GUEST EDITORIAL PREFACE

Special Issue from the 13ᵗʰ International Symposium on Knowledge and System Sciences (KSS 2012)

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This special issue of *International Journal of Knowledge and Systems Science* is a follow-up to the 13th International Symposium on Knowledge and Systems Sciences (KSS'2012), which was successfully held at Ishikawa High-Tech Exchange Center, Ishikawa, Japan during November 19-20, 2012. The issue features seven papers those topics centered around the main theme of the KSS'2012 conference. The relevance and contribution of each paper are summarized below.

The first paper entitled "Optimized e-government user support allocation and its influence on citizens' adoption of e-government: An agent based approach" by Chang, Ichikawa and Deguchi addresses a challenging and meaningful research problem of how to allocate limited resources in support to different social groups so as to improve the citizen adoption rate of E-government systems. Particularly, the paper aimed at achieving a Pareto optimal solution of the resources allocation with conflict objectives among different social groups by using agent based approach with multi-objective genetic algorithm.

The second paper entitled "Reducing costs of knowledge transfer in tourism development using historical materials" by Sawada et al. focuses on the utilization of local historical materials for tourism as a means of revitalizing regional economies. The authors have made an attempt to clarify the role of the developed information system and the factors of reducing the costs of knowledge transfer in tourism development using historical materials from the viewpoint of the sticky information.

In the third paper entitled "The user requirement survey and analysis system of knowledge management for laboratories in universities", Wang and Ren make use of an analysis system based on multiple criteria formulation and reference point method in order to extract useful information and knowledge from survey results conducted at East China University of Science and Technology (ECUST), which aims to better understand and analyze the process of knowledge sharing and creation in laboratories of universities. In doing so, most important and critical problems are discovered by the positive and negative evaluations in terms of academic knowledge creation process. Finally, some suggestions are put forward in order to improve the knowledge sharing and creation in labs.

The fourth paper entitled "Streamlining efficient behaviors for knowledge creation in collaboration" by Zhang, Kosaka and Nakamori introduces a service communication process based on a service-centered view to describe how people streamline behaviors for knowledge creation in order to reach a joint goal in collaboration through communications. The authors also present business-to-business collaboration cases to demonstrate the proposed framework.

In the fifth paper entitled "Experience sharing service value co-creation model (ESSVC) and its application to Korean language service", Dong, Shirahada and Kosaka introduce a so-called concept of Experience Sharing Service Value Co-Creation (ESSVC, for short) based on the importance of sharing the customers' experiences for creating a high service value. With this concept, the authors have proposed a new framework for service value creation based on the customers' experiences and demonstrated its effectiveness by using a case study of the Korean language education service in Japan.

The sixth paper entitled "Analyzing the business strategies of mobile phone operators using agent-based simulation" by Kumar and Ryoke focuses on the relationship between the business strategies of the mobile telephone operators and the movement of the customers in the field of mobile telecommunication. The authors propose a model aimed to help the market researchers to estimate the effects of any business strategy based on user mobility. In addition, the simulation result obtained may also provide a guide for the strategy makers to understand the current user sentiment and to predict the reaction of the users before any new service is introduced into the market.

Finally, in the seventh paper titled "Information balance between transmitters and receivers based on the twitter after Great East Japan Earthquake", Moriya and Ryoke aim at finding out supply and demand of information ("Information balance") regarding Great East Japan Earthquake and Fukushima Nuclear Power Plant accident through text mining of tweets between Japanese government and citizens related to the affected area. Based on the analysis result, it is concluded that: 1) There were information imbalance between government and citizens related to the affected area, 2) citizens required not only objective data about radiation but also impact and countermeasure for that, 3) citizens covered that information imbalance by following media twitter accounts providing prefectural and specific information.

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