
Editorial

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Biographical notes: Jason Chen is a Professor of MIS program at Gonzaga University in Spokane, WA, USA. He designed and implemented an MIS system for a World Bank project in China. He taught the Beijing International MBA program at Peking University. He was a Senior Consultant for an e-commerce firm in Taiwan in 2001. His research interests include learning, revenue management and the development of model and strategy of knowledge reuse to the enterprises. He serves on many Editorial Boards and is the Editor-in-Chief for three international journals. He has published numerous papers in such journals as Management Science and Decision Support Systems.

1 Introduction

It is an honour to have been invited to edit the *International Journal of Business and Systems Research (IJBSR)*. It is also with pleasure to welcome all of you to the inaugural issue of the *IJBSR*. The *IJBSR* is a refereed, multidisciplinary journal for bridging the latest advances in business and systems research. It provides an international forum for presenting authoritative references, academically rigorous research and case studies. The journal publishes well-written and academically validated manuscripts in both theoretical development and application research.

With the business environment becoming global, complex and rapidly changing, organisations and companies will need new business models, strategies and systems to compete effectively and efficiently in their respective field. *IJBSR* intends to establish an effective communication channel among decision- and policy-makers in business, government agencies and academic and research institutions which recognise the important role effective systems may play in organisations. Specifically, *IJBSR* aims to be an outlet for creative, innovative concepts, as well as effective research methodologies and emerging technologies.

The journal publishes original research papers, review papers, technical reports, case studies and management reports. It also expands its scope to broadly cover any issues overlapping or related to business and systems. The subject of coverage includes:

- globalisation, business and systems
- business model and strategy
- e-commerce, collaborative commerce and Net-enhanced organisation

- Knowledge Management (KM) and organisational learning
- value-based management and systems
- decision support and knowledge-based systems
- virtual communities and business
- supply chain and demand chain management
- customer relationship management
- production and operations systems
- database/data mining and business intelligence
- healthcare management and systems in business
- medical informatics, science informatics and their business applications
- information security issues and their solutions
- strategic management and systems
- economics, business and economic systems
- business processes and change management enabled by information systems
- outsourcing and offshore outsourcing
- enterprise systems and architecture
- business systems infrastructure design for information integration
- service-oriented architecture; enterprise service bus; service-component architecture
- modelling, simulation and analysis of business processes and systems
- business systems dynamics; system dynamics in enterprise modeling
- value chain modelling, analysis, simulation and management
- management, systems and sustainable business
- managing systems and innovation for competitive advantage
- technologies and standards for improving business productivity and agility
- trust issues in business and systems
- cross-culture issues in business
- technopreneurship management
- accounting, finance and marketing applications
- case studies
- any other interdisciplinary research relevant to business and systems.

2 Inside this issue

This inaugural issue of the *IJBSR* contains seven papers related to Business and Systems Research fields.

The first (Keynote) paper, 'Knowledge management: a systems perspective', by Professor William King, synthesises many of the most important concepts in KM from a systems perspective. This paper provides a coherent view of the salient aspects of KM at three levels:

- 1 the level of specific Knowledge Management Systems (KMS) that support KM activities and processes
- 2 'the' KM system that includes KM goals, processes, strategies, culture and the manner in which KM is organized
- 3 the overall organisational system of knowledge-related activities.

The second paper, 'Drop shipment-type wooden housing projects utilising locally-produced lumbers' by Professors Shuichi Ishida and Shuzo Furusaka, discusses the process of local wooden housing production in terms of supply chain management which is a chain of sequential interdependences over lumbers. It also attempts to select actors who can effectively lead projects and evaluate their potential as well as overt leadership. How the difference between leading actors can influence the progress of each project within the community is also argued from the standpoint of overcoming the immobilisation of the project members.

The third paper, 'Information systems in the value shop business of police investigations', by Professors Petter Gottschalk and Morten Emil Berg present results from an empirical study of police investigations in Norway. They report that information systems improve the performance of all investigative processes defined as value shop activities. According to their study, only 2 out of 14 common systems used by the Norwegian police force had a significant impact on investigation performance.

The fourth paper, 'Examining the impact of organisational and owner's characteristics on the extent of e-commerce adoption in SMEs' by Professors Chuang, Nakatani, Chen and Huang, presents their study on factors influencing the adoption of e-commerce that has caught researchers' attention. The results of the research stream have facilitated understanding of e-commerce adoption. Data collected from 600 Small-to-Medium Enterprises (SMEs) were analysed with one-way ANOVA and hierarchical regression to investigate the impacts of three organisational characteristics and four owner characteristics. The results revealed that those variables explained a small amount of variance in the extent of e-commerce adoption. The main findings include:

- 1 managerial experience has impact on the extent of e-commerce adoption
- 2 the extent of e-commerce adoption varies across business types.

In the fifth paper, 'Increasing effectiveness in e-commerce: recommendations applying intelligent agents', by Dr. Serarols-Tarrés, Dr. Royo, Ms. Aciar and Professor de la Esteva present a new approach of information technologies to consumer data by synthesising key abstract information that will facilitate and improve the customisation of services. Recommender Systems and Multi Agent Systems (MAS) are proposed together with a new methodology that makes the selection of the most relevant sources of consumers' information to carry out recommendations of purchases that will increase the sales.

The sixth paper, 'Attributes of innovation and the implementation of managerial tools: an activity-based management technique' by Dr. Davood, Professor Smith and Dr. Yazdifar, examine the level of association between perceived attribution of

innovations and the diffusion of one managerial tool: Activity-Based Management (ABM) in organisations. This paper further presents ABM as a managerial innovation that is expected to help organisations in making strategic and operational decisions that maximise profit and reduce costs in organisations. The five main categories of attributes of innovations: 'relative advantage', 'compatibility', 'complexity', 'trialability' and 'observability' are also addressed and their findings suggest that the diffusion of ABM is significantly associated with the specified attributes of such innovations.

The final paper, 'A simulation approach for managing manufacturing processes and inbound logistics: case study' by Chan and Chan, present a case study of using simulation in evaluating a cellular manufacturing system in a SME. The authors also developed a specific simulation approach, which can facilitate the SME to forecast how to manufacture a new product family in small batch size. The authors argue that competitive edges can be improved without making investment prior to the actual production of the new products and without disturbing real operations. Finally, this paper concludes that material flow behaviour, utilisation of resources and manufacturing processes sequences are the criteria that decision makers are seeking for improvement through the study.

I hope that these seven papers will highlight research challenges and future research directions and add their values and contributions to the fields of business and systems research.

Acknowledgements

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