



ISSN 1943-7544

Ku et al.: Special Issue in Honor of Prof. Ting-Peng Liang's Lifetime Contri

Pacific Asia Journal of the Association for Information Systems

Editorial

doi: 10.17705/1pais.14101

Volume 14, Issue 1 (2022)

Special Issue in Honor of Prof. Ting-Peng Liang's Lifetime Contribution to the Service Innovation Discipline

Yi-Cheng Ku¹, Deng-Neng Chen², Chih-Hung Peng³, Shin-Yuan Hung⁴

¹Fu Jen Catholic University, Taiwan, ycku@mail.fju.edu.tw

²National Pingtung University of Science & Technology, Taiwan, dnchen@mail.npust.edu.tw

³National Chengchi University, Taiwan, chpeng@nccu.edu.tw

⁴National Chung Cheng University, Taiwan, syhung@mis.ccu.edu.tw

Editorial Introduction

The information systems (IS) discipline is saddened to learn about the passing of Prof. Ting-Peng (TP) Liang, who was among the first cohort of Chinese scholars returning to Asia in the early 1990s to create the IS discipline in the region. He led the establishment of PACIS in 1993 and created PAJAIS in 2009. PACIS is now one of the most influential IS conferences and PAJAIS is one of the best IS journals in the Asia-Pacific region. TP was the first AIS Fellows and AIS LEO awardee in Asia and made a tremendous contribution in bringing IS into Chinese-speaking countries and regions and connecting IS scholars in Asia to the world.

This special issue is dedicated to the reminiscences of TP for his significant contributions to the global IS discipline. This PAJAIS special issue solicits research submissions that are related to the Service Innovation discipline, one of TP's key areas of research. Since service-oriented economy is evolving into experience economy, the research topics regarding how to design products, services, information systems, and mobile services to increase users' experience value are becoming more and more important. From a service logic perspective, innovative service design focus on how they change customer thinking, participation, and capabilities to co-create value rather than new features in order to enhance user experience. Hence, this special issue focuses on issues related to service innovation, service quality & user experience (UX).

Citation: Ku, Y. C., Chen, D. N., Peng, C. H., & Hung, S. Y. (2022). Special Issue in Honor of Prof. Ting-Peng Liang's Lifetime Contribution to the Service Innovation Discipline. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 1-4. <https://doi.org/10.17705/1pais.14101>

Copyright © Association for Information Systems.

In this Special Issue

This special issue involves two parts. The first part is for a tribute article. Several reputable scholars have written a tribute article for TP. The second part is for research articles. We have selected four high-quality articles for publishing in this special issue. We summarize five articles below.

Seventeen TP's coauthors have offered their heartfelt contributions to this article because each of them can recall different aspects of TP's life and contributions, including TP's birth and Family, Ph.D. study in the IS field, TP as a professor in Taiwan, TP and Pacific Asia conference on Information Systems (PACIS), TP and Association for Information Systems (AIS), TP in IS research, TP for young scholars, TP Liang PACIS Young Scholar Award, lessons from TP's life.

Ho & Hsu (2022) Article: Paving the Way for Digital Transformation: Investigate Customer Experiences of Using Mobile Apps

The objective of this paper is to investigate the customer experiences of using mobile apps in convenience stores. The authors proposed a mobile apps quality model as the theoretical basis to explain the findings. This paper collected 40,521 online reviews of two leading convenience stores in Taiwan and analyzed with text analysis and qualitative analysis. The authors identified the critical quality attributes of mobile apps in the convenience stores. The authors demonstrated that software quality, information quality, and service quality are critical elements in affecting customer experiences in using mobile apps. Although different mobile apps may have different priorities of quality attributes that are needed to be improved, these improvements of mobile apps help to enhance customer experience and accelerate digital transformation of convenience stores.

Assemia et al. (2022) Article: Who Gets the Job? Synthesis of Literature Findings on Provider Success in Crowdsourcing Marketplaces

The authors review the literature of crowdsourcing marketplaces with the aim of developing a comprehensive list of factors that influence customers' choice decisions and providers' success. They have found 31 conceptually distinct profile information components/factors that determine customers' choices and providers' business outcomes on crowdsourcing marketplaces. They have classified these 31 factors into five major categories: 1) prior relationship between a customer and a provider or a customer's invitation, 2) providers' bidding behavior, 3) crowdsourcing marketplace or auction characteristics, 4) providers' profile information, and 5) customer characteristics. The main factors in each category, associated considerations, related literature gaps and avenues for future research are discussed in detail.

Cui et al. (2022) Article: Do Enterprise Systems Necessarily Lead to Innovation? Identifying the Missing Links with A Moderated Mediation Model

This study purposes to address the effects of enterprise systems (ES) on firm innovation by adopting resource-based theory and capability building theory to focus on ES-enabled competence. ES-enabled competence was proposed to mediate the effect of ES integration on innovation performance. The authors further proposed that continuous improvement moderates (1) the relationship between ES integration and ES-enabled competence, and (2) the relationship between ES-enabled competence and innovation performance. A survey method was conducted to explore the relationship between enterprise systems (ES) and innovation. The authors confirmed the roles of enterprise systems as a resource and a capability and the effects of these roles on innovation—including the operational outcome, new product development performance, and the strategic one, innovation uniqueness. The authors also demonstrated that continuous improvement moderates the mediation paths,

namely “ES integration – ES-enabled competence – innovation performance”. This study contributes to the ES and innovation research by uncovering the micro-foundation underlying ES-enabled innovation from a capability-based framework and elaborating the moderating role of continuous improvement in enhancing innovation.

Shang & Chiu (2022) Article: Leveraging smart technology for user experience personalization – A comparative case study of innovative payment systems

This study seeks to understand how the attributes of smart technology (SMT) can be leveraged to enable personalized services and optimize unique user experiences to attract and retain customers. The authors constructed a SMT personalization model to analyze how the SMT attributes of smart functionality and smart content enable personalization in different ways and create unique customer experiences throughout the user journey. Based on the comparative analysis of the two payment cases, the functionality and content attributes of smart chips and omni-channel platforms were explored, and the tailored advisory and responsive support for customers both offline and online were validated. The life-enriching service innovations provide valuable insights for leveraging SMT for personalization. It is hoped that the SMT personalization model can be extended to other types of SMT applications and can be used as a framework for designing innovative services.

Acknowledgement

The guest editors highly appreciated the help from the EIC Prof. James J Jiang and the Managing Editor Dr. Jacob Tsai. The guest editors also thank the reviewers and associate editors who were related to this special issue.

References

- Assemi, B., Jafarzadeh, H., Abedin, E., Rabhi, F., & Mathies, C. (2022). Who Gets the Job? Synthesis of Literature Findings on Provider Success in Crowdsourcing Marketplaces. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 49-82.
- Cui, X., Zhou, Q., Lowry, P. B., & Wang, Y. (2022). Do Enterprise Systems Necessarily Lead to Innovation? Identifying the Missing Links with A Moderated Mediation Model. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 18-48.
- Ho, S. C., and Hsu, Y. P. (2022). Paving the Way for Digital Transformation: Investigate Customer Experiences of Using Mobile Apps. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 83-104.
- Lee, J. K., Jiang, J., Chau, P., Fitzgerald, B., Kankanhalli, A., Nelson, M., Huang, W., Wei, K. K., Sia, C. L., Vogel, D., Myers, M. D., Gable, G. G., Shen, K. N., Wei, C. -P., Hung, S. -Y., Siau, K. L., and Liang, D. (2022). Journey with Ting-Peng Liang in Pacific Asia Information Systems Field. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 5-17.
- Shang, S. C., and Chiu, S. L. (2022). Leveraging Smart Technology for User Experience Personalization – A Comparative Case Study of Innovative Payment Systems. *Pacific Asia Journal of the Association for Information Systems*, 14(1), 105-125.

Copyright © 2022 by the Association for Information Systems. Permission to make digital or hard copies of all or part of this work for personal or classroom use is granted without fee provided that copies are not made or distributed for profit or commercial advantage and that copies bear this notice and full citation on the first page. Copyright for components of this work owned by others than the Association for Information Systems must be honored. Abstracting with credit is permitted. To copy otherwise, to republish, to post on servers, or to redistribute to lists requires prior specific permission and/or fee. Request permission to publish from: AIS Administrative Office, P.O. Box 2712 Atlanta, GA, 30301-2712 Attn: Reprints, or via email from publications@aisnet.org.