The 14th IADIS International Conference on Information Systems (IADIS IS 2020), was held virtually due to the COVID-19 pandemic, during 3 – 5 March, 2021.

This conference was organized by the International Association for Development of the Information Society (IADIS).

The conference aimed to provide a meeting for the discussion of IS taking a socio-technological perspective. Its intention was to address the issues related to design, development and use of IS in organisations from a socio-technological perspective, as well as to discuss IS professional practice, research and teaching. The conference broad areas of interest were: IS in Practice, Technology Infrastructures and Organisational Processes; IS Design, Development and Management Issues and Methodologies; IS Professional Issues; IS Research and IS Learning and Teaching.

The IADIS Information Systems Conference 2021 had 142 submissions from more than 27 countries. Each submission was anonymously reviewed by an average of 3 independent reviewers, to ensure the final high standard of the accepted submissions. Out of the papers submitted, 28 got blind referee ratings that published them as full papers, which meant that the acceptance rate was 19%. Some other submissions were published as short and reflection papers.

Extended versions of the best papers were selected to be published in:

- The Journal of Electronic Commerce in Organizations (JECO) (ISSN: 1539-2937)

This edition, besides the papers’ presentations, also included a keynote presentation by Professor Robert M. Davison, Dept of Information Systems, City University of Hong Kong, Hong Kong.

Keynote Presentation:

**REFLECTIONS OF A SENIOR SCHOLAR**

by Professor Robert M. Davison, Dept of Information Systems, City University of Hong Kong, Hong Kong

Once again this event offered an opportunity to all their participants to discuss with success the most significant aspects regarding the context and research within Information Systems. It served as a forum that gathered researchers, practitioners, students and anyone that was working or studying in the field of the Information Systems.


Editors: Miguel Baptista Nunes, Pedro Isaías and Philip Powell
Program Committee Members:

Abdelkrim Meziane, Cerist, Algeria
Amelia Badica, University of Craiova, Romania
Anastasia Constantelou, University of the Aegean, Greece
Andrea Ko, Corvinus University of Budapest, Hungary
Betim Cico, Epoka University, Albania
Brahim Lejdel, El-oued University, Algeria
Bulend Terzioglu, Australian Catholic University, Australia
Christos Kallonioti, University of the Aegean, Greece
Claudia Pons, Universidad Nacional de la Plata, Argentina
Dan Simovici, University of Massachusetts at Boston, USA
Daniel Wilusz, Poznań University of Economics and Business, Polska
Demetrios Sarantis, United Nations University, Portugal
Despoina Polemi, University of Piraeus, Greece
Dimitar Trajanov, Ss Cyril and Methodius University, Macedonia
Dimitrios Buhalis, Bournemouth University, United Kingdom
Dimitris Kardaras, Athens University of Economics and Business, Greece
Eddie Soulier, Université de Technologie de Troyes, France
Edward Berndroeder, Vienna University of Economics and Business, Austria
Efthimios Tambouris, University of Macedonia, Greece
Farshad Badie, Aalborg University, Denmark
François Bergeron, TELUQ, Canada
Hans-Peter Steinbacher, University of Applied Sciences, Austria
Haralambos Mouratidis, University of Brighton, United Kingdom
Hisham Al-mubaid, University of Houston, USA
Hussein Al-yaseen, Al-Ahliyya Amman University, Jordan
Iyad Zoukar, Higher Institute of Applied Sciences and Technology, Syria
Jinjun Chen, Swinburne University of Technology, Australia
Kadan Aljoumaa, HIAST, Syria
Kalinka Kaloyanova, Sofia University, Bulgaria
Kamel Rouibah, Kuwait University, Kuwait
Kamelia Stefanova, University of National and World Economy, Bulgaria
Karsten Boehm, University of Applied Sciences, Austria
Konstantinos Rantos, International Hellenic University, Greece
Leandro Antonelli, Lilia, Universidad Nacional de la Plata, Argentina
Lorna Uden, Staffordshire University, United Kingdom
Luis Enrique Sánchez Crespo, University of Castilla-la Mancha, España
Maryam Radgui, National Institute of Statistics and Applied Econo, Morocco
Mirjana Pejic-bach, University of Zagreb, Croatia
Mohamed Koutheair Khribi, Mada Center, Qatar
Oliver Kayas, Manchester Metropolitan University, United Kingdom
Omar Boussaid, University Lyon2, France
Ouna Souadies, Ecole Mohammadia d Ingénieurs (EMI). Univ. Mohammed, Morocco
Paulo Batista, University of Évora, Portugal
Pierre Dal Zotto, Grenoble Ecole de Management, France
Rob Kusters, Opewn Unversteit Nederland, Netherlands
Sasikumar Punnekkat, Malardalen University, Sweden
Seppo Sirkemaa, University of Turku, Finland
Sokratis Katsikas, Norwegian University of Science and Technology, Norway
Sonja Ristic, University of Novi Sad, Serbia
Spyros Kokolakis, University of the Aegean, Greece
Stavros T. Ponis, National Technical University Athens, Greece
Stefano Berretti, University of Florence, Italy
Tarek Hamrouni, LIPAH, Faculty of Sciences of Tunis, Tunisia
Timothy Arndt, Cleveland State University, USA
Vanessa Liu, Technological and Higher Education Institute of Hong Kong, Hong Kong
Vasileios Vlachos, University of Thessaly, Greece
Vasiliki Vrana, International Hellenic University, Greece
Vinod Kumar, Carleton University, Canada
Vladimir Trajkovik, University Ss Cyril and Methodious, Macedonia
Waleed Alsabhan, KACST King Abdulaziz City for Science and Technolo, Saudi Arabia
Xenia Mamakou, Athens University of Economics and Business, Greece
Zamir Dika, South East European University, Macedonia
Zoltan Szabo, Corvinus University of Budapest, Hungary