Table of Contents

International Journal of E-Services and Mobile Applications

Volume 13 • Issue 4 • October-December-2021 • ISSN: 1941-627X • eISSN: 1941-6288

Special Issue on Disruptive Technologies Changing Business and Communication Guest Editorial Preface

vi Sanja Seljan, Faculty of Humanities and Social Sciences, Information and Communication Sciences, University of Zagreb, Croatia

Research Articles

- Measuring Customer Satisfaction With the University Front Line Services Using Association Rules Frederick Flores Patacsil, Pangasinan State University, Philippines Kristen Bhing Villanueva Salvio, Pangasinan State University, Philippines
- Web Service Discovery Approaches for Dynamic Mobile Environment: A Systematic Literature Review Salisu Garba, Universiti Teknologi Malaysia, Malaysia Radziah Mohamad, Universiti Teknologi Malaysia, Malaysia Nor Azizah Saadon, Universiti Teknologi Malaysia, Malaysia
- 39 Application of Morphosyntactic Cues in Detection of GOAL Semantic Role Nives Mikelic Preradovic, Faculty of Humanities and Social Sciences, University of Zagreb, Croatia Tomislava Lauc, Faculty of Humanities and Social Sciences, University of Zagreb, Croatia Danijela Unic, VERN' University of Applied Sciences, Croatia
- Fear of Missing Out Among Adolescents: Formulating Big Five Personality Traits to Smartphone Addiction Muhammad Ashraf Fauzi, Faculty of Industrial Management, Universiti Malaysia Pahang, Malaysia & Centre for Software Development and Integrated Computing, Universiti Malaysia Pahang, Malaysia Nur Muneerah Kasim, Faculty of Industrial Management, Universiti Malaysia Pahang, Malaysia Norazha Paiman, Universiti Kebangsaan Malaysia, Malaysia
- 77 Healthcare Information Technology: Fast and Accurate Information Access vs. Cyber-Security Maja Baretić, University Hospital Centre, Zagreb, Croatia & School of Medicine, University of Zagreb, Croatia Nikola Protrka, Ministry of the Interior, Police College, Zagreb, Croatia
- 88 The Impact of Chatbots in Driving Digital Transformation
 Hymet Mydyti, South East European University, North Macedonia
 Arbana Kadriu, South East European University, North Macedonia
- Evaluating and Exploring Successful Disruptive Innovation in the Aviation Industry From the Perspective of Consumers: A Comprehensive Content Analysis of Low-Cost Carrier Passengers' Word of Mouth Gang-Hoon Seo, Hiroshima Shudo University, Japan

COPYRIGHT

The International Journal of E-Services and Mobile Applications (IJESMA) (ISSN 1941-627X; eISSN 1941-6288), Copyright © 2021 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); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; UGC-CARE List (India); Ulrich's Periodicals Directory