

EDITORIAL PREFACE

Arthur Tatnall, Information Systems, College of Business, Victoria University, Melbourne, Australia

This is the final issue of Volume 5 (2013) of the *International Journal of Actor-Network Theory and Technological Innovation*. This year the journal has published four issues with a total of fifteen articles from Germany, Italy, Nigeria, Malaysia, Canada, Australia and Indonesia. Submission of articles on either actor-network theory or technological innovation (or both) is encouraged.

The first article in this issue is by Saman Foroutani, Noorminshah A. Iahad and Azizah Abdul Rahman from the Faculty of Computing, Universiti Teknologi Malaysia, Johor Bahru, Malaysia. It is titled: *Future Research on Dimensions of E-Service Quality in Interactive Health Portals: The Relevancy of Actor-Network Theory*. The article points out that the interaction between patients and Interactive Health Portals (IHPs) is one of the hot topics of e-health domains today and Online Health Organisations (OHOs) try to improve the quality of their online services to increase patients' demand. It notes that Malaysian OHOs, however, are far from achieving from this trend due to lack of enthusiasm, trust and loyalty which are seen as the major obstacles for successfully deploying IHPs in developing countries. The authors see a need for IHPs to focus more on user-centric web portals in which patient demands are considered. IHPs are positioned in a very complex network where social and technical actors are equally important, but prior

research on the dimensions of electronic service quality (e-SQ) has focused only on technical issues. This research described in this article is conceptual and its main aim is to demonstrate the ability of integrating Actor-network Theory into current the e-SQ model and dividing dimensions of e-SQ into two categories: human and non-human (social and technical).

The next article is by Imran Muhammad from the School of Business IT and Logistics in RMIT University, Melbourne and Nilmini Wickramasinghe from Epworth Healthcare and RMIT University, Melbourne. Their article, *Enhancing Understanding of Cross-Cultural ERP Implementation Impact with a FVM Perspective Enriched by ANT* suggests use of Actor-Network Theory to enrich study of the analysis of the adoption and deployment of Enterprise Systems and provides a systematic approach for moving forward with a multi-case study to test the proposed framework. ERP Systems, and more especially their successful adoption and implementation, have been the subject of extensive research, evidenced by the large body of literature on this and related topics in the literature, but the effect of cross-cultural issues has been less widely studied, perhaps because of the difficulty and complexity of such cross-cultural studies, but even as in today's global business environment this remains a key issue and critical success factor. The paper explains how challenging cross-cultural ERP

implementation success is for organizations and how important it is to assess a fit and viability of cross-cultural ERP implementations in diverse cultures (which is especially important in economies heavily reliant on off-shoring services). By drawing upon multiple streams of theory building, a framework, from the Fit-Viability Model (FVM) perspective, is developed. The framework provides important and valuable guiding principles for organizations for their decisions on adoption and deployment of Enterprise Systems (ES).

Following, an article by Arthur Tatnall from Victoria University, Melbourne investigates re-analysis of a Technology Acceptance Model (TAM) based study by application of Innovation Translation. The article: *Technological Innovation and the Adoption of ICT in Thai Universities – a TAM Study Re-analysed Using ANT* makes use of Innovation Translation and Actor-Network Theory to re-analyse a study of Internet usage by academics in Business Schools in Public Universities in Thailand. The article begins by examining the various approaches to modelling technology adoption and demonstrating how innovation translation can be useful in this regard. The original research, on which this article is based, was conducted in 2006 and involved data collected in Thailand. It was analysed using a modified version of the TAM model with the support of techniques from Structured Equation Modelling (SEM). It found that only perceived usefulness, perceived ease of use and self-efficacy significantly influenced actual usage behaviour and developed an 'Internet Acceptance Model'. The article makes use of the same data but re-analyses it making use of Actor-Network Theory and Innovation

Translation and in doing so identifies aspects not shown by the original quantitative research.

The final article is a very different contribution by Ingrid Christine Reite from the Faculty of Religious Education, MF School of Theology, Oslo, Norway. Its topic is *Between Blackboxing and Unfolding: Professional Learning Networks of Pastors*. In the article Reite analyses professional learning of pastors as an example of a value-oriented profession that is both a keeper of traditions and an innovator facing the challenges of globalisation and secularisation so illuminating the challenges many professionals have today in handling different modes of learning. The article makes analysis of pastor networks an interesting case study of professional learning in a changing society. Reite presents an ethnographic study of five pastors from the Church of Norway doing their everyday work and asks the question: *What characterise the professional learning networks of pastors between blackboxing and unfolding?* The article brings a socio-material perspective into the value-oriented field of education, using ANT perspectives to argue that professional learning is a process of moving between 'black boxing' and 'unfolding'.

Any reader interested in submitting an article to the journal and needing more information on its possible acceptability should contact the Editor-in-Chief (Arthur.Tatnall@vu.edu.au). We look forward to publication of many more good articles in 2014.

Arthur Tatnall
Editor-in-Chief
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Arthur Tatnall is an Associate Professor in Information Systems in the College of Business at Victoria University in Melbourne, Australia. In his PhD he used actor-network theory to investigate adoption of Visual Basic in the curriculum of an Australian university. Arthur's research interests include technological innovation, history of technology, project management, information systems curriculum, information technology in educational management and electronic business. Much of his research is based on the use of actor-network theory. Arthur is a Fellow of the Australian Computer Society and active in the International Federation for Information Processing (IFIP) as Chair of IFIP WG9.7 – History of Computing, Chair of IFIP WG3.4 – ICT in Professional and Vocational Education and a member of IFIP WG3.7 – Information Technology in Educational Management. He has published widely in journals, books, book chapters and conference proceedings and recently edited the Encyclopaedia of Portal Technology and Applications, and Web Technologies: Concepts, Methodologies, Tools, and Applications for IGI Global. Arthur is also Editor-in-Chief of the International Journal of Actor-Network Theory and Technological Innovation and Editor-in-Chief of the Journal of Education and Information Technologies.