The concept of e-services has gained increasing use lately. There is, however, no general agreement as to the precise meaning and scope of the term. The articles in this issue provide theoretical understandings as well as empirical evidence of e-services as well as the characteristics of the e-services web sites.

The first article entitled “E-services: Characteristics, Scope and Conceptual Strengths” is written by Ada Scupola, Roskilde University, Anders Henten and Hanne Westh Nicolajsen, Ålborg University. The research purpose of this paper is to contribute to the general understanding and definition of the term e-service. This is done by conducting a literature review of e-services, discussing the e-service concept and its strengths and scope. Furthermore, the paper aims at examining one of the primary conditions for the development of e-services: the codification of knowledge in connection with knowledge intensive services.

The second article, entitled “The Impact of Online Product Presentation on Consumers’ Perceptions: An Experimental Analysis” is written by Carlos Flavián, Raquel Gurrea and Carlos Orús from the University of Zaragoza. This article examines the effects of the visual product presentation on online users’ perceptions. The authors carried out an experiment to analyze the impact of the size, the quality and the movement of the product picture on the perceived usability, satisfaction and purchase intention of users. They also analyzed the moderating role of user experience and product familiarity. The results suggest the importance of visual aspects, emphasizing the quality of the picture as the most salient factor. The study also indicates that users’ satisfaction is influenced to a great extent by these attributes.

The third article, entitled “A User Centered Innovation Approach Identifying Key User Values for the E-newspaper” is written by Carina Ihlström Eriksson and Jesper Svensson, Halmstad University. In this paper, the authors studied the pre-adoption phase of the e-newspaper, i.e. a newspaper published with e-paper technology. The aim of the paper firstly is to identify key values for the e-newspaper, secondly, to examine the intention to adopt a new possible innovation and thirdly, to explore user centered design processes ability to capture user values early in the innovation process. The research identifies seven key user values: mobility, availability, personalization, usability, interactivity, readability and environment. Furthermore, the authors find that surprisingly many would consider exchanging their traditional newspaper with an e-newspaper in the future, indicating that the e-newspaper have a fair
chance of becoming an important innovation. The paper also proposes a four phase model for identifying user values in a pre-adoption phase of an innovation.

Finally this issue includes the review of the book entitled “Patient-Centered E-Health”

Edited by E. Vance Wilson, and published by Information Science Reference, Hershey, PA. The book is reviewed by Richard Burkhard, San Jose State University. The reviewer concludes that this text is an excellent overview of the emerging areas of patient-centered e-health services, and it offers much value to educational programs and practitioner development curricula. For graduate programs in health information management, health technology design, and the sociological aspects of e-health, it should be considered a strong supplement with current studies in the field. Finally, in this book researchers in e-health and e-services can find specific research relevant to their fields as well as useful frameworks for understanding the evolving research horizons in these areas.

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