CALL FOR PAPERS

A Special Issue on Social Media: The Good, the Bad, and the Ugly

The ubiquity of social media has had a profound effect on the way we communicate and is of significant importance to society and business. Social media tools have helped break down geographical barriers that once restricted communication and have led to an explosion of e-participation, virtual presence, and online communities. Professional benefits of social media include sharing of information, publicity, and giving and receiving support and advice. Consumers have become increasingly empowered to exert an influence on brands through online communities and businesses are able to acquire rapid feedback and garner insight into individual preferences without observer effects. Social media tools also enable citizens to share advice and information with their local community, from promoting events to searching for lost pets.

The radical transformation of the world that has been enabled by social media presents a fascinating environment for academics from all backgrounds. Given the high volume of valuable datasets available through social media applications, automated techniques and systems are emerging that can analyse the 'big data' generated. Analytics help businesses to ensure their social media activities are adding value and helping to accomplish business goals. Analysis of social media content can also help to safeguard society from organized crime but such uses remain a delicate issue.

With seemingly endless benefits it is easy to overlook the disadvantages of social media, which are an increasingly important consideration as social media platforms continue to proliferate. Social media has facilitated a loss of ownership and control of content as private, public and institutional domains increasingly overlap. There is a need for careful balancing of professionalism and freedom of speech, to ensure that posts do not cause offence or harm reputations. Other drawbacks include time pressure, plagiarism, misrepresentation, addiction, and negative psychological consequences. While providing a means to protect public safety, social media also provides a means of threatening it and enabling new forms of cyber-crime.

This special issue of ISF aims to bring together a variety of disciplines and a community for the advancement of knowledge regarding the adoption, use, impact, and potential of social media. To achieve this goal, literature review, theoretical and empirical papers employing quantitative, qualitative, and/or critical methods are welcomed for consideration.

Themes of submission may include but are not limited to:

- Social media strategy and digital business;

- Digital marketing and customer relationship management;

- Adoption and diffusion of social media;

- Information sharing on social media;

- Impression, trust, and risk management on social media;

- Social media (big) data acquisition, management and analytics;

- e-Government and civic engagement on social media;

- e-Society and online communities.

Forms of submission

This special issue will consist of 1) the best papers from an open call selected on a competitive basis; and 2) invited papers that are extended or modified versions of selected papers accepted at the I3E 2016 Conference on Social Media: The Good, the Bad, and the Ugly, Swansea, UK. In the latter case, the submission is required to be a substantial revision of the conference publication and the authors will be required to submit a letter detailing the difference between their conference paper and the new version. All submitted papers and invited papers will go through peer review; if an invited paper does not receive a satisfactory review, the paper will not be considered for the special issue.

Submission Instruction

Manuscripts must be submitted in PDF format to the ISF-Springer online submission system at http://www.editorialmanager.com/isfi/. Paper submissions must conform to the format guidelines of Information Systems Frontiers available at http://www.springer.com/business/business+information+systems/journal/10796. Submissions should be approximately 32 pages double spaced including references.

About Information Systems Frontiers

Information Systems Frontiers (ISF) is a high-ranking, international scholarly journal designed to bridge the contributing academic disciplines and provide a link between academia and industry. The central objective of ISF is to publish original, well-written, self-contained contributions that elucidate novel research and innovation in IS/IT which advance the field fundamentally and significantly.

ISF is Abstracted/Indexed in ABI inform, CompuMath Citation Index, Computer Literature Index, Current Contents/Engineering, Computing and Technology, Information Science & Technology Abstracts (ISTA), Inspec, ISI Alerting Services, ISI Web of Science, Risk Abstracts, Science Citation Index Expanded, SCOPUS, Zentralblatt Math.

Guest Editors

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Important Dates

Paper submission deadline	30th May 2017
Initial review report	30th Aug 2017
Revised manuscript due	15th Dec 2017
Second round of review report	30th Jan 2018
Final acceptance notification	28th Feb 2018

About Guest Editors

Yogesh K. Dwivedi is a Professor of Digital and Social Media, Director of the Emerging Markets Research Centre (EMaRC), and Director of Research in the School of Management at Swansea University, Wales, UK. His research interests are in the area of Information Systems (IS) including the adoption and diffusion of emerging ICTs and digital and social media marketing. He has published more than 100 articles in a range of leading academic journals and conferences. He has co-edited more than 15 books on technology adoption, e-government and IS theory and had them published by international publishers such as Springer, Routledge, and Emerald. He has acted as co-editor of fifteen special issues; organised tracks, mini-tracks and panels in leading conferences; and served as Programme Co-Chair of IFIP WG 8.6 Conference and Conference Chair of IFIP WG 6.11 I3E2016 Conference on "Social Media: The Good, the Bad, and the Ugly" . He is Associate Editor of *European Journal of Marketing* and *Government Information Quarterly* and Senior Editor of *Journal of Electronic Commerce Research*. More information:

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Gerald Kelly is a Company Director for Sony Europe and is based at the Sony UK Technology Centre in Pencoed, South Wales. Gerald's primary responsibility as Director of Professional Services is human resources, new business development, IS, public relations, site management and business control. Gerald also has a concurrent role as an Executive Board member, supporting the development of, and the execution of strategic activities which underpin the growth and sustainability of the business. Gerald has been with Sony for over 35 years and has extensive experience in Equipment Engineering, Manufacturing Management and Business Support functions prior to his current assignments. Gerald trained as a mechanical engineer with BP oil and has also worked for ALCOA GB prior to joining the team at Sony. He is married with four children and is currently researching for a MSc with Swansea University. His research is examining the growth and potential future growth of the Life Science technology product sector and in parallel the identification of a sustainable 3rd party manufacturing business model that could support and sustain the identified life science technology product growth in the UK.

Marijn Janssen is full Professor in ICT & Governance and head of the Information and Communication Technology section of the Technology, Policy and Management Faculty of Delft University of Technology. His research interests are in the field of orchestration, (shared) services, intermediaries, open and big data and infrastructures within constellations of public and private organizations. He was involved in several EU funded projects (a.o. EGovRTD2020, eGovPoliNet, Engage) and is involved in H202 VRE4EIC and OpenGovIntelligence. He is Co-Editor-in-Chief of Government Information Quarterly (GIQ) and Associate Editor of the International Journal of Electronic Business Research (IJEBR), Electronic Journal of eGovernment (EJEG), and International Journal of E-Government Research (IJEGR). He is Conference Chair of IFIP EGOV2016 and IFIP I3E2016 conferences and is chairing mini-tracks at the DG.o, ICEGOV, HICCS and AMCIS conferences. He was ranked as one of the leading e-government researchers in a survey in 2009, 2014, and 2016 and has published over 350 refereed publications. More information: www.tbm.tudelft.nl/marijnj.

Nripendra P. Rana is an Associate Professor in the School of Management at Swansea University in the UK. With an academic and professional background in Mathematics and Computer Science and with a PhD in Information Systems, his current research interests focus primarily upon adoption of emerging and cutting edge technology in general and e-government, m-government, e-commerce and m-commerce systems in particular. His work has been published in leading academic journals such as European Journal of Marketing, Information Systems Frontiers, Government Information Quarterly, Production Planning & Control and Computers in Human Behavior.

Emma L. Slade is a Lecturer in Digital Marketing and Deputy Director of Postgraduate Research in the School of Management, Swansea University, UK. She has a PhD and MSc with distinction in Business Management. Emma is working on a variety of research topics across marketing and information systems including

engagement with political parties on social media, students' cyber-slacking behaviour, and diffusion of green IT/IS. Emma has published articles in a number of highly regarded journals such as Public Management Review, Psychology & Marketing, Information Systems Frontiers, and Computers in Human Behavior. In 2016 Emma was selected for participation in the inaugural Digital Economy Crucible funded by EPSRC through the CHERISH-DE multidisciplinary research centre. Emma was also Programme Co-Chair of the 15th IFIP I3E Conference on "Social Media: The Good, the Bad, and the Ugly" (#I3E2016).

Marc Clement is a full Professor and the Head of School of Management in Swansea University, Chairman of Swansea University's Network/Relationship Science Analytics Programme and a member of the Advisory Board for the IBM Network Science Research Centre (NSRC). He graduated with a First Class Honours degree in Physics from Swansea University and a PhD in Laser Physics from Swansea University with the research undertaken at the Rutherford Laboratory. Marc then gained a fellowship from the Royal Society to study at the Centre d'etudes Nucléaires de Saclay, in Paris. He has held several senior academic positions and is currently Executive Chairman in the Institute of Life Science at the College of Medicine, Swansea University. As well as being an eminent academic, Marc is an attempted entrepreneur having founded several businesses and is the named inventor of many patents in the field of medical devices. Marc has also developed a number of projects and initiatives in supercomputing and big data. Marc was a Founding Director of High Performance Computing Wales and established the original Blue C supercomputer at the Institute of Life Science, Swansea University. Marc has supervised dozens of research degrees and is particularly keen to apply the latest developments in Network and Relationship Science to the Medical profession for the improvement of human health and the development of knowledge economies globally.