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Challenges and Opportunities in the Digital Era

17th IFIP WG 6.11 Conference on
e-Business, e-Services, and e-Society, I3E 2018
Kuwait City, Kuwait, October 30 – November 1, 2018
Proceedings

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Preface

This book presents the proceedings of the 17th International Federation of Information Processing (IFIP) Conference on e-Business, e-Services, and e-Society (I3E), which was held in Kuwait City, Kuwait, from October 30 to November 1, 2018. The annual I3E conference is a core part of Working Group 6.11, which aims to organize and promote exchange of information and co-operation related to all aspects of e-business, e-services, and e-society (the three Es). The I3E conference series is truly interdisciplinary and welcomes contributions from both academics and practitioners alike.

The central theme of the 2018 conference was “Challenges and Opportunities in the Digital Era” and although the framework of the I3E was maintained with the core of papers related to e-business, e-services, and e-society, those that touched upon wider opportunities and challenges in the digital era were welcome. Consequently, the aim of the conference was to bring together a community of scholars for the advancement of knowledge regarding the adoption, use, impact, and potential of social media across e-business, e-services, and e-society along with the business models that are likely to prevail in the digital era.

The conference provided an ideal platform for knowledge advancement and knowledge transfer through fruitful discussions and cross-fertilization of ideas with contributions spanning areas such as e-business, social media and networking, big data and decision-making, adoption and use of technology, ecosystems and smart cities, modeling and artificial intelligence, behaviors and attitudes toward information, and information technology and education. The call for papers solicited submissions in two main categories: full research papers and short research-in-progress papers. Each submission was reviewed by two knowledgeable academics in the field, in a double-blind process. The 2018 conference received 99 submissions from academics worldwide. The final set of 53 full papers submitted to I3E 2018 appear in these proceedings.

The success of the 17th IFIP I3E Conference was a result of the enormous efforts of numerous people and organizations. Firstly, this conference was only made possible by the continued support of WG 6.11 for this conference series and for selecting GUST to host I3E 2018, and for this we are extremely grateful. We are privileged to have received so many good-quality submissions from authors across the globe and the biggest thank you must go to them for choosing I3E 2018 as the outlet for their current research. We are indebted to the Program Committee, who generously gave up their time to provide constructive reviews and facilitate enhancement of the manuscripts submitted. We would like to thank Gulf University for Science and Technology (GUST) and the College of Business Administration for hosting the conference as well as the Kuwait Foundation for the Advancement of Sciences (KFAS), and That Al Salasil Bookstore for supporting the conference. Finally, we extend our sincere gratitude to everyone involved in organizing the conference, to our esteemed keynote speakers, and to Springer LNCS as the publisher of these proceedings, which we hope

will be of use for the continued development of research related to the three Es and social media in particular.

August 2018

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