

Guest Editorial Preface

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

Mincong Tang, Beijing Jiaotong University, Beijing, China

Zhihong Tian, Beijing Institute of Graphic Communication, Beijing, China

It is our pleasure to present this special issue of *Journal of Electronic Commerce in Organizations*. In this issue (Volume 14, Issue LISS 2016), we selected 6 papers which have gone through several rounds of review and revision, and represent a cross-section of research in electronic commerce areas that touch upon both technical and managerial issues. This special issue includes 4 articles based on extended abstracts that were presented at *2015 IEEE International Conference on Logistics, Informatics and Service Science (LISS 2015)*, which was jointly hosted by Beijing Jiaotong University, China and Universitat Politècnica de Catalunya BarcelonaTech, Spain in July 26 to 29, 2015 at Barcelona, Spain., and two excellent papers that were chosen after the rigorous review process.

Ever since the first meeting in Beijing (July 2011), *LISS* conferences have been a big scientific event for researchers and practitioners in the areas of IT, logistics and service science. Increasingly more participants from outside China attended the Conference, thus expanding its impact in the scientific world. Since 2012, the organizers of *LISS* decided to publish selected best full papers presented at the Conference as special issues of respected scientific journals. Publication of extended full papers of presentations given at the Conference provides advantages for both authors and reviewers. On the one hand, the authors had the opportunity to considerably improve the quality of their work through previous deep discussions with peers during the Conference. On the other hand, we could use the precious help of our expert colleagues, who followed the presentations, in assessing the quality of selected papers, hence achieving an even worthier evaluation of these contributions.

After receiving the camera-ready papers for *LISS 2015*, we started to select candidates for submissions to a number of respected scientific journals. To provide an equal opportunity to all authors of invited papers from *LISS 2015*, we announced in the conference circulars the inclusion of a special issue on *Journal of Electronic Commerce in Organizations*. From the 27 manuscripts received by the amended date, 12 completed the review process and met the norms and the rigor of publication formalities, among which we decided to pick four extended version of conference papers and other two excellent papers composing this special issue.

The topics covered by papers published in this Special Issue include:

- Group-buy website quality evaluation (Yu *et al.*), E-commerce sites evaluation (Yu *et al.*) and E-government project evaluation (Yao & Liu).
- Customer experience study (Pei *et al.*), Customer service robot (Peng *et al.*) and Context-aware recommendation systems (Liu&Gan).

The six papers examine electronic commerce in different contexts; various approaches with analytical methods, design science methods and the like have been applied in order to reach the findings presented there. Moreover, they demonstrate the practical relevance of academic research in the electronic commerce area.

To sum up, we would like to thank all those who kindly contributed to this Special Issue: authors who submitted their papers, reviewers for their kind help and cooperation. We are also indebted for the assistance provided in the preparation and publication of this issue to Dr. Zhihong Tian, and to the publishing and production team of *Journal of Electronic Commerce in Organizations*. We hope that you will enjoy reading these papers as much as we enjoyed reviewing, compiling and editing this Special Issue.

Mincong Tang
Zhihong Tian
Guest Editors
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