

e-Service Journal

A Journal of Electronic Services, Platforms, Markets, and Applications

Volume 14

Number 1

Fall 2022

Indiana University Press

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e-Service Journal (ISSN 1528-8226/e-ISSN 1528-8234) is published three times a year by Indiana University Press, Office of Scholarly Publishing, Herman B Wells Library 350, 1320 E. 10th St., Bloomington, IN 47405-3907. Periodicals postage paid at Bloomington, IN, 47405-3907 and at additional mailing offices. POSTMASTER: Send address change to: Journals and Electronic Publishing, Indiana University Press, Office of Scholarly Publishing, Herman B Wells Library 350, 1320 E. 10th St., Bloomington, IN, 47405-3907. The views expressed in this publication are solely those of the authors.

Subscription rates for institutions are: print, \$143.75; electronic \$130.00; P&E \$180.00. Rates for individuals are: print, \$50.00; electronic \$45.00; P&E \$55.00. Print subscribers outside the USA, add \$15.50 for surface post or \$27.00 for air mail post.

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The e-Service Journal is a refereed international journal, that serves as an important forum for pioneering research on the foundations, design, development, delivery, management, evaluation, and impact of electronic services in any form or application.

Scope of the Journal

Electronic services, through information systems (IS) and information technologies (IT), are transforming businesses, economics, and societies. Modern electronic services consist of wide-ranging digital information infrastructures or services that leverage the Internet or the Web (e.g., e-commerce, e-business, fintech, e-health, e-government, and many more).

The *e-Service Journal* serves to disseminate ideas and findings from cutting-edge industry developments in electronic services that expand the academic body of knowledge as well as novel academic research that has substantive relevance to industry and practice. Studies related to electronic services in varied application domains (e.g., healthcare, energy, government, transportation, manufacturing, logistics, public services, etc.), in addition to business discipline areas (e.g., finance, marketing, etc.), are welcome.

The journal publishes innovative research on all aspects of electronic services from analytical, behavioral, and technological perspectives, spanning a rich array of topics, such as information architectures, data generation and storage, data governance, data mining, privacy, security, ethics, standardization, business models, process management, social aspects (e.g., user behavior, user adoption, etc.), value chains, market forces and mechanisms, economics and agency issues, regulatory and compliance issues, among others. *E-service journal* invites articles from diverse methods and methodological foundations. Qualitative and quantitative research methods are both accepted. Design science studies, case studies, conceptual and theory-development papers, as well as empirical studies involving hypothesis testing are accepted. In addition to regular research articles, the journal also publishes shorter articles on literature reviews, current industry trends, research outlooks, and article responses.

Instructions to Authors

The *e-Service Journal's* website at <https://iupress.org/journals/esj/> provides detailed instructions for authors and examples of topics that are of interest to its readers.

Any paper submitted to the journal must be original, previously unpublished and currently not under consideration for publication elsewhere. Papers presented at conferences can, with appropriate changes, be considered for publication in the journal. All submissions will undergo a double-blind review process.

From time to time, the *e-Service Journal* will publish special issues focused on themes related to the journal's overall scope. Scholars who are interested in guest editing such a special issue may submit a brief proposal outlining the theme, the topics to be covered and names of potential contributors.

All papers and proposals should be sent as e-mail attachments (in MS Word or similar format) to esj@uiml.edu. For any questions about a potential submission or the journal's publication policies, please contact:

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