Table of Contents

International Journal of Information Systems in the Service Sector

Volume 11 • Issue 4 • October-December-2019 • ISSN: 1935-5688 • eISSN: 1935-5696

Research Articles

1 An Innovative Management Perspective for Organizations through a Reputation Intelligence Management Model

Célia Maria Quitério Ramos, ESGHT, CIEO & CEFAGE, University of Algarve, Faro, Portugal Ana Maria Casado-Molina, University of Malaga Málaga, Spain José Ignácio-Peláez, University of Malaga, Málaga, Spain

21 Multilayer Perceptron New Method for Selecting the Architecture Based on the Choice of Different Activation Functions

Hassan Ramchoun, FST, USMBA, Fes, Morocco Mohammed Amine Janati Idrissi, FST, USMBA, Fes, Morocco Youssef Ghanou, EST, UMI, Fes, Morocco Mohamed Ettaouil, FST, USMBA, Fes, Morocco

35 An Empirical Study of Service Quality, Value and Customer Satisfaction for On-Demand Home Services

Brijesh Sivathanu, Symbiosis Centre for Information Technology (SCIT), Symbiosis International University (SIU), Pune, India

58 Understanding an Effect of Technology Between the Relationships of the Five-Factor Model and Sales Performance Technology as a Moderating Tool

Litinthong Kimixay, University of Science and Technology Beijing, Beijing, China Liu Cheng, University of Science and Technology Beijing, Beijing, China Abdul Waheed, Shenzhen University, Shenzhen, China Lidinthong Kathid, Minzu University of China, Beijing, China

79 Management Role in Leading IS-Technological Innovation Offensive Strategy among Universal Banks in Ghana

Asare Y. Obeng, Kumasi Technical University, Kumasi, Ghana

COPYRIGHT

The International Journal of Information Systems in the Service Sector (IJISSS) (ISSN 1935-5688; eISSN 1935-5696), Copyright © 2019 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 Information Systems in the Service Sector is indexed or listed in the following: ACM Digital Library; Bacon's Media Directory; Cabell's Directories; Compendex (Elsevier Engineering Index); CSA Illumina; DBLP; GetCited; Google Scholar; INSPEC; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory; Web of Science; Web of Science Emerging Sources Citation Index (ESCI)