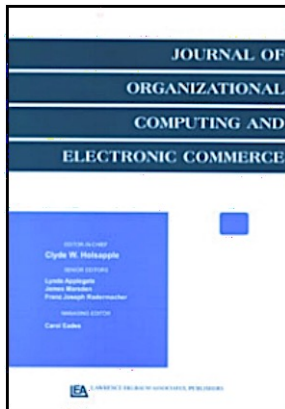


Call for submissions for

Journal of Organizational Computing and Electronic Commerce
([JOCEC](#))



Special Issue on
“**Social Computing and Service Innovation**”

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Aims and Objectives

Service innovation is defined as the exchange and application of competences (knowledge and skills) to create novel resources that are beneficial to some actors inside and/or outside of organizations (Lusch and Nambisan 2015). Unlike the past, when service innovations were predominantly developed from within the confines of an organization, nowadays they can emerge from the interactions within a network of actors ranging from suppliers and partners to customers and independent inventors. This evolution in service innovation development can be mainly ascribed to the advent and proliferation of social computing technologies (Kanter 2015; Tsou and Chen 2012). Social computing technologies refer to the IT-enabled social applications and services such as online communities, blogging services, chat applications, and social media services that facilitate collaborations within a network of actors through exchange of experiences and specialized competences and evolution of aggregate knowledge (Parameswaran and Whinston 2007). Social computing technologies have enabled organizations to unprecedentedly interact and collaborate with external actors such as customers and business partners to improve their processes, operations, and value propositions (Tsou and Chen 2012). Although social computing technologies are giving rise to new forms of service innovations, their implications for service innovations have yet to be fully elucidated in the research findings.

Thus, the theme of this special issue highlights the need for conceptualization and empirical study of the implications of social computing technologies for service innovation. For this special issue, we call for high quality research studies from academia, industry, governments, and non-profits, especially collaborations among these groups, to address tensions and/or synergies that may arise between social computing and service innovation. We welcome examination of these synergies and/or tensions at the societal, organizational, group/team, and

individual levels of analysis. We solicit case studies, surveys, experiments, qualitative research, and collaborative action research among academics, executives, and policy makers that illustrate innovative approaches, resolutions, and solutions to these tensions, risks, and opportunities. We especially seek papers that offer theoretical models combined with evidences of the consequences or findings of observations related to these models. The papers included in this special issue could include, but not limited, to the following areas:

- Positivist, interpretive, and critical studies of the use of social computing applications in support of service innovation
- Impacts of social computing on service innovation
- Affordances of social computing technologies for service innovation
- Implications of social computing in organizational IS value research
- New theories in social computing and service innovation
- Opportunities and challenges of service innovation in the social computing context
- Design and evaluation methodologies for social computing technologies in support of service innovation
- Ethical and legal issues of social computing for service innovation
- Service innovation using virtual 3D social environments
- Implications of social computing for value co-creation

Timeline for the Special Issue:

- *February 2016 to July 2016* – abstracts are welcome for feedback on fit with the special issue (please email the guest editors directly).
- *November 15, 2016* – full paper submission deadline for JOCEC Special Issue review process.
- *March 15, 2017* – notification of acceptance
- *May 15, 2017* – final versions of accepted papers will be submitted for publication process, with the special issue targeted for publication in a late 2017/early 2018 issue.

Submission Guidelines

Submit the digital manuscript in standard MS Word format (.doc not .docx) as an attachment to an email with “JOCEC” (without quotes) as the first word in the subject line to one of the guest editors – Dr. Babak Abedin at babak.abedin@uts.edu.au or Dr. Hamed Qahri-Saremi at hqahr2@uis.edu. Specifically, all papers submitted should conform to JOCEC standards and have no identifying information in the papers to allow for the double-blind review process.

Articles should be concise and in English, not more than 40 pages and/or 12,500 words. This limitation applies to the entire paper - cover page, abstract, narrative, footnotes, figures, and references included. Manuscripts (including title page, abstract, text, quotes, acknowledgments,

references, appendixes, tables, figure captions, and footnotes) should be typed, double-spaced, with one-inch margins on all sides, using 8 1/2" 11" page settings. Each page of the manuscript should be numbered, starting with the title page. The title page should contain the article title, author(s), affiliations, a short form of the title (less than 50 characters including letters and spaces), and the name, complete mailing address, and telephone number of the author to whom correspondence should be sent. Page 2 should contain a short abstract (200-250 words), and 5-10 related keywords. All acronyms should be spelled out where first used. Each table and figure should be called out within the text.

For more specific formatting information, please refer to the Instructions for Authors found on the journal's website:

http://www.informaworld.com/smpp/title~db=all~content=t775653688~tab=submit~mode=paper_submission_instructions

Selected Reference:

Kanter, R.M. 2015. "From Spare Change to Real Change: The Social Sector as Beta Site for Business Innovation," <http://hbswk.hbs.edu/item/2974.html>.

Lusch, R.F., and Nambisan, S. 2015. "Service Innovation: A Service-Dominant Logic Perspective," *MIS Quarterly* (39:1), pp. 155-175.

Parameswaran, M., and Whinston, A.B. 2007. "Research Issues in Social Computing," *Journal of the Association for Information Systems* (8:6), pp. 336-350.

Tsou, H.-T., and Chen, J.-S. 2012. "The Influence of Interfirm Codevelopment Competency on E-Service Innovation," *Information & Management* (49:3), pp. 177-189.

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