Table of Contents

Journal of Electronic Commerce in Organizations

Volume 14 • Issue 1 • January-March-2016 • ISSN: 1539-2937 • eISSN: 1539-2929 An official publication of the Information Resources Management Association

Special Issue on 2015 IEEE International Conference on Logistics, Informatics and Service Science (LISS 2015)

Guest Editorial Preface

Wincong Tang, Beijing Jiaotong University, Beijing, China Zhihong Tian, Beijing Institute of Graphic Communication, Beijing, China

Research Articles

1 Quality Evaluation of Group-Buy Websites

Zhuoxi Yu, Jilin University of Finance and Economics, Changchun, China Yanqing Wu, Jilin University of Finance and Economics, Changchun, China Zhiwen Zhao, Jilin Normal University, Siping, China

11 E-Government Project Evaluation: A Balanced Scorecard Analysis

Jianrong Yao, Zhejiang University of Finance and Economics, Hangzhou, China Jin Liu, Zhejiang University of Finance and Economics, Hangzhou, China

24 Models of Customer Experience for B2C E-Commerce Enterprises

Yilei Pei, Department of Information Management, Beijing Union University, Beijing, China Wanxin Xue, Department of Information Management, Beijing Union University, Beijing, China Dandan Li, Department of Information Management, Beijing Union University, Beijing, China Yong Su, 95997 Unit of PLA, Beijing, China

34 An E-Commerce Customer Service Robot Based on Intention Recognition Model

Minjing Peng, School of Economics and Management, Wuyi University, Guangdong, China Yanwei Qin, Research Center of E-Commerce Augmented Reality of Guangdong Province, Wuyi University, Guangdong, China Chenxin Tang, School of Economics and Management, Wuyi University, Guangdong, China Xiangming Deng, Research Center of E-Commerce Augmented Reality of Guangdong Province, Wuyi University, Guangdong, China

45 Combining User Contexts and User Opinions for Restaurant Recommendation in Mobile Environment

Qihua Liu, School of Information Technology, Jiangxi University of Finance and Economics, Nanchang, China Xiaohong Gan, School of Information Technology, Jiangxi University of Finance and Economics, Nanchang, China

64 Application of Modified OPTICS Algorithm in E-Commerce Sites Classification and Evaluation

Zhuoxi Yu, School of Management Science and Information Engineering, Jilin University of Finance and Economics, Changchun, China YuJia Jin, School of Management Science and Information Engineering, Jilin University of Finance and Economics, Changchun, China Milan Parmar, Hunan University of Arts and Science, Changde, China Limin Wang, School of Management Science and Information Engineering, Jilin University of Finance and Economics, Changchun, China

COPYRIGHT

The Journal of Electronic Commerce in Organizations (JECO) (ISSN 1539-2937; eISSN 1539-2929), Copyright © 2016 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 Journal of Electronic Commerce in Organizations is indexed or listed in the following: ABI/Inform; ACM Digital Library; Aluminium Industry Abstracts; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabell's Directories; Ceramic Abstracts; Compendex (Elsevier Engineering Index); Computer & Information Systems Abstracts; Corrosion Abstracts; CSA Civil Engineering Abstracts; CSA Illumina; CSA Mechanical & Transportation Engineering Abstracts; DBLP; DEST Register of Refereed Journals; EBSCOhost's Business Source; EBSCOhost's Computer & Applied Sciences Complete; EBSCOhost's Computer Science Index; EBSCOhost's Computer Source; EBSCOhost's Current Abstracts; EBSCOhost's Executive Daily Brief; Electronics & Communications Abstracts; Engineered Materials Abstracts; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; INSPEC; International Bibliography of the Social Sciences; JournalTOCs; KnowledgeBoard; Library & Information Science Abstracts (LISA); Materials Business File - Steels Alerts; MediaFinder; Norvegian Social Science Data Services (NSD); PubList.com; SCOPUS; Solid State & Superconductivity Abstracts; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory