Editorial

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Biographical notes: Lorna Uden is a Professor Emeritus of IT Systems in the Faculty of Computing, Engineering and Technology at the Staffordshire University. Her research interests include technology learning, HCI, big data, mobile learning, activity theory, knowledge management, web engineering, multimedia, e-business, service science and innovation, semantic web, software as a service (SaaS), internet of things and problem-based learning.

Welcome to V12N1 of *IJWET*. This issue consists of four papers. The first paper is, 'Knowledge management in organisations: mapping the research literature' by Bojan Žlahtič, Peter Kokol, Milan Zorman, Vili Podgorelec and Grega Žlahtič. In this paper, the authors used a bibliometric mapping approach to determine the main research topics and the contexts knowledge management in organisations (KMO). These authors tried to identify the past and current state of this research area and its potential for the future. Not only have they highlighted all the different states of this research area, they have also identified all the main fields that KMO is applied to or has been researched in. The results of the performed bibliometric mapping analysis reveal that countries that have shown an immense interest in this research area are the same countries that have a healthy economy. The results also showed that knowledge management has been, right from the beginning of more intensive KMO research, very much oriented toward medical and healthcare organisations. Biotech industry firms are (by far) the most aware of the importance of knowledge management practices among all industries.

The authors also found that the whole research area has been undergoing a healthy evolutionary cycle. This is showing that KMO is evolving and maturing, which best explains the widespread use and research of this area. However, despite the positive finding the authors also found that international cooperation is rare. Few of the institutions are involved in joint projects and on a small scale basis only. It is therefore important to foster international cooperation as future goals in KMO research.

The second paper is 'A team discovery model for crowdsourcing tasks to social networks' by Yong Sun, Wenan Tan and Li Huang. According to these authors, outsourcing tasks to social network helps organisations to mitigate the shortage of skill or expertise in some domain. Expert team discovery is important in complex collaborative networks. Existing expert team discovery models need to traverse every candidate in expert network until the optimal team solution is found, which leads to high computational cost. In this paper, a new and efficient approach has been proposed by the authors to improve efficiency of expert team formation.

In order to contract search space of team formation for seeded candidates, the proposed model selects centrality expert list as seed to reduce the communication cost. A team formation algorithm called SkylineTF is proposed to outsource tasks to large-scale social networks in an efficient way. SkylineTF model can not only find the optimal team able to accomplish the project from social networks, but can also ensure that team interaction costs are as low as possible; that is all crowd sourcing members can collaborate with high-efficiency, which ensure the crowd sourcing tasks can be performed smoothly and successfully. These authors argue that Theoretical analysis and extensive experiments on real and synthetically generated datasets demonstrate the effectiveness and scalability of the proposed method. Further tests and analysis are required to validate its effectiveness.

The third paper is 'A framework for benchmarking public websites in the labour sector' by Mariagrazia G. Fugini, Piercarlo Maggiolini and Ramon Salvador Vallès. This paper presents a framework related to how to benchmark public websites in the labour sector using approaches from eGovernment. A methodological approach to benchmark is presented consisting of a set of indicators to be applied step-by-step to labour websites to evaluate their usage and effectiveness. The paper shows how this approach, has been applied to two information systems offering public employment services, namely the information system of Lombardy – Italy (Borsa Lavoro Lombardia) and the information system of Catalonia – Spain (Servei d'Ocupació de Catalunya). Although general enough, this approach does not work for some cases.

The paper examines the motivations of success and of failure of these two cases, which relate to very similar social, economic, and territorial situations and yet evolved into very different systems with diverse stories and a different final result in usage and success. According to these authors, in order to ensure success, it is important to assess the performance of eGovernment and take necessary actions based on these assessments. Organisations should analyse what kind of process reengineering they need. Successful organisations are those which develop a culture of measurement, educating employees on performance measures and use as they manage their organisations. Hence, these organisations take care about how to ensure that performance is not merely a tracking exercise of items and numbers, but truly an assessment of the actual performance status and improvement in gains. More research is needed in this area.

The final paper is 'Web 1.0 to Web 2.0: an observational study and empirical evidence for the historical r(evolution) of the social web' by Martin Sykora. According to the author, several historical internet studies were undertaken by researchers in the past; however, this study is the first to investigate Web 2.0 adoption related trends, rather than accessibility or generic design issues. This paper explores social media in a historical context as it has evolved over the last decade. A unique historical dataset, made available by the Wayback Machine Internet Archive project is employed in order to provide an accurate historical record of the primary web design and related elements that drove the evolution towards a more social and interactive web. Results from this study were presented in the context of historical developments of the web and largely support the Web 2.0 phenomenon, in that tangible, i.e., measurable, changes associated with Web 2.0 were observed.

A unique dataset was employed to present a record of the historical developments of seven major websites over a number of years, with direct links to the cached pages provided throughout for the benefit of the reader. It was shown that increasing standardisation and adoption of social web design elements was a significant trend over

the years, more so than AJAX alone. It was further observed that websites opened up their communication and datasets via blogs and API platforms, which as other academics hinted, helped built more trust with users, and allowed deeper integration with related websites and web-services to effectively build more complex web-applications, rather than just stand-alone websites. These developments occurred gradually, and significant differences in the timings of such trends exist between the analysed pages, although the years around 2005–2007 seemed to have witnessed most of the key changes. Corroborating findings from a second study analysing 56, high traffic social websites were also presented, which lent further validity to the observed historical trends.