

# 19<sup>th</sup> IADIS International Conference e-Society 2021

## CONFERENCE PROGRAM

**IMPORTANT NOTICE:** listed times are in GMT+0 (Lisbon Time), you can check your timezone at <https://greenwichmeantime.com/time-zone/gmt-plus-0/> (you can use the provided URL to insert your location and see your time in relation to GMT+0).

### Wednesday 3<sup>rd</sup>, March 2021

#### 09:00-09:15 Session O – Opening Session

OPENING SESSION  
*Prof. Piet Kommers*

#### 09:15-10:15 Session KL – Keynote Presentation

“CO-DESIGNING PRODUCTS AND SERVICES WITH AND FOR FUTURE CONSUMERS”  
*Dr. Anu Seisto, Research Team Leader, VTT, Finland*

#### 10:15-10:30 Break

#### 10:30-12:10 Session FSP 3.1

eHealth // Virtual Reality

*Chair: Beatriz Rey*

**#STAYHOME: MONITORING SOCIAL DISTANCING TRENDS IN AMAZONAS DURING THE COVID-19 PANDEMIC USING GOOGLE MOBILE DATA (F098)**

*Patricia Endo, Gisliany Lillian Alves de Oliveira, Luciana Conceição de Lima, Ivanovitch Silva, Guto Leoni and Theo Lynn*

**A MATCHING SERVICE TO ADAPT CHANGING SITUATIONS (F135)**

*Taka Matsutsuka and Ichiro Iida*

**USE OF CONTACT TRACING APPS TO PROMOTE TOURISM UNDER COVID-19 (S126)**

*Akira Ide*

**BEHAVIORAL MEASURES DURING VIRTUAL REALITY BASED MOTOR REHABILITATION (S167)**

*Beatriz Rey, Alejandro Oliver and Jose M. Monzo*

#### 12:10-14:00 Lunch Break

#### 14:00-15:50 Session FSP 3.2

eGovernment /eGovernance

*Chair: Alexandra Gheondea-Eladi*

**LIGHTWEIGHT IT-GOVERNANCE FOR NGOS: AN UNRESOLVED CHALLENGE (F137)**

*Marie-E. Godefroid, Vincent Borghoff and Ralf Plattfaut*

**USING E-PARTICIPATION FOR MISSION STATEMENT DEVELOPMENT: PROMISES AND CHALLENGES (F035)**

*Jonas Fegert, Carolin Stein, Christian Peukert and Christof Weinhardt*

**CHALLENGES IN IT GOVERNANCE IN SPORTS ORGANISATIONS: AN ACTOR-NETWORK PERSPECTIVE (F141)**

*Vincent Borghoff and Ralf Plattfaut*

**THE CITIZEN JOURNEY MAP TO PROMOTE THE NOTION OF UNIVERSAL DESIGN IN THE DIGITALISATION OF DEMOCRATIC PROCESSES (S123)**

*Magali Dubosson, Randolph Ramseyer, Antoine Widmer, Blaise Larpin and Emmanuel Fragnière*

#### 15:50-16:05 Break

**16:05-17:25 Session SP 3.3**

**Information Management**

**Chair: Emmanuel Fragniere**

**CONCEPTUAL FRAMEWORK ON USE OF GENERATING FUNCTIONS FOR MODELLING THE PAYMENT PROCESS AT CASH REGISTER (S087)**

*Detlef Hartleb, Andreas Ahrens and Jelena Zascerinska*

**SORRY I AM STILL LEARNING – ACTIVE EXPECTATION MANAGEMENT OF CHATBOTS (S056)**

*Martin Haupt and Anna Rozumowski*

**DETERMINING THE SIGNIFICANCE OF EXTREME EVENTS IN TEXAS CONSTRUCTION MARKET THROUGH OUTLIER DETECTION OF TEXAS CONSTRUCTION HIRING DATA (S095)**

*Milad Ashtab and Boong Yeol Ryoo*

**CYBERSTALKING IN INDIA: ‘A LEGISLATIVE DILEMMA’ (S147)**

*Ameema Mifitha, Marc Conrad and Marcia Gibson*

## **Thursday 4<sup>th</sup>, March 2021**

**08:50-10:30 Session FSP 4.1**

**New Media and E-Society**

**Chair: Hans Olav Omland**

**INDIVIDUAL FACTORS FOR NASCENT DIGITAL ENTREPRENEURSHIP- FIRST HYPOTHESES (F140)**

*Jan Vogt and Marie-E. Godefroid*

**THE CHALLENGES OF IMPLEMENTING SOCIAL MEDIA MARKETING IN THE TOURISM INDUSTRY: A SYSTEMATIC REVIEW (F101)**

*Nawal Nasser Al-Haidari, Salah Kabanda and Maryam Meshari Almukhaylid*

**AN APPLICATION TO SUPPORT FIELD TECHNICIANS IN THE MAINTENANCE OF WI-FI HOTSPOTS IN THE TOWNSHIP OF MAKHANDA (S170)**

*Gibson Munene Muriithi, Nomusa Dlodlo and Alfredo Terzoli*

**BRINGING DISCOVERY OF LOW-PROFILE SIGHTSEEING SPOTS FOR INBOUND TOURISTS - ACQUIRING TOURING SERENDIPITY USING A JOINT TOPIC MODEL – (S029)**

*Satona Shirai, Takayasu Yamaguchi, and Hiroshi Uehara*

**10:30-10:45 Break**

**10:45-12:45 Session FP 4.2**

**Technology and Society**

**Chair: Hans Olav Omland**

**“HAVE A NICE DAY:)”: SOCIAL INTERACTIONS WITH CUSTOMER SERVICE CHATBOTS (F039)**

*Stine Ordemann, Marita Skjuve, Asbjørn Følstad and Cato Alexander Bjørkli*

**RELATIONSHIPS BETWEEN MAN AND MACHINE PONDERING UNDERLYING ASSUMPTIONS AND THEIR CONSEQUENCES FOR USERS (F044)**

*Hans Olav Omland*

**ENABLING SEMANTIC INTEROPERABILITY OF PATIENT BILLING FOR DISEASE SURVEILLANCE DATA FOR NAMIBIA THROUGH THE ICD10HEALTH-STANDARDS-BASED APPROACH (F022)**

*Nikodemus Angula, Nomusa Dlodlo, & Progress Qhaphi Mtshali*

**EVALUATION OF ACADEMICS’ READINESS COMPETENCIES AND NEW ROLES IN SWITCHING TO ONLINE EDUCATION MODEL DURING THE PANDEMIC (F064)**

*Mutlu Soykurt, Fahriye Altınay, Gökmen Dağlı and Zehra Altınay*

**12:45-14:00 Lunch Break**

**14:00-16:00 Session FSRP 4.3**

**eLearning // E-Citizenship and Inclusion**

**Chair: Marco Ronchetti**

**STUDENT SATISFACTION WITH DIGITAL HYBRID LEARNING IN EUROPEAN AND ORIENTAL LANGUAGES PROGRAMS: SURVEY STUDY OF REGIONAL UNIVERSITIES OF UKRAINE (F178)**

*Rusudan Makhachashvili and Ivan Semenist*

**STUDENTS’ DECISIONS IN THE LOGISTIC SIMULATOR (F034)**

*Alexandra Gheondea-Eladi, Ernesto Pacheco, Jaime A. Palma-Mendoza, Claudia Garay-Rondero and Ivan Arana-Solares*

**RETURNING TO THE CLASSROOM DURING THE COVID-19 PANDEMIC A PROCESS THAT IMPLIES KNOWLEDGE, RESPONSIBILITY AND COMMITMENT (R065)**

*Ignacio Montenegro*

**DEVELOPING INFORMED CITIZENS: EXPLORING UNIVERSITY STUDENTS’ NEWS CONSUMPTION HABITS, BELIEFS, AND RELATED INFORMATION SKILLS (F184)**

*Vanessa Dennen, Lauren Bagdy and Yujin Park*

**FROM SOCIAL RESPONSIBILITY TO SOCIAL MEDIA RESPONSIBILITY: RECOMMENDATIONS FOR INTEGRATING SOCIAL MEDIA INTO ORGANIZATIONS (R189)**

*Emad Bataineh and Zakaria Maama*

16:00-16:15 – Break

16:15-18:15 Session FP 4.4

Technology and Society // Digital Inclusion

Chair: *Rusudan Makhachashvili*

**LIGHTWEIGHT IT AS A NEW ANALYTICAL LENS FOR DIGITALIZATION OF NGOS (F026)**

*Marie-E. Godefroid*

**A COMPARATIVE SURVEY STUDY ON ICT ACCESS AND USE OF INCOME-POOR AND NON-INCOME-POOR FLEMISH PEOPLE (F031)**

*Sarah Anrijs, Lieven De Marez and Koen Ponnet*

**COMPARISON OF E-INCLUSION PREDICTION MODELS IN BLENDED LEARNING COURSES (F042)**

*Ieva Vitolina and Atis Kapenieks*

**THE GROWTH OF SCIENTIFIC KNOWLEDGE THROUGH THE SOCIAL COMPUTING NETWORKS (F148)**

*Baodong Liu*

**Friday 5<sup>th</sup>, March 2021**

08:05-10:15 Session FSP 5.1

eLearning // Knowledge Management

Chair: *Pierangelo Rosati*

**VIRTUAL LEARNING: THE AFFECTS OF COVID-19 ON RURAL STUDENT AND TEACHER ENGAGEMENT (F071)**

*Chloe Papavasiliou and Samantha Papavasiliou*

**HANDS-ON WORKSHOPS TO WIDEN STUDENTS' VIEW FOR PROGRAMMING (S047)**

*Orie Doeda, Masanao Yamada and Mizue Kayama*

**KNOWLEDGE BASE CREATION BY RELIABILITY OF COORDINATES DETECTED FROM VIDEOS FOR FINGER CHARACTER RECOGNITION (F144)**

*Shinpei Hagimoto, Takuma Nitta, Ari Yanase, Takafumi Nakanishi, Ryotaro Okada and Virach Sornlertlamvanich*

**ORGANIZATION AND AVAILABILITY OF INFORMATION IN THE PUBLIC ACADEMIC SPACE OF HIGHER EDUCATION WEBSITES (F179)**

*Danijela Pongrac and Mihaela Banek Zorica*

**TEXT AND DATA MINING EXCEPTION AND THE BENEFIT FOR THE LIBRARIES (S070)**

*Maria – Daphne Papadopoulou, Krystallenia Kolotourou and Maria Bottis*

10:15-10:30 Break

10:30-11:50 Session FSP 5.2

eHealth

Chair: *Nilmini Wickramasinghe*

**HAPPY AGEING WITH OR WITHOUT TECHNOLOGY? A CASE STUDY (F023)**

*Carla Chiellino and Thomas Keller*

**A PRELIMINARY EXPLORATION OF DEEP LEARNING TO IDENTIFY UNQUALIFIED USERS AND LOW QUALITY NUTRITION ADVICE ON TWITTER (F085)**

*Guto Leoni, Patricia Endo, Pierangelo Rosati and Theo Lynn*

**MANAGING THE KNEE ARTHROPLASTY EPISODE OF CARE THROUGH AN INTEGRATED KNOWLEDGE NETWORK (S055)**

*Nilmini Wickramasinghe, Dominic King, Nicholas Piuze, Judith Welsh and Jonathan Schaffer*

12:00-13:40 Lunch Break

**13:40-16:00 Session FSP 5.3**

**eBusiness / eCommerce**

**Chair: Alexandra Gheondea-Eladi**

**WEBVR VS. PICTURES OF PRODUCTS IN E-COMMERCE: EFFECTS ON TRUST, PERCEIVED EASE OF USE, PERCEIVED USEFULNESS, AND INTENTION TO USE (F088)**

*Roger Seiler and Thomas Keller*

**STIGMA OF COVID-19 ON ECONOMIC ACTIVITIES: A CASE STUDY OF SHEIN IN MEXICO (F067)**

*Sunday Adewale Olaleye, Oluwaseun Alexander Dada, Josue Kuika Watat and Richard O. Agjei*

**COVID-19 AND AIRLINE REFUNDS: AN ANALYSIS OF FLIGHT PASSENGERS' REVIEWS IN NORTH AMERICA (F058)**

*Oluwaseun Alexander Dada, Sunday Adewale Olaleye, Ismaila T. Sanusi and George Obaido*

**HOTELS ADAPTATIVE E-MARKETING MODEL USING LEARNING STYLES AND VIRTUAL REALITY (F109)**

*Luis Alfaro, Claudia Rivera, Jorge Luna-Urquizo, Elisa Castañeda, Jesús Zúñiga-Cueva and Francisco Fialho*

**HUMHUB: TAKING SMALL LOCAL TRADE FAIRS ONLINE – COVID-19 CASE STUDY (S107)**

*Luka Skeledzija*

**16:00-16:15 Break**

**16:15-17:50 Session FSRP 5.4**

**Smart Cities // Internet of Things (IoT)**

**Chair: Roger Seiler**

**IOT SOLUTIONS IN THE FIELD OF THE MODEL RAILROADING INDUSTRY (F052)**

*Marco Ronchetti*

**THE SMART STREET CANVAS: A VISUAL TOOL FOR SMART STREET IDEATION WORKSHOPS (F096)**

*Theo Lynn, Pierangelo Rosati and Grace Fox*

**ORCHESTRATING TOURISM ACTORS' NETWORK VIA THE "N-1 N+1 TOUCHPOINTS" ALGORITHM: A B2B CHATBOT TO IMPROVE CUSTOMER'S JOURNEYS (S132)**

*Randolf Ramseyer, Davide Calvaresi, Benjamin Nanchen, Roland Schegg, Michael Schumacher and Emmanuel Fragnière*

**INTERNET OF THINGS AND PRIVACY (R099)**

*Valentina Amenta, Maria Claudia Buzzi, Marina Buzzi and Antonella Montemurro*

**17:50 Best Paper Awards Ceremony and Closing Session**

*Prof. Piet Kommers*