Preface

It is a great pleasure to share with you the Springer LNCS proceedings of the Second World Summit on the Knowledge Society, WSKS 2009, organized by the Open Research Society, Ngo, http://www.open-knowledge-society.org, and held in Samaria Hotel, in the beautiful city of Chania in Crete, Greece, September 16–18, 2009.

The 2nd World Summit on the Knowledge Society (WSKS 2009) was an international scientific event devoted to promoting dialogue on the main aspects of the knowledge society towards a better world for all. The multidimensional economic and social crisis of the last couple of years has brought to the fore the need to discuss in depth new policies and strategies for a human centric developmental processes in the global context.

This annual summit brings together key stakeholders involved in the worldwide development of the knowledge society, from academia, industry, and government, including policy makers and active citizens, to look at the impact and prospects of information technology, and the knowledge-based era it is creating, on key facets of living, working, learning, innovating, and collaborating in today’s hyper-complex world.

The summit provides a distinct, unique forum for cross-disciplinary fertilization of research, favoring the dissemination of research on new scientific ideas relevant to international research agendas such as the EU (FP7), OECD, or UNESCO. We focus on the key aspects of a new sustainable deal for a bold response to the multidimensional crisis of our times.

Eleven general pillars provide the constitutional elements of the summit:

Pillar 1. Information Technologies – Knowledge Management Systems – E-business and Business, and Organizational and Inter-organizational Information Systems for the Knowledge Society
Pillar 2. Knowledge, Learning, Education, Learning Technologies, and E-learning for the Knowledge Society
Pillar 3. Social and Humanistic Computing for the Knowledge Society – Emerging Technologies for Society and Humanity
Pillar 5. E-government and E-democracy in the Knowledge Society
Pillar 6. Innovation, Sustainable Development, and Strategic Management for the Knowledge Society
Pillar 7. Service Science, Management, Engineering, and Technology
Pillar 8. Intellectual and Human Capital Development in the Knowledge Society
Pillar 9. Advanced Applications for Environmental Protection and Green Economy Management
Pillar 10. Future Prospects for the Knowledge Society: from Foresight Studies to Projects and Public Policies
Pillar 11. Technologies and Business Models for the Creative Industries
In the 2nd World Summit on the Knowledge Society, six main tracks and three workshops were organized. The CCIS 49 Volume, summarizes 61 full research articles that were selected after a double blind review process from 256 submissions, contributed by 480 co-authors.

We are very happy, because in this volume of CCIS you will find excellent quality research giving sound propositions for advanced systems towards the knowledge society.

In the next figure we summarize the context of the research contributions presented at WSKS 2009.

I would like to thank the more than 480 co-authors from 59 countries for their submissions, the Program Committee members and their subreviewers for the thoroughness of their reviews and the colleagues in the Open Research Society for the great support they offered during the organization of the event in Chania.

We are honored by the support and encouragement of the Editors-in-Chief of the five ISI SCI/SSCI listed journals that agreed to publish special issues from extended versions of papers presented at the summit:

- Robert Tennyson, Editor-in-Chief of Computers in Human Behaviour
- Amit Sheth, Editor-in-Chief of the International Journal of Semantic Web and Information Systems
- Adrian Dale, Editor-in-Chief of the Journal of Information Science
• Felix Tan, Editor-in-Chief of the Journal of Global Information Management
• Janice Sipior, Editor-in-Chief of Information Systems Management

A great thank you also to Alfred Hofmann from Springer and his staff for the excellent support during the publication of LNCS/LNAI 5736 and CCIS 49.

Last but not least, I would like to express my gratitude to the staff and members of the Open Research Society for their hard work throughout the organization of the summit and their efforts to promote a better world for all based on knowledge and learning.

We need a better world. We contribute with our sound voices to the agenda, policies, and actions. We invite you to join your voice with ours and all together to shape a new deal for our world: education, sustainable development, health, opportunities for well being, culture, collaboration, peace, democracy, and technology for all.

Looking forward to seeing you at the third event in the series, about which you can find more information at: http://www.open-knowledge-society.org/summit.htm.

With 30 special issues already agreed for WSKS 2010, and 6 main tracks planned, we would like to ask for your involvement, and we would be happy to see you joining us.

THANK YOU – Efharisto Poli!!

July 2009

Miltiadis D. Lytras
Organization

WSKS 2009 was organized by the International Scientific Council for the Knowledge Society and supported by the Open Research Society, Ngo, http://www.open-knowledge-society.org and the International Journal of the Knowledge Society Research, http://www.igi-global.com/ijksr

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Professor Miltiadis D. Lytras

President, Open Research Society, Ngo

Miltiadis D. Lytras is the President and Founder of the Open Research Society, NGO. His research focuses on semantic web, knowledge management, and e-learning, with more than 100 publications in these areas. He has co-edited / co-edits 25 special issues in International Journals (e.g., IEEE Transaction on Knowledge and Data Engineering, IEEE Internet Computing, IEEE Transactions on Education, Computers in Human Behavior, Interactive Learning Environments, the Journal of Knowledge Management, the Journal of Computer Assisted Learning, etc.) and has authored/ (co-)edited 25 books (e.g., Open Source for Knowledge and Learning Management, Ubiquitous and Pervasive Knowledge Management, Intelligent Learning Infrastructures for Knowledge Intensive Organizations, Semantic Web Based Information Systems, China Information Technology Hanbook, Real World Applications of Semantic Web and Ontologies, Web 2.0: The Business Model, etc.). He is the founder and officer of the Semantic Web and Information Systems Special Interest Group of the Association for Information Systems (http://www.sigsemis.org). He serves as the (Co-) Editor-in-Chief of 12 international journals (e.g., the International Journal of Knowledge and Learning, the International Journal of Technology Enhanced Learning, the International Journal on Social and Humanistic Computing, the International Journal on Semantic Web and Information Systems, the International Journal on Digital Culture and Electronic Tourism, the International Journal of Electronic Democracy, the International Journal of Electronic Banking, and the International Journal of Electronic Trade, etc.) while he is associate editor or editorial board member in seven more.
WSKS 2009 Co-chairs

Professor Ernesto Damiani
University of Milan, Italy

Ernesto Damiani is a professor at the Dept. of Information Technology, University of Milan, where he leads the Software Architectures Lab. Prof. Damiani holds/has held visiting positions at several international institutions, including George Mason University (Fairfax, VA, USA) and LaTrobe University (Melbourne, Australia). Prof. Damiani is an Adjunct Professor at the Sydney University of Technology (Australia). He has written several books and filed international patents; also, he has co-authored more than two hundred research papers on advanced secure service-oriented architectures, open source software and business process design, software reuse, and Web data semantics. Prof. Damiani is the Vice Chair of IFIP WG 2.12 on Web Data Semantics and the secretary of IFIP WG 2.13 on Open Source Software Development. He coordinates several research projects funded by the Italian Ministry of Research and by private companies, including Siemens Mobile, Cisco Systems, ST Microelectronics, BT Exact, Engineering, Telecom Italy, and others.

Professor John M. Carroll
The Pennsylvania State University, USA

John M. Carroll was a founder of human-computer interaction, the youngest of the 9 core areas of computer science identified by the Association for Computing Machinery (ACM). He served on the program committee of the 1982 Bureau of Standards Conference on the Human Factors of Computing Systems that, in effect, inaugurated the field, and was the direct predecessor of the field's flagship conference series, the ACM CHI conferences. Through the past two decades, Carroll has been a leader in the development of the field of Human-Computer Interaction. In 1984 he founded the User Interface Institute at the IBM Thomas J. Watson Research Center, the most influential corporate research laboratory during the latter 1980s. In 1994, he joined Virginia Tech as Department Head of Computer Science where he established an internationally renowned HCI focus in research and teaching. Carroll has served on the editorial boards of every major HCI journal – the International Journal of Human-Computer Interaction, the International Journal of Human-Computer Studies, Human-Computer Interaction, Transactions on Computer-Human Interaction, Transactions on Information Systems, Interacting with Computers, and Behavior and Information Technology. He was a founding associate editor of the field's premier journal, ACM Transactions on Computer-Human Interaction, and a founding member of the editorial boards of Transactions on Information Systems, Behavior and Information Technology, and the International Journal of Human-Computer Interaction. He is currently on the Senior Editorial Advisory Board for the field’s oldest journal, the International Journal of Human-Computer Systems. He served on the editorial board of all three editions of the Handbook of Human-Computer Interaction, and was associate editor for the section on Human-Computer Interaction in the Handbook of Computer Science and Engineering. He has served on more than 50 program committees for international HCI conferences, serving as chair or associate chair 12 times. He has been
nominated to become the next Editor-in-Chief of the ACM Transactions on Computer-Human Interaction. He is currently serving his second term on the National Research Council's Committee on Human Factors. Carroll has published 13 books and more than 250 technical papers, and has produced more than 70 miscellaneous reports (videotapes, workshops, tutorials, conference demonstrations and discussant talks). He has presented more than 30 plenary or distinguished lectures.

**Professor Robert Tennyson**

University of Minnesota, USA

Robert Tennyson is currently a professor of educational psychology and technology in learning and cognition. In addition to his faculty position, he is a program coordinator for the psychological foundations of education. His published works range from basic theoretical articles on human learning to applied books on instructional design and technology. He serves as the Editor-in-Chief of the scientific journal, Computers in Human Behavior, published by Elsevier Science and now in its 17th year, as well as serving on several editorial boards for professional journals. His research and publications include topics such as cognitive learning and complex cognitive processes, intelligent systems, complex-dynamic simulations, testing and measurement, instructional design, and advanced learning technologies. His international activities include directing a NATO-sponsored advanced research workshop in Barcelona and a NATO advanced study institute in Grimstad, Norway – both on the topic of automated instructional design and delivery. He has recently directed an institute on technology in Athens and Kuala Lumpur. His other international activities include twice receiving a Fulbright Research Award in Germany and once in Russia. His teaching interests include psychology of learning, technology-based systems design, evaluation, and management systems.

**Professor David Avison**

ESSEC Business School, France

David Avison is Distinguished Professor of Information Systems at ESSEC Business School, near Paris, France, after being Professor at the School of Management at Southampton University for nine years. He has also held posts at Brunel and Aston Universities in England, and the University of Technology Sydney and University of New South Wales in Australia, and elsewhere. He is President-elect of the Association of Information Systems (AIS). He is joint editor of Blackwell Science’s Information Systems Journal now in its eighteenth volume, rated as a ‘core’ international journal. So far, 25 books are to his credit including the fourth edition of the well-used text Information Systems Development: Methodologies, Techniques and Tools (jointly authored with Guy Fitzgerald). He has published a large number of research papers in learned journals, and has edited texts and conference papers. He was Chair of the International Federation of Information Processing (IFIP) 8.2 group on the impact of IS/IT on organizations and society and is now vice chair of IFIP technical committee 8. He was past President of the UK Academy for Information Systems and also chair of the UK Heads and Professors of IS and is presently member of the IS
Senior Scholars Forum. He was joint program chair of the International Conference in Information Systems (ICIS) in Las Vegas (previously also research program stream chair at ICIS Atlanta), joint program chair of IFIP TC8 conference at Santiago Chile, program chair of the IFIP WG8.2 conference in Amsterdam, panels chair for the European Conference in Information Systems at Copenhagen and publicity chair for the entity-relationship conference in Paris, and chair of several other UK and European conferences. He will be joint program chair of the IFIP TC8 conference in Milan, Italy in 2008. He also acts as consultant and has most recently worked with a leading manufacturer developing their IT/IS strategy. He researches in the area of information systems development and more generally on information systems in their natural organizational setting, in particular using action research, though he has also used a number of other qualitative research approaches.

Dr. Ambjorn Naeve
KTH-Royal Institute of Technology, Sweden

Ambjörn Naeve (www.nada.kth.se/~amb) has a background in mathematics and computer science and received his Ph.D. in computer science from KTH in 1993. He is presently coordinator of research on Interactive Learning Environments and the Semantic Web at the Centre for user-oriented Information technology Design (CID: http://cid.nada.kth.se) at the Royal Institute of Technology (KTH: www.kth.se) in Stockholm, where he heads the Knowledge Management Research group (KMR: http://kmr.nada.kth.se).

Professor Adrian Dale
Creatifica Associates, UK

Adrian Dale is renowned as a radical thinker in the information and knowledge management fields. He has managed the information, records, and knowledge functions of several UK organizations in the public and private sector, driving the shift from the paper to electronic worlds. He coaches the knowledge management teams of a number of public and private sector organizations, helping them to create the radical change necessary today. Current clients include the Cabinet Office; Shell Exploration and Production; CBI; the Department for Children, Schools and Families; Scottish Enterprise; Health Scotland; NICE; and the National Library for Health. Past clients have included Health London, HM Treasury, the Ministry of Defence, the House of Commons, DeFRA, Environment Agency, the Competition Commission, KPMG, Christian Aid, Motor Neurone Disease Associate, the Learning and Skills Council, and Bedford Hospital NHS Trust. He has 21 years of experience in the fields of IT, Knowledge, and Information Management. Before becoming independent, he was Chief Knowledge Officer for Unilever Research with responsibility for IT & Knowledge Management in their Research and Innovation Programs. Adrian is Chairman of the International Online Information Conference, Editor of the Journal of Information Science, and a fellow of the Chartered Institute of Library and Information Professionals.
**Professor Paul Lefrere**

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Paul Lefrere is a professor of eLearning at the University of Tampere, Finland (Hypermedia Lab; Vocational Learning and e-skills Centre). Before that, he was Senior Lecturer at the UK Open University's Institute of Educational Technology. From 2003-2005, he was on leave of absence as Microsoft's Executive Director for eLearning, in which role he served on various European and national advisory groups concerned with professional learning and related topics, and also on Europe's e-learning Industry Group, eLIG. Until 2003 he was Policy Adviser at the Open University, where he was also Academic Director of a number of international multi-university projects concerned with e-skills and knowledge management. Since he returned to the OU he has been engaged in a number of development and consultancy activities in many countries of the world including the Middle East and Pakistan.

**Professor Felix Tan**

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Dr. Felix B. Tan is Professor of Information Systems and Chair of the Business Information Systems discipline. He is also Director of the Centre for Research on Information Systems Management (CRISM). He serves as the Editor-in-Chief of the Journal of Global Information Management. He is a Fellow of the Information Resources Management Association as well as the New Zealand Computer Society. He also served on the Council of the Association for Information Systems from 2003-2005. He has held visiting positions with the National University of Singapore, The University of Western Ontario, Canada, and was a visiting professor at Georgia State University, USA, in May/June 2005 and the University of Hawaii at Manoa in January 2006. Dr. Tan is internationally known for his work in the global IT field. Dr. Tan's current research interests are in electronic commerce, global information management, business-IT alignment, and the management of IT. He actively uses the repertory grid and narrative inquiry methods in his research. Dr. Tan has published in MIS Quarterly, Information Management, the Journal of Information Technology, the Information Systems Journal, IEEE Transactions on Engineering Management, IEEE Transactions on Personal Communications, the International Journal of HCI, and the International Journal of Electronic Commerce, as well as other journals, and has refereed a number of conference proceedings.

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Janice C. Sipior is Associate Professor of Management Information Systems at Villanova University, an Augustinian university located in Pennsylvania, USA. Her academic experience also includes faculty positions at Canisius College, USA; the University of North Carolina, USA; Moscow State Linguistic University, Russia; and the University of Warsaw, Poland. She was previously employed in computer plan-
ning at HSBC (Hong Kong-Shanghai Bank Corporation). Her research interests include ethical and legal aspects of information technology, system development strategies, and knowledge management. Her research has been published in over 65 refereed journals, international conference proceedings, and books. She is Chair of the Association for Computing Machinery, Special Interest Group on Management Information Systems (ACM-SIGMIS), and serves as a Senior Editor of Data Base, an Associate Editor of the Information Resources Management Journal, and Editorial Board Member of Information Systems Management.

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Gottfried Vossen is Professor of Computer Science in the Department of Information Systems at the University of Muenster in Germany. He is the European Editor-in-Chief of Elsevier’s Information Systems and Director of the European Research Center for Information Systems (ERCIS) in Muenster. His research interests include conceptual as well as application-oriented problems concerning databases, information systems, electronic learning, and the Web.

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# Table of Contents

**Knowledge, Learning, Education, Learning Technologies and E-Learning for the Knowledge Society**

- Language Micro-gaming: Fun and Informal Microblogging Activities for Language Learning ................................................................. 1  
  *Maria A. Perifanou*

- Appropriating Technologies for Contextual Knowledge: Mobile Personal Learning Environments ......................................................... 15  
  *Graham Attwell, John Cook, and Andrew Ravenscroft*

- Teachers Professional Development through Web 2.0 Environments .......... 26  
  *Cristina Costa*

- Using Web 2.0 Applications as Supporting Tools for Personal Learning Environments ................................................................. 33  
  *Ricardo Torres Kompen, Palitha Edirisingha, and Josep M. Monguet*

- An Infrastructure for Intercommunication between Widgets in Personal Learning Environments ......................................................... 41  
  *Tobias Nelkner*

- Communities of Practice as a Support Function for Social Learning in Distance Learning Programs ......................................................... 49  
  *Ashley Healy*

- Do Open Source LMSs Support Personalization? A Comparative Evaluation .................................................................................. 57  
  *Tania Kerkiri and Angela-Maria Paleologou*

- The Impact of Organizational Learning on Innovativeness in Spanish Companies ................................................................. 67  
  *Jesús David Sánchez de Pablo González del Campo and Miha Škerlavaj*

  *Olmo A. Moreno-Franco, Prudenciano Moreno-Moreno, and L.A. Muñoz-Ubando*

- Effectiveness of Game-Based Learning: Influence of Cognitive Style .......... 87  
  *Miloš Milovanović, Miroslav Minović, Ivana Kovačević, Jelena Minović, and Dušan Starčević*
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goneis.gr: Training Greek Parents on ICT and Safer Internet</td>
<td>97</td>
</tr>
<tr>
<td>Nikos Manouselis, Katerina Riviou, Nikos Palavitsinis, Vasiliki Giannikopoulou, and Panayotis Tsanakas</td>
<td></td>
</tr>
<tr>
<td>Educational Accountability and the Global Knowledge Society – What Can We Learn from the EU Experience?</td>
<td>107</td>
</tr>
<tr>
<td>Kornelia Kozovska, Rossana Rosati, and Daniele Vidoni</td>
<td></td>
</tr>
<tr>
<td>Participatory Design of the Participatory Culture: Students’ Projections of e-Learning 2.0</td>
<td>119</td>
</tr>
<tr>
<td>George Palaigeistiou, George Triantafyllakos, and Avgoustos Tsinakos</td>
<td></td>
</tr>
<tr>
<td>Towards an “Intelligent” Tagging Tool for Blogs</td>
<td>129</td>
</tr>
<tr>
<td>Juraj Frank, Renate Motschnig, and Martin Homola</td>
<td></td>
</tr>
<tr>
<td>ICT in the Classroom Microworld - Some Reservations</td>
<td>137</td>
</tr>
<tr>
<td>Ioannis Papadopoulos and Vassilios Dagdilelis</td>
<td></td>
</tr>
<tr>
<td>Quality Development in Education</td>
<td>146</td>
</tr>
<tr>
<td>Spiros Panetsos, Anastasios Zogopoulos, Odysseas Tigas, and Albina Gubaidullina</td>
<td></td>
</tr>
<tr>
<td>Capitalizing Knowledge in Communities of Practice of e-Learning: Ontology-Based Community Memory</td>
<td>154</td>
</tr>
<tr>
<td>Akila Sarirete, Azeddine Chikh, and Elizabeth Noble</td>
<td></td>
</tr>
<tr>
<td>Information Technologies - Knowledge Management Systems - E-Business and Business, Organizational and Inter-organizational Information Systems for the Knowledge Society</td>
<td></td>
</tr>
<tr>
<td>An Empirical Study on the Use of Web 2.0 by Greek Adult Instructors in Educational Procedures</td>
<td>164</td>
</tr>
<tr>
<td>John Vrettaros, Alexis Tagoulis, Niki Giannopoulou, and Athanasios Drigas</td>
<td></td>
</tr>
<tr>
<td>Estimation for Up/Down Fluctuation of Stock Prices by Using Neural Network</td>
<td>171</td>
</tr>
<tr>
<td>Toyohide Watanabe and Kenji Iwata</td>
<td></td>
</tr>
<tr>
<td>Defining Malaysian Knowledge Society: Results from the Delphi Technique</td>
<td>179</td>
</tr>
<tr>
<td>Norsiah Abdul Hamid and Halimah Badioze Zaman</td>
<td></td>
</tr>
<tr>
<td>Cultural Aspects of Secrecy in Global Economy</td>
<td>190</td>
</tr>
<tr>
<td>Enric Serradell-Lopez and Victor Cavaller</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>New Forms of Managerial Education in Knowledge Society</td>
<td>200</td>
</tr>
<tr>
<td><em>Milan Maly</em></td>
<td></td>
</tr>
<tr>
<td>Managing Project Landscapes in Knowledge-Based Enterprises</td>
<td>208</td>
</tr>
<tr>
<td><em>Vladimir Stantchev and Marc Roman Franke</em></td>
<td></td>
</tr>
<tr>
<td>Gender Differences in the Continuance of Online Social Networks</td>
<td>216</td>
</tr>
<tr>
<td><em>Na Shi, Christy M.K. Cheung, Matthew K.O. Lee, and Huaping Chen</em></td>
<td></td>
</tr>
<tr>
<td>It’s Not Only about Technology, It’s about People: Interpersonal skills as a Part of the IT Education</td>
<td>226</td>
</tr>
<tr>
<td><em>Ricardo Colomo-Palacios, Cristina Casado-Lumbreras, Ángel García-Crespo, and Juan Miguel Gómez-Berbís</em></td>
<td></td>
</tr>
<tr>
<td>Understanding Organizational Learning via Knowledge Management in Government-Link Companies in Malaysia</td>
<td>234</td>
</tr>
<tr>
<td><em>Asleena Helmi, Zainal Ariffin Ahmad, and Daisy Kee Mui Hung</em></td>
<td></td>
</tr>
<tr>
<td>A Generic Core Knowledge Management Process: Locating Crucial Knowledge</td>
<td>248</td>
</tr>
<tr>
<td><em>Michel Grundstein</em></td>
<td></td>
</tr>
<tr>
<td>Applying IT Governance Concepts and Elements to Knowledge Governance: An Initial Approach</td>
<td>258</td>
</tr>
<tr>
<td><em>Juan Ignacio Rouyet and Luis Joyanes</em></td>
<td></td>
</tr>
<tr>
<td>The Concept of Embodied Knowledge for Understanding Organisational Knowledge Creation</td>
<td>268</td>
</tr>
<tr>
<td><em>Yoshito Matsudaira and Tsutomu Fujinami</em></td>
<td></td>
</tr>
<tr>
<td>An Extended Model of Knowledge Governance</td>
<td>279</td>
</tr>
<tr>
<td><em>Laszlo Z. Karvalics and Nikunj Dalal</em></td>
<td></td>
</tr>
<tr>
<td>Assessing the Value Dimensions for Customers in Knowledge Intensive Business Services</td>
<td>288</td>
</tr>
<tr>
<td><em>Francesco Sole, Daniela Carlucci, and Giovanni Schiuma</em></td>
<td></td>
</tr>
<tr>
<td>An Interactive Medical Knowledge Assistant</td>
<td>298</td>
</tr>
<tr>
<td><em>Bogdan D. Czejdo and Mikolaj Baszun</em></td>
<td></td>
</tr>
<tr>
<td>Elaborating a Knowledge Management Plan: A Multi-actor Decision Process</td>
<td>305</td>
</tr>
<tr>
<td><em>Thierno Tounkara</em></td>
<td></td>
</tr>
<tr>
<td>Scouting for Drivers of the European Knowledge Society: The Role of Social Participation</td>
<td>319</td>
</tr>
<tr>
<td><em>Daniele Vidoni, Massimiliano Mascherini, and Anna Rita Manca</em></td>
<td></td>
</tr>
<tr>
<td>Operationalising the Sustainable Knowledge Society Concept through a Multi-dimensional Scorecard</td>
<td>328</td>
</tr>
<tr>
<td><em>Horatiu Dragomirescu and Ravi S. Sharma</em></td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Extending Static Knowledge Diagrams to Include Dynamic Knowledge</td>
<td>338</td>
</tr>
<tr>
<td><em>Bogdan D. Czejdo and Thompson Cummings</em></td>
<td></td>
</tr>
<tr>
<td>Against the Reign of Ignorance</td>
<td>346</td>
</tr>
<tr>
<td><em>Carel S. De Beer</em></td>
<td></td>
</tr>
<tr>
<td><strong>Engineering the Knowledge Society through Web Science: Advanced</strong></td>
<td></td>
</tr>
<tr>
<td><em>Systems, Semantics, and Social Networks</em></td>
<td></td>
</tr>
<tr>
<td>Italian University Students and Digital Technologies: Some Results</td>
<td>357</td>
</tr>
<tr>
<td>*Paolo Ferri, Nicola Cavalli, Elisabetta Costa, Andrea Mangiatordi,</td>
<td></td>
</tr>
<tr>
<td>Stefano Mizzella, Andrea Pozzali, and Francesca Scenini*</td>
<td></td>
</tr>
<tr>
<td>Success Factors in IT-Innovative Product Companies: A Conceptual</td>
<td>366</td>
</tr>
<tr>
<td>Framework</td>
<td></td>
</tr>
<tr>
<td>*Enric Serradell-López, Ana Isabel Jiménez-Zarco, and Maria Pilar</td>
<td></td>
</tr>
<tr>
<td>Martínez-Ruiz*</td>
<td></td>
</tr>
<tr>
<td>Management Guidelines for Database Developers’ Teams in Software</td>
<td>377</td>
</tr>
<tr>
<td>Development Projects</td>
<td></td>
</tr>
<tr>
<td><em>Lazar Rusu, Yifeng Lin, and Georg Hodosi</em></td>
<td></td>
</tr>
<tr>
<td>ERP and Four Dimensions of Absorptive Capacity: Lessons from a</td>
<td>387</td>
</tr>
<tr>
<td>Developing Country</td>
<td></td>
</tr>
<tr>
<td><em>María José Álvarez Gil, Dilan Aksoy, and Borbala Kulcsar</em></td>
<td></td>
</tr>
<tr>
<td>Approaches of E-Records Management in E-State Transformation</td>
<td>395</td>
</tr>
<tr>
<td>Process in Turkey</td>
<td></td>
</tr>
<tr>
<td><em>Fahrettin Özdemirci and Özlem (Gökkurt) Bayram</em></td>
<td></td>
</tr>
<tr>
<td>Supplier Networks and the Importance of Information Technology:</td>
<td>404</td>
</tr>
<tr>
<td>Outlook on the European Automotive Industry</td>
<td></td>
</tr>
<tr>
<td><em>Maria José Alvarez Gil, Borbala Kulcsar, and Dilan Aksoy</em></td>
<td></td>
</tr>
<tr>
<td>Answer or Publish – Energizing Online Democracy</td>
<td>411</td>
</tr>
<tr>
<td><em>Miklós Antal and Dániel Mikecz</em></td>
<td></td>
</tr>
<tr>
<td>CICERON-e: Interactive Tourism for SMEs</td>
<td>420</td>
</tr>
<tr>
<td><em>Luis de-Marcos, Roberto Barchino, José-María Gutiérrez, José-Javier</em></td>
<td></td>
</tr>
<tr>
<td>Martínez, Salvador Otón, Fernando Giner, and Ricardo Buendía</td>
<td></td>
</tr>
<tr>
<td>Developing e-Business Capabilities to Bridge the Knowledge Divide in</td>
<td>430</td>
</tr>
<tr>
<td>Mediterranean Countries</td>
<td></td>
</tr>
<tr>
<td><em>Giustina Secundo, Gianluca Elia, Alessandro Margherita, and Giuseppina Passiante</em></td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Securization of e-Cognocracy</td>
<td>440</td>
</tr>
<tr>
<td>José María Moreno-Jiménez, Joan Josep Piles, José Ruiz,</td>
<td></td>
</tr>
<tr>
<td>José Luis Salazar, and Alberto Turón</td>
<td></td>
</tr>
<tr>
<td>Business and IT Alignment: An Evaluation of Strategic Alignment Models</td>
<td>447</td>
</tr>
<tr>
<td>Mohamed El Mekawy, Lazar Rusu, and Nabeel Ahmed</td>
<td></td>
</tr>
<tr>
<td>A Study for the Organization of the Greek Publishing Enterprises at</td>
<td>456</td>
</tr>
<tr>
<td>the Beginning of the 21st Century</td>
<td></td>
</tr>
<tr>
<td>Petros Kostagiolas, Banou Christina, and Stelios Zimeras</td>
<td></td>
</tr>
<tr>
<td>A Middleware Framework to Create and Manage Data Structures for</td>
<td>466</td>
</tr>
<tr>
<td>Visual Analytics</td>
<td></td>
</tr>
<tr>
<td>Juan García, Diego A. Gomez, Antonio Gonzalez, Francisco J. García,</td>
<td></td>
</tr>
<tr>
<td>and Roberto Theron</td>
<td></td>
</tr>
<tr>
<td>Factors Influencing e-Business Adoption in the Greek Hotel Sector</td>
<td>474</td>
</tr>
<tr>
<td>Ir. Samanta and P. Kyriazopoulos</td>
<td></td>
</tr>
<tr>
<td>The Impact of e-Customer Relationship Marketing in Hotel Industry</td>
<td>484</td>
</tr>
<tr>
<td>Irene Samanta</td>
<td></td>
</tr>
<tr>
<td>An Ontology for Musical Phonographic Records: Contributing with a</td>
<td>495</td>
</tr>
<tr>
<td>Representation Model</td>
<td></td>
</tr>
<tr>
<td>Marcelo de Oliveira Albuquerque, Sean Wolfgang M. Siqueira,</td>
<td></td>
</tr>
<tr>
<td>Rosana de Saldanha da G. Lanzelotte, and Maria Helena L.B. Braz</td>
<td></td>
</tr>
<tr>
<td>A Semantic Support for a Multi-platform eGovernment Solution</td>
<td>503</td>
</tr>
<tr>
<td>Centered on the Needs of Citizens</td>
<td></td>
</tr>
<tr>
<td>Luis Álvarez Sabucedo and Luis Anido Rifón</td>
<td></td>
</tr>
<tr>
<td>Towards the Selection of Testable Use Cases and a Real Experience</td>
<td>513</td>
</tr>
<tr>
<td>Andrea Rodrigues, Plácido Rogério Pinheiro, Maikol Magalhães Rodrigues,</td>
<td></td>
</tr>
<tr>
<td>Adriano Bessa Albuquerque, and Francisca Márcia Gonçalves</td>
<td></td>
</tr>
<tr>
<td>Towards the Neuropsychological Diagnosis of Alzheimer’s Disease: A</td>
<td>522</td>
</tr>
<tr>
<td>Hybrid Model in Decision Making</td>
<td></td>
</tr>
<tr>
<td>Ana Karoline Araujo de Castro, Plácido Rogerio Pinheiro, and</td>
<td></td>
</tr>
<tr>
<td>Mirian Caliope Dantas Pinheiro</td>
<td></td>
</tr>
<tr>
<td>Applied Neuroimaging to the Diagnosis of Alzheimer’s Disease: A</td>
<td>532</td>
</tr>
<tr>
<td>Multicriteria Model</td>
<td></td>
</tr>
<tr>
<td>Isabelle Tamanini, Ana Karoline de Castro, Plácido Rogério Pinheiro,</td>
<td></td>
</tr>
<tr>
<td>and Mirian Caliope Dantas Pinheiro</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>An Expedient Study on Back-Propagation (BPN) Neural Networks for</td>
<td>542</td>
</tr>
<tr>
<td>Modeling Automated Evaluation of the Answers and Progress of Deaf</td>
<td></td>
</tr>
<tr>
<td>Students’ That Possess Basic Knowledge of the English Language and</td>
<td></td>
</tr>
<tr>
<td>Computer Skills</td>
<td></td>
</tr>
<tr>
<td><em>John Vrettaros, George Vouros, and Athanasios S. Drigas</em></td>
<td></td>
</tr>
<tr>
<td>Student Modeling</td>
<td></td>
</tr>
<tr>
<td><em>Athanasios S. Drigas, Katerina Argyri, and John Vrettaros</em></td>
<td></td>
</tr>
<tr>
<td>Digital Dividend Aware Business Models for the Creative Industries:</td>
<td>565</td>
</tr>
<tr>
<td>Challenges and Opportunities in EU Markets</td>
<td></td>
</tr>
<tr>
<td><em>Vassiliki Cossiavelou</em></td>
<td></td>
</tr>
<tr>
<td>Integrating Adults’ Characteristics and the Requirements for Their</td>
<td>570</td>
</tr>
<tr>
<td>Effective Learning in an e-Learning Environment</td>
<td></td>
</tr>
<tr>
<td>*Maria Pavlis Korres, Thanassis Karalis, Piera Leftheriotou, and</td>
<td></td>
</tr>
<tr>
<td>Elena García Barriocanal*</td>
<td></td>
</tr>
<tr>
<td><strong>Author Index</strong></td>
<td>585</td>
</tr>
</tbody>
</table>