EDITORIAL

The IADIS International Journal on WWW/Internet (IJWI) is a peer-reviewed scientific journal published exclusively in 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 to disseminate knowledge amongst its readers and 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 24, Issue 1 - ISSN: 1645-7641) combines 8 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 entitled "DETERMINANTS OF CUSTOMER SATISFACTION WITH FINTECH PAYMENT PLATFORMS IN SAVINGS AND LOANS COMPANIES IN GHANA" authored by Ofori Yaw Owusu and Dadson Awunyo-Vitor assesses the factors influencing customer satisfaction with FinTech payment platforms in Ghana's Savings and Loans Companies, using the Expectation-Confirmation Model (ECM) as the theoretical framework.

The second paper, by Marita Skjuve, Knut Kvale, Anna Grøndahl Larsen, Asbjørn Følstad and Nena van As, entitled "CUSTOMER CARE IN THE AGE OF AI: CURRENT PERCEPTIONS AND FUTURE EXPECTATIONS", investigates how customers perceive high-quality customer care today and what they expect from future services in the banking, insurance, and telecommunications sectors. Based on qualitative responses from 193 participants, the findings indicate that current satisfaction is driven by personalized, empathetic, and competent service, while future expectations focus on efficiency, accessibility, and digitalization.

The third paper, with the title "BLOCKCHAIN AND LOCAL TRANSFORMATION: THE FUNDÃO AGRI-FOOD ECOSYSTEM IN THE BLOCKCHAIN.PT AGENDA" authored by Rita Santos, Joana Almeida, Catarina Marques, Mariana Salvado, Ciro Martins, Cármen Guimarães and Fernando Costa and Hélder Gomes examines how blockchain technologies support digital transformation and territorial innovation in rural areas, using *Fundão*, Portugal, and the "*Cereja do Fundão*" value chain as a case study.

The fourth paper, with the title "A SECURE BLOCKCHAIN FRAMEWORK FOR STANDALONE AND MULTI-INSTITUTION CLINICAL SYSTEMS" authored by Savina Mariettou, Constantinos Koutsojannis and Vassilis Triantafyllou presents a secure prescription architecture that combines permissioned blockchain technology, smart contract-driven validation, and fuzzy logic–based anomaly detection to provide end-to-end integrity and reliable process assurance.

Lydia Burge and Chyng-yang Jang authored the fifth paper entitled “DESIGN QUALITY, DISTRACTION, AND TRUST: AN EXPERIMENTAL STUDY OF WEB INTERFACE MICRO ANIMATIONS”. This study employs an experimental design to investigate whether interface micro animations affect users’ perceptions of website design quality and their trust in the organization behind the website.

The sixth paper, with the title “EXTENDING THE USER-CENTERED DESIGN TOOLBOX: AN INSTRUMENT FOR ANTICIPATING THE COMPLEXITY OF INTERACTIONS” authored by Tobias Moebert and Ulrike Lucke, addresses the challenges of ensuring equal access and participation in increasingly complex digital interaction environments. It presents and evaluates a tool for identifying and analyzing interaction complexity through structured self-reflection in two educational infrastructure development projects.

The seventh paper, entitled “PLAYER SENTIMENT TOWARD GAME UPDATES: EVIDENCE FROM REDDIT PATCH-NOTE DISCUSSIONS” authored by Niklas Böckmann and Neil Bretaña, explores the integration of the Reddit API to retrieve and aggregate comment data from multiple threads across selected subreddits. This method streamlines comment extraction, enabling the construction of a comprehensive dataset that supports in-depth analysis.

The eighth and final paper, by Cloe Hüsser, Luca Fluri and Hilko Cords entitled “IMMERSIVE AND COLLABORATIVE 3D SOLAR PANEL VISUALIZATION THROUGH XR”, introduces comprehensive mobile AR (Augmented Reality) and VR (Virtual Reality) solutions designed to address the inherent limitations of traditional 2D solar panel visualizations. By harnessing the capabilities of these immersive technologies, the authors enabled a more engaging, interactive, and spatially intuitive decision-making process for stakeholders throughout the solar energy planning workflow.

It is widely recognized that technology is ever-present and has the potential to enhance various facets of society. These papers demonstrate that technological advancements have expanded our ambitions, promoting a more global and international approach to its development and application.

The Editor,

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