Editorial

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Biographical notes: P.D.D. Dominic received his BSc in Mathematics from Madras University, India. He has completed his post graduate degree in management specialised in information systems. He received his PhD in Management from Alagappa University, India. Currently, he is heading information system/knowledge management research cluster at University Teknologi PETRONAS. His research interests include information systems, decision support systems, supply chain management, scheduling, BPR, e-business and knowledge management. He has published more than 100 publications in international journals and conferences.

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It gives us great pleasure to welcome you to this issue of the *International Journal of Business Information Systems*. This issue is dedicated to the publication of selected papers researching on information systems and green supply chain management, problems, review and data analysis.

The first paper is from the authors Nur Fazidah Elias et al. with the growing importance of the internet in business; the quality of online services is playing an increasingly important role in determining customer satisfaction. This paper adapts SERVQUAL and Nusair and Kandampully's model to determine factors that affect online airline service customers. Five service quality factors were selected: tangibility, information quality, responsiveness, trust and personalisation.

The second paper is written by Nurul Akhmal Mohd Zulkefli and Baharum Baharudin; in recent years, many private companies and researchers have developed a number of reputable travel recommender systems, for example, Agoda.com and AirasiaGo.com. However, some of them lack the important information, which is *user-experience* that can improve the travel recommendation. In this paper, the architecture of trust hybrid neuro-fuzzy is proposed and the potential studies with regard to user behaviour trust information in network are discussed. In the proposed approach, trust-based issues are explored in detail to solve the problems that come with the traditional recommender system such as data sparsity and cold-start users.

The third paper is from the authors Alimatu-Saadia Yussiff et al.; the objective of this paper is to develop and propose a constructivist didactic framework for e-collaboration in higher educational institutions. The methodology employed in this research includes an exploratory and explanatory study of prior related concepts, theories and frameworks as well as their relationships and gaps. In addition, we explored through demonstrations and practices of social media tools such as Facebook, wikis, blogs, Google docs to assess their support for e-collaboration. Finally, the overall development of the structure of the framework was carried out using four steps. Results indicated that even though all the five learning theories support collaboration, they however have an overlapping design principles and different didactics methods.

Paper four from the authors Gunasekar Thangarasu and P.D.D. Dominic, data mining has become one of the most valuable tools for extracting and manipulating data with established patterns in order to produce useful information for decision-making in medical diagnosis. It provides a convenient method of mining clinical databases which are too complexes and uncertainty. In this paper, the author has proposed combinations of four different data mining techniques which are neural network, fuzzy logic, hybrid genetic algorithm and clustering techniques for predicting diabetes diseases, types and its various complications. The result of the paper is focusing on diabetes disease diagnosis from the clinical database purely based on the people physical symptoms and their family history details.

Paper five from Noorminshah A. Iahad et al., the social network communities that promote information about cancer are able to develop an interactive environment where there are virtual relationships among cancer patients. Hence, there should be more rigorous research to explain the behaviour of cancer patients in SNS. This study seeks to explore the emotional, cognitive, social and technological constructs that affect the performance of cancer patients in social networks by using social cognitive theory (SCT) and task technology fit (TTF) theory.

In paper six, the authors Noreen Izza Arshad et al. provide real case evidences on how a large organisation use enterprise content management systems (ECMS) to support its highly integrated business processes. The main objective of this study is to understand and explain how large organisations that employs highly integrated business operations could use ECMS to support their work operations. Consequently, empirical investigations

using a qualitative research design were conducted in a highly integrated business organisation.

Finally, in paper seven is from the authors Tahir Mustafa Madni et al., the recent developments in interactive whiteboards and multi-touch tabletop displays technologies also support the collaborative learning in the different settings. However, there is lack of studies to assess the user experience and feedback of collaborative learning using tabletop and interactive whiteboard systems. This paper attempts to assess the user experience using experimental methods. The findings show that tabletop and interactive whiteboard systems support and enhance the collaborative learning and it can be improved through better incorporation and setting of these systems in class rooms or other places.