



The **17<sup>th</sup> IADIS International Conference on Information Systems (IADIS IS 2024)**, was held in Porto, Portugal, from 9 to 11 March, 2024.

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 2024 had 94 submissions from more than 20 countries. Each submission was anonymously reviewed by an average of 4 independent reviewers, to ensure the final high standard of the accepted submissions. Out of the papers submitted, 14 got blind referee ratings that published them as full papers, which means that the acceptance rate was 15%. 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)



- ❖ the IADIS International Journal on Computer Science and Information Systems (IJCSIS). ISSN 1646-3692.



This edition, besides the papers' presentations, also included a keynote presentation by Professor Ashok Jashapara (Royal Holloway – University of London, School of Business & Management, Egham, United Kingdom).

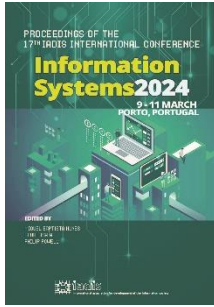


#### **Keynote Presentation:**

#### **DECODING DECISION MAKING: AI SENSEMAKING AND THE AUTHENTICITY DILEMMA IN IS STRATEGY**

by Professor Ashok Jashapara, Royal Holloway – University of London, School of Business & Management, Egham, United Kingdom

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.



The 16<sup>th</sup> IADIS Information Systems conference proceedings was published in hard copy (ISBN: 978-989-8704-56-6) by IADIS Press.

**Editors:** Miguel Baptista Nunes, Pedro Isaías and Philip Powell

## **Program Committee Members:**

### ***Conference Chair***

Professor Philip Powell, University of London, UK

### ***Program Co-Chairs***

Miguel Baptista Nunes, Xi'an Jiaotong-Liverpool University, China

Pedro Isaías, Information Systems & Technology Management School, The University of New South Wales, Australia

### ***Committee Members***

Ali-Reza Montazemi, McMaster University, Canada

Amelia Badica, University of Craiova, Romania

Betim Cico, Epoka University, Tirana, Albania

Binshan Lin, Louisiana State University Shreveport (LSUS), USA

Brian Thoms, California State University, USA

Carlos Medina, Technological University of Panama, Panama

Christos Kalloniatis, University of the Aegean, Greece

David G. Rosado, University of Castilla-la Mancha, Spain

Demetrios Sarantis, United Nations University, Portugal

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

Efthimios Tambouris, University of Macedonia, Greece

Fernando Arias, Technological University of Panama, Panama

Gabriele De Vito, University of Salerno, Italy

Giacomo Vella, Politecnico Di Milano School of Management, Italy

Hans-Peter Steinbacher, University of Applied Sciences, Austria

Hisham Al-Mubaid, University of Houston, USA

Hussein Al-Yaseen, Al-Ahliyya Amman University, Jordan

Ina Kayser, IST-Hochschule, University of Applied Sciences, Germany

Iyad Zoukar, Higher Institute of Applied Sciences and Technology, Syria

James Thong, HKUST Business School, Hong Kong

Jeffrey Parsons, Memorial University of Newfoundland, Canada

Kamel Rouibah, Kuwait University, Kuwait

Karsten Boehm, University of Applied Sciences, Austria

Kevin Grant, University of Stirling, United Kingdom

Khalid EL KHADIRI, Chouaib Doukkali University, Morocco

Leandro Antonelli, Lafia, Universidad Nacional de la Plata, Argentina

Lorna Uden, Staffordshire University, United Kingdom

Luis Mendoza Pittí, Universidad Tecnológica de Panamá, Panama

Luis Enrique Sánchez Crespo, University of Castilla-la Mancha, Spain

Majid Alsubaie, University of Canberra, Saudi Arabia

xii

Marianna Sigala, University of the Aegean, Greece

Maryam Radgui, National Institute of Statistics and Applied Economics, Morocco

Mirjana Pejic-Bach, University of Zagreb, Croatia

Nataliia Kotenko, Department of Software Engineering and Cybersecurity, Ukraine

Paulo Batista, University of Évora, Portugal

Paulus Insap Santosa, Gadjah Mada University, Indonesia

Pierre Dal Zotto, Grenoble Ecole de Management, France

Priyanka Pandey, King's College London, United Kingdom

Raija Halonen, University of Oulu, Finland

Reza Barkhi, Virginia Tech, USA

Riana Steyn, University of Pretoria, South Africa

Richard Adeyemi Ikuesan, Zayed University, United Arab Emirates

Rob Kusters, Open University, Netherlands

Samiaji Sarosa, Atma Jaya Yogyakarta University, Indonesia

Sebastian Lins, Karlsruhe Institute of Technology, Germany

Seppo Sirkemaa, University of Turku, Finland

Sokratis Katsikas, Norwegian University of Science and Technology, Norway

Sonja Ristic, University of Novi Sad, Serbia

Stefan Morcov, KU Leuven, Belgium

Sylvia Melzer, Universität Hamburg, Denmark

Tarek Hamrouni, LIPAH, Faculty of Sciences of Tunis, Tunisia

Tetyana Zhyrova, State University of Trade and Economics, Ukraine

Vanessa Liu, Singapore University of Social Sciences, Singapore

Vasileios Vlachos, University of Thessaly, Greece

Vinod Kumar, Carleton University, Canada

Vladimir Trajkovik, University Ss Cyril and Methodious, Macedonia

Xenia Mamakou, Athens University of Economics and Business, Greece