
Editorial

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Biographical notes: David C. Chou is a Professor of Computer Information Systems at Eastern Michigan University. He received his BC degree from Feng-Chia University, MS degree from National Taiwan University and MS and PhD degrees from Georgia State University. He has published more than 200 papers in the fields of information systems. He served as the President of the Southwest Decision Sciences Institute in 2007–08 and is the Editor-in-Chief for the *International Journal of Information Systems and Change Management (IJISCM)*. Currently, he serves as the President of Midwest Decision Sciences Institute (2015–2016) and also an editorial board member for five academic journals.

International Journal of Information Systems and Change Management (IJISCM) continues to publish its Vol. 7, No. 3 issue. The objectives of *IJISCM* are to promote the research and practice of the fields of information systems and change management. This journal aims to establish an effective channel of communications amongst educators, information systems workers, managers, and industry practitioners to contribute, disseminate and learn from each other. We welcome your continuous support, communication, and submission to this journal.

The third issue of the Vol. 7 collects four high quality papers. Topics in this issue are: ‘An empirical study on customer retention and customer loyalty’, ‘Effects of organisational culture on post-implementation success of ERP systems: a case study’, ‘Awareness of organisational readiness in ERP implementation process’ and ‘Merging software architectures with conflicts detections’.

The first article focused on customer retention process in the telecommunication sector. Samer Alhawari surveyed managers in Jordanian telecommunication companies to test a quantitative model that determined how the combination between customer retention processes and knowledge for customer would achieve the customer loyalty. His findings suggested that a positive effect exists between customer retention and customer loyalty relationship.

The second article intended to examine the effects of organisational culture on ERP’s post-implementation success. Yuanyuan Guo and Chaoyou Wang conducted a case study in China to determine such circumstances. Their findings showed that group culture and hierarchical culture influence ERP post-implementation success through horizontal coordination and vertical coordination respectively.

The third article also studied the ERP effect. It focused on the level of firm’s awareness toward organisational problem during ERP’s implementation process. Guido Capaldo and Pierluigi Rippa developed a prescriptive model to measure the level of organisational readiness on ERP’s implementation stage. Three case studies have been discussed in this paper.

The last article investigated the issue of merging software architectures. Zine-Eddine Bouras and Mourad Maouche applied the technique of model-driven engineering at software architecture level. It could capture all mapping and differences between components of software architectures. This study showed the applicability of such technique on detecting conflicts and merging software versions.

I hope these four articles would continuously adjoin their values and contributions to the areas of information systems and change management. I would encourage our readers to continue to develop new applications and theories in these fields. The *IJISCM* will continue to serve as an important forum for the exchange of innovative ideas.