EDITORIAL PREFACE

Ada Scupola, Roskilde University, Denmark

This issue starts the third year of the International Journal of E-Services and Mobile Applications. The issue includes four different papers addressing different aspects of e-service and mobile applications. The subjects covered include consumer innovativeness and trust, recent trends in governmental e-services as well knowledge modeling for e-government applications and modeling of mobile consumer shopping.

The first article, entitled “The Role of Consumer Innovativeness and Trust for Adopting Internet Phone Services”, and written by Jungkun Park, University of Houston, Te-Lin Chung, Purdue University, USA and Won-Moo Hur, Pukyung National University, South Korea, USA examines the adoption of Internet phone service in Korea in order to develop a better understanding of consumers’ acceptance of the application in this country. The study takes its point of departure in the Unified Theory of Acceptance and Use of Technology model (UTAUT) and adds two new constructs to the model (consumer innovativeness and perceived trust). The results are based on 437 responses collected in Korea, and support the effect of trust on consumers’ intention to use this technology as well as the moderating effect of consumers’ personal innovativeness. The results also denote performance expectancy as a major factor that affects consumers’ trust toward Internet phone services.

The second article, entitled “Proposing a Knowledge Amphora Model for Transition towards Mobile Government written by Tunc D. Medeni, İ. Tolga Medeni, Asim Balci, Turksat, Turkey develops a model of knowledge amphora (@), and link this conceptual model with the e-government gateway that is under development in Turkey as part of a major e-government initiative. Based on Knowledge Science concepts such as ubiquity, ba (physical, virtual, mental place for relationship-building and knowledge-creation), ma (time-space in-between-ness), reflection and refraction, the model of Knowledge Amphora incorporates the interactions @ the Internet and mobile devices that contribute to cross-cultural information transfer and knowledge creation. In addition the authors present recent electronic and mobile government developments in e-Government in Turkey as an application of their philosophical and theoretical model. The article presents a mixture and interlink of theory/philosophy and practical case study as a contribution to the improvement of e-government services and development of new m-government operations, addressing issues such as citizen-orientation,
integration, interoperability, and public transformation.

The third article, entitled “E-Service Research Trends in the Domain of E-Government: A Contemporary Study” authored by M. Sirajul Islam, Örebro University, Sweden and Ada Scupola, Roskilde University, Denmark, conducts a thorough literature review to examine the e-service research trends during the period between 2005 and 2009 mostly in terms of, research methods, theoretical models and frameworks employed as well as the type of research questions. The results show that there has been a good amount of papers focusing on ‘e-Service’ within the field of e-government with a good combination of research methods and theories. In particular the findings show that technology acceptance, evaluation and system architecture are the most common themes, that circa half of the studies surveyed focus on the organizational perspective and that the most employed research methods are case studies and surveys, often with a mix of both types of methodologies.

The last paper, entitled “Intelligent Store Agent for Mobile Shopping” and authored by Ryan Anthony Brown and Suresh Sankaranarayanan, both at University of West Indies, Jamaica proposes the use of an Intelligent Agent for performing the Mobile Shopping on behalf of customers. In this situation, the agents gather information about the products through the use of ‘Store Coordinator Agents’ and then use them for comparing with the user preferences. The agent based system proposed in this paper is composed of two agents, a User Agent and a Store Coordinator Agent. The authors have implemented their model by using JADE-LEAP development kit and discuss the performance results in the paper.

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Ada Scupola is an associate professor at the Department of Communication, Business and Information Technologies, Roskilde University, Denmark. She holds a Ph.D in social sciences from Roskilde University, an MBA from the University of Maryland at College Park, USA and a M.Sc. from the University of Bari, Italy. She is the editor-in-chief of The International Journal of E-Services and Mobile Applications. Her main research interests are user driven innovation, e-services, outsourcing, ICT in supply chain, adoption and diffusion of e-commerce and e-services in SMEs, ICTs in clusters of companies. She is collaborating and has collaborated to several national and international research projects on the above subjects. Her research has been published in several international journals among which Library Management, Technological Forecasting and Social Change, The Journal of Information Science, International Journal of E-Services and Mobile Applications, The Information Society, Journal of Enterprise Information Management, Journal of Electronic Commerce in Organizations, The Journal of Global Information Technology Management, Scandinavian Journal of Information Systems, The Journal of Electronic Commerce in Developing Countries and in numerous book chapters and international conferences.