# Table of Contents

## International Journal of E-Services and Mobile Applications

**Volume 9 • Issue 1 • January-March-2017 • ISSN: 1941-627X • eISSN: 1941-6288**

*An official publication of the Information Resources Management Association*

## Editorial Preface

vi  Morten Falch, Aalborg University Copenhagen, Copenhagen, Denmark

## Research Articles

1  **Transforming Healthcare through Entrepreneurial Innovations: An Institutional View**
   Arto Wallin, VTT Technical Research Centre of Finland, Oulu, Finland

18  **Framework Towards a Virtual Tool for the Front-End of Employee-Driven Innovation in Healthcare**
   Katriina Lahtinen, University of Jyväskylä, Jyväskylä, Finland
   Satu Aaltonen, University of Turku, Turku, Finland
   Marika Järvinen, FinnMedi Oy, Tampere, Finland
   Outi Teittinen, University of Jyväskylä, Jyväskylä, Finland
   Mikko Pirttimäki, University of Jyväskylä, Jyväskylä, Finland

35  **Loyalty Programme and Meta-Services: Insights from the Case of Airline Alliances**
   Pierre-Yves Léo, Aix-Marseille University, Aix-en-Provence, France
   Vikrant Janawade, University of Nice Sophia Antipolis, Nice, France
   Jean Philippe, Aix-Marseille University, Aix-en-Provence, France

57  **Actors in the Emerging Internet of Things Ecosystems**
   Seppo Leminen, Laurea University of Applied Sciences, Espoo, Finland & School of Business, Aalto University, Finland
   Mervi Rajahonka, Aalto University, Helsinki, Finland
   Mika Westerlund, Carleton University, Ottawa, Canada

## COPYRIGHT

The *International Journal of E-Services and Mobile Applications* (IJESMA) (ISSN 1941-627X; eISSN 1941-6288), Copyright © 2017 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of E-Services and Mobile Applications* is indexed or listed in the following: ACM Digital Library; Bacon’s Media Directory; Cabell’s Directories; DBLP; GetCited; Google Scholar; INSPEC; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich’s Periodicals Directory