
Editorial

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Biographical notes: Piet Kommers is a Professor from the UNESCO Learning Technologies affiliated with the universities of Twente and Utrecht, The Netherlands. His specialty is social media for communication and organisation. As the Conference co-Chair of the IADIS multi-conference, he initiated the conferences of web-based communities and social media, e-society, mobile learning and international higher education. He is a Professor from the UNESCO Institute for Eastern European Studies in Educational Technology and Adjunct Professor from the Curtin University in Perth, Australia.

Margriet Simmerling is a Peer Consultant/Senior Manager for R&D projects in the area of e-society and web-based communities. She participated in the advisory board for the Dutch Ministry of Economic Affairs and is an active reviewer for the European Commission. She designs and moderates e-learning modules and workshops in the domain of education technology and psychology at the PhD level.

This thematic issue of *IJWBC* addresses the transitional nature of social gatherings and those in governmental evolutions in particular. More than in the traditional procedural templates like broadcasted political campaigns, policy guidelines for coalitions, etc. the bottom-up mechanisms for national revolts still surprise parliament members and executive authorities like recently in the turbulent skirmish towards for instance the Brexit. It is the role of this journal to recognise the subtler dynamics that precedes devastating disruptions of 'settled' political parties like we saw happening the last three years more than before. It would be over-simplistic to posture the hypothesis that the dynamic of web-based tectonics is directly responsible for the recent seemingly 'chaotic' polarisations. More likely is that the overall lower threshold for reaction on the political stage has freed citizens from the longer-term ideational commitment to political stands and even towards staying loyal to democratic conventions.

In this issue authors from Australia, Canada, Brazil, Egypt, Indonesia, Iran, Malaysia, Finland and India inform us about the influence web-based communities have. Different domains are discussed: tourism, politics, sentiment, student's perspectives and chat-bots.

The article 'Likes, comments and shares on social media: exploring user engagement with a state tourism Facebook page' contributes to the relevant literature by conducting a quantitative analysis of a tourism related Facebook page.

Ritesh Chugh, Smit Bhaveshkumar Patel, Niharikaben Patel and Umar Ruhi present new methodologies to know the preferences of consumers, and how they can have a positive impacts for different sectors linked to the tourism sector. The analysis focuses on a specific state but can be transferred to any other state or country. The technical content of the manuscript is supported by tables, figures and statistical results of the data analysed.

Citizens' participation into governmental decisions is an important topic. The threatening Brexit and the earlier advent of the Grexit provide a clear demonstration of the lurking chaotic impact of citizen's participation. In-depth research will be needed to fully understand the healing role of the web-based communities and social networks instead of impulsive referendums.

Carlos Oliveira and Ana C.B. Garcia present a systematic review to understand the electronic participation of citizens in virtual environments of social participation. The search protocol was used in two large databases, IEEE Xplore and Scopus

The article 'Citizens' electronic participation: a systematic review of their challenges and how to overcome them' presents the answer to three relevant questions:

- 1 What are the reasons for the inherent low citizens' participation?
- 2 What is the role of governments for promoting e-participation?
- 3 What are essentially approaches for instigating e-participation?

Several directions for future research are discussed.

The English language sentiment analysis has a high result on accuracy more than other languages like Arabic. The following article explores the idea if it is possible to use the accuracy of English sentiment analysis models in Arabic language model for achieving accurate Arabic sentiment analysis result. The article 'Arabic language sentiment analysis via cross-language translation' presents the results of a sentiment analysis to the Arab language (internet users) by the use of a vector space model in cross language translations (English-Arab languages). Fahad Kamal Alsheref describes a model for the understanding of the Arab written expressed sentiments and, by comparison with some experts, evaluates its accuracy. The dataset is containing 2,000 Arabic tweets, 1,000 positive and 1,000 negative that were classified manually. Examples of the Arabic text, the experts' classifications, translated text and proposed model classification are provided.

Web-based communities and social media can contribute to the awareness and influence the way people behave. Guiding young people in save sexual behaviour is of crucial importance.

Muhamad Taufik Hidayat, Endang Fauziati, Abdillah Nugroho and Rafidah Hanim Binti Mokhtar present the perception of youth as followers on the information quality of the sexual and reproductive health education (SRHE) fan page.

The article 'A fanpage of sexual and reproductive health education with good information quality: youth perception' addresses the behaviour change and presents the result and recommendations in perspective of the observation that in developing countries, the implementation of SRHE is still very limited both at home and school.

M. Poongodi, V. Vijayakumar, L. Ramanathan, Xiao-Zhi Gao, Vaibhav Bhardwaj and Tanay Agarwal report on the design of a chat-bot that has been given some built-in knowledge for generating SQL queries. The article ‘Chat-bot-based natural language interface for blogs and information networks’ presents the development of a chat-bot that serves the users of social media by letting them retrieve specific data, in simple English without requiring knowledge of SQL.

The article ‘Extensive use of online social networks: a qualitative analysis of Iranian students’ perspectives’ offers insight into Iranian students’ favourite network (s), the time they spend in these networks, factors increasing the degree of reference to social networks, advantages and disadvantages of social networks and the functions of social networks. Elham Akbari reports about the differences between Iranian users and users in other parts of the world in terms of preferred social network and function. Limitations and future research are indicated.