contribute to the development of the PDP and market performance? A Framework -- A Performance-based Assessment Approach for Cloud Service Provider Selection -- Unveiling the Golden Thread: Unmasking the Power ofBlockchain for Sustainable Consumption -- Understanding the Challenges Surrounding Decentralized Applications: An Empirical Study -- Leveraging Enterprise Architecture Artifacts for Digital Transformations: Some Preliminary Findings -- A Preliminary Digital Transformation Framework to support Business Management Processes and Human Factors Impact: Systematic Review and Gap Analysis -- Data Use and Capacities Across the Global South: Implications for Open Data Policies and Practice -- Sustainable technologies and Smart Cities: What's in a brand? Place branding and migration in Smart Cities -- Comparative analysis of anaerobic digester prediction using different neural network architectures- Factors Influencing Merchants' Adoption of Cashless Payment Systems in Sweden -- Optimizing Dental Implant Distribution: A Strategic Approach for Supply Chain Management in the Beauty and Well-being Industry -- The Role of Citizen Engagement on Developing Smart Cities under an Organizing asymmetry Approach -- Devising an Urban Learning Centre for Municipalities in Eastern Partnership Countries -- IoT and Big Data Analytics enabling Public Communication Strategies of Smart Cities in Developing Countries.

This book constitutes the refereed proceedings of the 22nd IFIP WG 6.11 Conference on e-Business, e-Services and e-Society, I3E 2023, held in Curitiba, Brazil, during November 9–11, 2023. The 29 full papers and 2 short papers presented in this volume were carefully reviewed and selected from 68 submissions. The contributions were organized in topical sections as follows: Artificial Intelligence and Algorithm; Digital Transformation and New Technologies; and Sustainable Technologies and Smart Cities.