
Editorial

David C. Chou

Department of Computer Information Systems,
Eastern Michigan University,
Ypsilanti, MI 48197, USA
Email: dchou@emich.edu

International Journal of Information Systems and Change Management (IJISCM) continues to publish its Volume 12, Number 4 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 fourth issue of the Volume 12 collects four high quality papers. Topics in this issue are: 'IT culture elements that influence individual readiness to change in healthcare organisations', 'M-service quality of telecommunication companies in Qatar', 'Desperately seeking industrial digital strategy: a dynamic capability approach', and 'Factors influencing users' satisfaction when using Ehteraz app: the case of Qatar'.

The first article investigated the issue of IT culture elements that influence individual readiness to change in healthcare organisations. U. Yeliz Eseryel, Deniz Eseryel and Martijn Den Breejen adopted the virtual onion model to discover IT culture layer within the model. They conducted qualitative analysis by interviewing employees from two healthcare companies. Their findings concluded that IT culture has a multi-faceted relation to individual IT readiness to change.

The second article studied the service quality issues in mobile applications. This article intended to identify various factors in service quality that may influence customer's satisfaction. Abdulla Nasser Alemadi and Emad A. Abu-Shanab conducted an empirical analysis to investigate customer satisfaction and loyalty in Qatar's telecommunication sector. Their study found that ease of use, information content, responsiveness and security significantly affected customer's satisfaction.

The third article focused on manager's perception on organisational capabilities to industrial digitalisation. This article applied a qualitative case study to examine the proposed research questions. Linnéa Carlsson, Monika Hattinger, Anna Karin Olsson and Ulrika Lundh Snis utilised a dynamic capability framework to analyse nuances in manager's prevailing capabilities. Their study showed that core capability seeking illustrated in an elaborated and holistic dynamic capability loop.

The last article studied the user's satisfaction in using a digital contact tracing app. Sally Mohamed Mousa Al-Soni and Emad Ahmed Abu-Shanab investigated user's satisfaction while using Ehteraz app in Qatar. They conducted an empirical analysis to test an integrated research model in user satisfaction area. Their study found that performance expectancy, effort expectancy, system quality and trust are the significant factors when using Ehteraz app in Qatar.

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.