Editorial

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Biographical notes: Maged Ali is a Lecturer of Business and IT at Business School, Brunel University (UK). He has achieved a multi-disciplinary research background in information systems, cross-cultural studies and business management. He has been a Visiting Lecturer of several universities in UK and abroad (Egypt, Qatar, France, KSA, Bahrain and China). He is a Business Consultant for several companies in UK and abroad (Egypt, Qatar, China, KSA, India, Brazil and South Africa). He is also a member of editorial committee of several journals, as well as co-and-mini-track chair to international conferences. He has edited special issue journals and published his scholarly work in well-established journals and international conferences.

Abrahim Althonayan has over 24 years' practical and academic experience in a broad variety of management and technical roles. He was awarded his PhD from Brunel University and his research interest includes strategic management, strategic implementing and change and integrating technology and business strategies.

Wafi Al-Karaghouli, BA Statistics (Baghdad), MPhil Statistics and Operations Research (London), PhD IS Failures (Brunel), MBCS, MElite. He gained extensive experience with multinational companies. Twelve years industrial experience of which one was a Blue-chip and 20 years in Higher Education. A qualified practitioner in Total Quality Management and in Project Management Methodology PRINCE2. His interest and research revolve around information technology systems failures (ITS)-especially in retail, knowledge management, operations management, and civil aviation. Prior to Brunel, he was a Senior Lecturer at the University of Westminster, Marylebone Campus. He has published extensively on the subject of information systems failure. Also, contributed to the developments of the Wyatts Dealer Board System at Reuters in London, a Knowledge Management System at Merrill Lynch HSBC, contributed to the development of BAA's fast-track check-in desks and the Iris Recognition Immigration System (iris) at Heathrow Airport.

It gives us great pleasure to welcome you to this special issue of the *International Journal of Logistics Systems and Management*. This issue is dedicated to the publication of selected papers researching Strategic and Organisational Issues of IT from the

European Mediterranean Conference on Information Systems (http://www.emcis.org) (2009). In this issue, there is an eclectic presentation of research covering topical issues associated with Information Systems (IS).

Firstly, Shen and Shakir argue that, the internet has profoundly transformed almost all aspects of our society. They have stated that as a global phenomenon, internet also bears distinct regional and cultural profiles. They claim that, much research has documented the internet usage in Western world and its impacts on individuals. However, evidence in this regards is dearth in Arab world, which they claim represents an important but unique cultural region. In their study, they take an exploratory approach to examine the internet usage patterns among young Arabic people and the impact of internet usage on their identity development. With surveys and structured interviews with 74 students from two universities in the UAE, one public and the other private, their results provide some preliminary results of the first generation of Arab youth exposed to the internet. They found that internet usage patterns were diverse; however, five main activities, searching, e-mailing, chatting, entertainment and online discussions, form 75% of internet usage time. Furthermore, Shen and Shakir have concluded that a signification positive impact on self-perception of young Arabic students in the Middle East was observed.

Oktal and Oktal, in the next paper, claim that, in deregulated air transportation market where there is an intensive competition, airline companies try to use every kind of new technologies for competitive advantages. They argue that developing Information Technologies (IT) have been used to make this process faster, more appropriate and more reliable. The aim of their study is to introduce and to classify the current and new IT applications used by airlines and airport operators and to determine the reflections of these new technologies to Turkish airline companies. A survey was conducted to see to what extent IT applications are used by these companies. The factors affecting the selection, use and effectiveness of IT were also investigated. According to survey results, it is seen that the new IT are not used by Turkish airline companies at the expected level. Oktal and Oktal have concluded that incomplete development of air transportation industry in Turkey and lack of coordination among the airlines and the airport operators are determined as the main reasons of this situation.

Then, Kırmızı and Deniz explore the different aspects of organisational commitment and its determinants for IT professionals. They argue that IT-dependent companies should consider the determinants of organisational commitment and ensure that these issues are properly addressed in their human resource strategies. Their study employs Meyer and Allen's approach to develop a new instrument to measure organisational commitment and its determinants. According to Meyer and Allen, organisational commitment is defined with three dimensions: affective commitment, continuance commitment and normative commitment. An original questionnaire was prepared by the researchers and was applied to the IT professionals working in 10 Turkish private banks. The results showed that affective commitment is higher among IT professionals than the other types of commitment. They have concluded that normative commitment is at the lowest level, and IT professionals are working in organisations because they want to, rather than they need to or being compelled to by a moral obligation.

Shah and Irani claim that organisations are continually changing their strategies, structures, policies, operations and processes to remain competitive, successful and face challenges. For effective and successful change, employee attitudes and behaviours have been focused to be imperative. Their study focuses on employee commitment and situational factors to know the employee attitudes and behaviours regarding

organisational change. A total of 518 questionnaires returned from employees working in public sector institutions. The findings indicate significantly positive relationships between employee commitment and financial predictors toward change readiness. First time, organisational commitment, career commitment, job involvement and pay/wages/ fringe benefits factors together have been examined to employee readiness for change. Results indicate higher predictive power of these factors to be open and ready to employee readiness for change. Their study contribute in the literature on change management particularly for developing countries and assist the management and practitioners of organisations in assessing, designing and evaluating new or existing programs for organisational change.

In the next paper, Saatcioglu et al., examine in their study Knowledge Management (KM) process, knowledge types (explicit and tacit), conversion between tacit and explicit type and technology usage in conversion between explicit and tacit type. The effect of technology usage on firm performance, KM process and KM style is examined. Also, the relation between *KM* types, firm performance and *KM* process is investigated. A mail-based survey was given to IT firms in Turkey, those which are registered to Informatics Association of Turkey. Of the 624 firms, 77 answered the questionnaire. None of the technologies were found to be effective in firm performance. Another interesting conclusion is that *KM* styles do not affect firm performance, but *KM* processes affect firm performance except application process. They claim that IT firms in Turkey cannot manage their tacit knowledge effectively hence "how to manage tacit knowledge effectively in IT firms in Turkey" should be the basis of a further study.

Penbek et al., then argue that globalisation refers to not only the transferring of goods and services but also people, knowledge, technology, business and even cultures among each other. These triggers of globalisation add new concepts to the literature of various disciplines one of which is Intercultural Communication Competence (ICC). Education is one of the key factors in the way to ICC. Universities develop international programs to support these outcomes, and it is required to evaluate the success of these efforts. This study aims to analyse the intercultural sensitivity levels of university students and the contribution of education and intercultural experience on the formation of ICC. The sample of the study is constructed by students from two different universities and disciplines, and a survey was conducted to identify the effects of demographics, education, personal traits and intercultural experience comparatively on the level of intercultural sensitivity. The study has revealed that students' respect for different cultures improve with the level of engagement in international interactions.

Bolat et al., then explain that the implementation process of IS projects has deep effect on all parts of organisation. IS projects have multi-dimensional impacts, and they are evaluated regarding implementation success criteria that managers want to achieve. They argue that the concentration points of each functional department/category on IS become different, and the importance given to success criteria will vary from one department to another. Thus, the researchers aim to investigate the distinguishing impact of different functional categories on managers' perceptions on IS Project Implementation Success (ISPIS) criteria by comparing two classification models. Within the scope of the study, related normative literature was examined, and then a questionnaire survey was conducted to managers in an organisation from retailing sector to reveal the importance of ISPS criteria. The criteria named as a result of factor analysis are then analysed by using artificial neural network and multiple discriminant analysis to seek the effects of different functional department perceptions on ISPIS.

Last, but not least, Alhaiou et al., claim that due to the strong competition in today's business and with the rapid growth of e-commerce and online consumer shopping trends, the importance of building and maintaining customer loyalty in electronic marketplaces has come into focus in marketing theory and practise. Therefore, e-CRM has become more and more important. Their paper examines the relation between e-CRM features and e-loyalty by focusing on the transaction cycle (pre-purchase, at-purchase and post-purchase) in a business-to-consumer environment. Different components of e-CRM have differing effects on e-loyalty; therefore, their study investigates the impact of e-CRM features on e-satisfaction and e-trust, which in turn increases e-loyalty, by focusing on UK mobile sector. An analytical model is developed as a guideline to test the relationships between e-CRM features and e-loyalty at different adoption stages of the transaction cycle.

We hope you enjoy reading this issue and hope to receive your valuable contributions for the following issues.