
Editorial

Veland Ramadani*

Faculty of Business and Economics,
South East European University,
Ilindenska 335, 1200 Tetovo, Republic of Macedonia
Email: v.ramadani@seeu.edu.mk
*Corresponding author

Ratri Wahyuningtyas and Grisna Anggadwita

School of Economics and Business,
Telkom University,
Jln.Telekomunikasi No. 1 Terusan Buah Batu,
Bandung – West Java, 40257, Indonesia
Email: Syafaq_ratri@yahoo.com
Email: grisna@sbm-itb.ac.id

Corinthias P.M. Sianipar

International Institute of Applied Systems Analysis (IIASA),
Tokyo University of Science,
162-0825 Tokyo, Shinjuku,
Kagurazaka, 1-3, Tokyo, Japan
Email: morgana.sianipar@gmail.com

Biographical notes: Veland Ramadani is an Associate Professor at the South-East European University, Republic of Macedonia where he teaches both undergraduate and postgraduate courses in entrepreneurship and small business management. His research interests include entrepreneurship, small business management and venture capital investments. He has authored or co-authored around 80 research articles and 16 books. Also, he serves as a member of editorial and reviewer board of several reputable international journals.

Ratri Wahyuningtyas graduated in the Diponegoro University. She finished her Master Program from the Business Management of Telkom Indonesia. She finished her Doctoral Program at the Padjadjaran University. She has experience as a consultant for several companies including PT Telekomunikasi Seluler Indonesia, Assessment Centre Indonesia, and also as a facilitator for several trainings of great people development program. She already finished her book entitled *Integrated Talent Management*.

Grisna Anggadwita is a Lecturer of the School of Economic and Business, Business Management of Telecommunications and Informatics Department, Telkom University, Indonesia. She teaches courses in entrepreneurship, small business management, e-commerce, and business process. Her research interests include entrepreneurial intention, technology management, women entrepreneurship, business incubator, and innovation management.

Corinthias P.M. Sianipar is a Lecturer in the Tokyo University of Science, Tokyo, Japan. His research interests include: management, entrepreneurship, community development and community empowerment.

This special issue carries revised and substantially extended versions of selected papers presented at 4th International Seminar and Conference on Learning Organisation (ISCLO), organised by Telkom University, Bandung, Indonesia, in 25–26 October 2016.

The purpose of this special issue is to broaden discussions on the continuous improvements of business processes to capture opportunities in the contemporary digital era. In fact, digital has been recognised as a rapidly growing topic. Practically, digitalisation of business processes, learning and development will encourage the creation of a leading learning organisation to cope with the demands of globalisation. Formulation of the right strategy is hence becoming a key success factor to becoming a learning organisation. Therefore, this special issue aims at enhancing the depth of understanding of academics or practitioners concerning these issues.

A business process is a series of activities aimed at achieving organisational goals. A continual learning of business processes both in terms of people and systems as two distinctive capabilities will ensure continuous improvements in a business as one of the company's competitive advantages. Learning organisation refers to an organisation that has always been improving services and best practices for enhancing organisational abilities to face competition by maintaining patterns in new thinking, collective aspiration and continuity of learning (Ali, 2011; Senge, 1994; Smith and Lyles, 2011; Wahyuningtyas, 2015). In particular, small and medium enterprises (SMEs) are a sector known for practicing continual learning in their business processes. Since many SMEs experience an unstable situation, it is necessary to perform continuous learning for the development and sustainability of their businesses (Anggadwita and Dhewanto, 2016). In fact, internationalisation of SMEs has been driven by internal resources and capabilities, memberships in networks or clusters, favourable government policies, economy, competitive market conditions, and industry structures (Dana, 2001). Also, globalisation may have stimulated SMEs' interest in learning global businesses to compete with current multinational corporations (MNC) (Dana et al., 1999). In addition, the resources of each member in a network may help explain the internationalisation (Dana et al., 1999) of a business process within a learning organisation. Regional culture is known as a driving factor in the creation of successful technology ventures (Tovstiga et al., 2003), and this therefore rises as a challenge for multi-cultural actions in organisations (Sianipar and Yudoko, 2014).

Today, digitisation of business processes raises both challenges and opportunities faced by most companies. Practically, the significant impact of digitisation occurs in the form of organisational changes in business processes. In a highly dynamic global environment, business process digitisation has been posited as an option for improving effectiveness, efficiency and velocity of processes. Workplace learning in the digital era includes virtual collaboration, technological convergence, global connectivity, online communities and digital creativity (Karakas and Manisaligil, 2012; Sianipar and Yudoko, 2014). Advanced technologies are thus critical to fostering learning activity and should be the centre of systems and processes in an organisation (Bennett and O'Brien, 1994; Dhewanto et al., 2015; Johnson, 2002; Santa, 2015). In the contemporary digital era, all flows of information occur generously and unrestricted through various media or digital

tools (Sianipar and Yudoko, 2012). Recent studies have suggested that investing in digital-based activities is a potential solution for gaining competitive advantage (Sanchez-Casado et al., 2016). Etemad et al. (2010) have suggested the notion that internetisation may have become the necessary condition for internationalisation, particularly in innovation-learning entrepreneurial firms. Basically, the primary challenge for a company relates to how digital tools in every business process can create more innovative learning processes. Learning organisation on innovation is thus an effective way for companies to achieve a competitive advantage in the market (Ramadani and Gërguri, 2011).

In this special issue were included seven papers, as follow:

- ‘Small business entrepreneur resistance of ICT adoption: a lesson from Indonesia’, by Dwi Suhartanto and Gundur Leo
- ‘Retail service quality scale in the context of Indonesian traditional market’, by Moh Farid Najib and Adila Sosianika
- ‘Towards a framework for ICT-based entrepreneurship development through business incubation processes: case study of a techno park’, by Lia Yuldinawati, Dodie Tricahyono, Grisna Anggadwita and Dini Turipanam Alamanda
- ‘The roles of M2M technology on the realisation of Bandung Smart City’, by Dini Turipanam Alamanda, Fajar Sidiq Adi Prabowo, Shelly Eka Agustina, Lia Yuldinawati and Husni Amani
- ‘The influence of website design on customer online trust and perceived risk towards purchase intention: a case of O2O commerce in Indonesia’, by Anggraeni Permatasari and Mayci Kartikowati
- ‘Slogans as a strategy to strengthen business strongholds in the globalisation era: a case of Indonesian multinational companies’, by Iis Kurnia Nurhayati, Ratih Hasanah, Nia Kurniasih and Gartika Rahmasari
- ‘Designing internal audit process on an infrastructure project in Indonesia’, by Devi Pratami, Ika Arum Puspita and Teddy Sjafrizal.

We would like to gratefully thank the distinguished Professor Léo-Paul Dana, the Editor-in-Chief of this respectable journal, for his inspiration and endless support; the colleagues who helped us during the selection and evaluation process and all authors who contributed to this special issue.

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