Table of Contents

International Journal of E-Services and Mobile Applications

Volume 8 • Issue 4 • October-December-2016 • ISSN: 1941-627X • eISSN: 1941-6288

An official publication of the Information Resources Management Association

Guest Editorial Preface

v Special Issue on Research in Services and ICT

Jannick Kirk Sørensen, Center for Communication, Media and Information Technologies (CMI), Aalborg University Copenhagen, Copenhagen, Denmark

Research Articles

1 The Potential of Workshops vs Blogs for User Involvement in Service Innovation

Hanne Westh Nicolajsen, IT University Copenhagen, Copenhagen, Denmark Flemming Sørensen, Department of Social Sciences and Business, Roskilde University, Roskilde, Denmark Ada Scupola, Department of Communication, Business and Information Technologies, Roskilde University, Roskilde, Denmark

20 Online Review Site Data in Service Innovation

Tuomo Eloranta, Aalto University, Espoo, Finland

35 Gamification as an Enabler of Mutual Learning in Complex Health Care Systems

Johanna Leväsluoto, VTT Technical Research Centre of Finland Ltd., Espoo, Finland Jouko Heikkilä, VTT Technical Research Centre of Finland Ltd., Espoo, Finland Joona Tuovinen, VTT Technical Research Centre of Finland Ltd., Espoo, Finland Kaupo Viitanen, VTT Technical Research Centre of Finland Ltd., Espoo, Finland

48 ICT-based or ICT-centric? Embodiment and Cognition in a Service Recovery of a Web Service Encounter

Jannick Kirk Sørensen, Center for Communication, Media and Information Technologies (CMI) Aalborg University Copenhagen, Copenhagen, Denmark

COPYRIGHT

The International Journal of E-Services and Mobile Applications (IJESMA) (ISSN 1941-627X; eISSN 1941-6288), 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 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