

## **EDITORIAL**

The IADIS International Journal on WWW/Internet (IJWI) is a peer-reviewed scientific journal published exclusively in an electronic format. The IADIS IJWI is devoted to the WWW and Internet broad fields. The mission of this journal is to publish original contributions in its domain fields in order to disseminate knowledge amongst its readers and to be a reference publication. It publishes original papers, review papers, ongoing research papers, technical reports, case studies, conference reports, management reports, book reviews, notes, commentaries and news on future scientific events.

This volume (Volume 19, Issue 1 - ISSN: 1645-7641) combines 7 selected original papers that bring together researchers covering the wide spectrum of the WWW and Internet presented in different areas and contexts.

The first contribution to this issue by Maryam Meshari Almukhaylid, Salah Kabanda and Nawal Nasser Al-Haidari entitled “THE SOCIAL AFFORDANCES OF SOCIAL MEDIA FOR INFORMAL LEARNERS” focuses on determining the social affordances of social media tools in an informal learning context. Consequently, the authors discover thirteen social affordances which the users understand. For the authors, “these social affordances support informal learning processes that distinguish social media from other applications”.

Stine Ordemann, Marita Skjuve, Asbjørn Følstad and Cato Alexander Bjørkli authored the second paper with the title “UNDERSTANDING HOW CHATBOTS WORK: AN EXPLORATORY STUDY OF MENTAL MODELS IN CUSTOMER SERVICE CHATBOTS”. In this paper are identified six subjects of relevance for users’ mental models when interacting with a chatbot. According to the authors, “the findings indicated the use of human-oriented and technology-oriented mental models to describe, explain, and predict customer service chatbots”.

The third paper, “EVALUATING CUSTOMERS’ CONTINUANCE INTENTION FOR USING MOBILE PAYMENT: CONSUMPTION VALUE THEORY PERSPECTIVE”, authored by Qian Huang, Mahbubur Rahim and Misita Anwar examines whether there are key factors that could possibly affect customers’ continuance intention for using mobile payment applications from a cross-nationality perspective (i.e., India and China).

The fourth paper, “SOCIAL INFORMATION SYSTEMS: IMPACT ON THE MORTALITY RATE OF A PUBLIC HEALTH PROGRAM”, authored by Jeferson Gonçalves de Oliveira, Cristiana Fernandes De Muyllder, Fernando Hadad Zaidan, Ana Maria Pereira Cardoso and José Nelio Januário presents an analysis model with the purpose to explain the influence of the information system in a large public health program and, specifically, in the results that this program as a social innovation must accomplish.

The fifth paper, “THE EFFECTIVENESS OF A MOBILE HEALTH APP FOR TAILORED HEALTHCARE EDUCATION WITH A MIGRANT INDIAN POPULATION IN HONG KONG”, authored by Matthew William Fendt, Shelby Garner, Phil Young, Carolin George, Cho Lee Wong, Hope Koch, Gina Green and Julia Hitchcock presents a mobile health application designed to teach about hypertension and diabetes, specifically targeting an Indian population. The application was assessed for effectiveness in healthcare education among a migrant Indian population in Hong Kong.

The sixth paper entitled “SECURITY AND ETHICS IN SUSTAINABLE E-LEARNING AND GAMIFICATION FRAMEWORK FOR HIGHER EDUCATION” written by Aidrina Sofiadin focuses on gamification in the e-learning context. It examines and evaluates various types of security threads and learners’ ethics and well-being in the e-learning environment to identify the relationship between security and ethics in gamified e-learning.

“DESIGN AND IMPLEMENTATION OF IN-HOUSE CURRENCY SYSTEM TO FOSTER MUTUAL ACTIONS”, the seventh paper written by Toshiomi Moriki, Hiroki Satoh, Shinpei Takami, Kie Yoshiji, Miho Kobayashi and Norihisa Komoda proposes a design and the implementation of an in-house currency system with the purpose to address the anxieties of remote work, such as poor communication among employees and loss of a sense of self-efficacy.

More and more, it is known that Technology is always present and it can be used to improve all aspects in our society. These papers illustrate that the development of technology have increased our ambitions to make all aspects of technology a more global and international matter.

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