17th International Conference on e-Society  
(ES 2019)  

FINAL CONFERENCE PROGRAM

Location: HU University of Applied Sciences - Heidelberglaan 15, 3584 CS, Utrecht  
Building: HL 15 (Heidelberglaan 15)  
How to find the room number of the sessions:  
HL 15-0.055 – HL 15 (Building Identification - Heidelberglaan 15)- 0. (Floor) 055 (Room number)

Thursday 11th, April 2019

08:15-19:15 Welcome Desk - (room - HL 15-4.083)

09:30–10:00 Session O – Opening Session  
(Room: HL 15-0.055)  
OPENING SESSION

10:00-11:00 Session KL1 – Keynote Presentation  
(Room: HL 15-5.055)  
INFORMATION TECHNOLOGY ON THE WORK FLOOR: ADVANCES AND CHALLENGES  
By Professor Hajo Reijers, Department of Information and Computing Sciences of Utrecht University (UU), The Netherlands

11:00-11:30 Coffee Break

11:30-12:50 Session FSP 11.1  
New Media and E-Society  
(Room: HL 15-5.094)  
Chair: Veronika Szucs

CUSTOMERS SATISFACTION IN INTERNET BANKING: A REVIEW (2008–2017) (F033)  
Hossam Deraz and Faisal Iddris

SOCIAL MEDIA EDUCATION IN THE ARAB WORLD: REALITY AND CHALLENGES (F157)  
Elsayed B. Darwish

RELATIONS BETWEEN COORDINATORS OF UNDERGRADUATE COURSES AND TECHNOLOGIES: INTERLACEMENTS IN DIGITAL CULTURE ?? (S067)  
Maria Cristina Lima Paniago, Rosimeire Martins Régis dos Santos and Arlinda Cantero Dorsa

13:00-14:15 Lunch Break
## 14:10-15:10 Session KL2 – Keynote Presentation
(Room: HL 15-0.055)

**ACTIVE LEARNING IN HIGHER EDUCATION: DEFINITION, DESIGN AND EVALUATION**  
By Associate Professor Pedro Isaías, The University of Queensland, Brisbane, Australia

## 14:15-15:55 Session FSP 11.3

**eHealth**  
(Room: HL 15-1.026)

*Chair: Piet Kommers*

- **MOSES HEALTH MONITORING SYSTEM FOR FIREFIGHTERS** (F079)  
  Tatiana S. Goering-Zaburnenko, Hilco Prins and Etto L. Salomons
- **IMPROVING THE USER EXPERIENCE IN THE FIELD OF EHEALTH: MUOVITI: A CO-DESIGNED TRANSMEDIA APPLICATION** (F154)  
  Letizia Bollini and Monica Pennati
- **A PROPOSED IMPACT ASSESSMENT FRAMEWORK ON TV WHITESPACES TECHNOLOGIES IN RURAL HEALTHCARE: A NAMIBIAN CASE** (S120)  
  Ronald Karon, Mqhele Dlodlo and Nomusa Dlodlo
- **PATIENT DECISION AIDS: A CONTENT ANALYSIS BASED ON DECISION TREE STRUCTURE** (S106)  
  Alexandra Gheondea-Eladi

## 15:15-16:30 Session FRP 11.4

**eBusiness / eCommerce**  
(Room: HL 15-5.094)

*Chair: Feng-Wu Lee*

- **TOWARDS KNOWLEDGE EXCHANGE FOR EFFECTIVE INNOVATION SUPPORT** (F124)  
  Chris Roast, Elizabeth Uruchurtu and Tonderai Maswera
- **CONSUMERS’ RESPONSES TO ADS ON SOCIAL NETWORKING SITES: A SYSTEMATIC LITERATURE REVIEW (SLR)** (F023)  
  Hossam Deraz
- **THE DIGITAL ADVERTISING ECOSYSTEM VISUALIZATION – LITERATURE REVIEW** (R057)  
  Valerio Stallone and Michael Klaas

## 16:15-16:45 Coffee Break

## 16:45-18:45 Session FP 11.5

**Information Management**  
(Room: HL 15-5.094)

*Chair: Alcinia Zita Sampaio*

- **KNOWLEDGE MANAGEMENT FOR THE INNOVATIVE UNCONVENTIONAL MONETARY POLICY** (F114)  
  Silvia Trifonova and Tsvetana Stoyanova
- **THE TECHNIQUE FOR AUTOMATED EXTRACTION OF CONTEXTUAL KNOWLEDGE FROM INFORMATION RESOURCES OF TEXT MODALITY** (F122)  
  Olga Kononova, Dmitry Prokudin and Elena Yelkina
- **DIGITAL FIRST, PRIVACY SECOND? DIGITAL NATIVES AND PRIVACY CONCERNS** (F021)  
  Barbara Engels
- **UNIFIED METHODOLOGY FOR CLOUD STORAGE PROVIDERS’ APIs AND PERFORMANCE ANALYSIS FOR EFFECTIVENESS OF THE APPROACH** (F149)  
  Hira Zahid, Musazam A. Khan, Muhammad Usman Akram, Abdul Wahid and Asad W. Malik
## Friday 12th, April 2019

08:15-15:30 Welcome Desk - (room - HL 15-4.083)

09:00-11:00 Session FRP 12.1
Information Systems // Other
(Room: HL 15-5.094)
Chair: Timothy Arndt

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09:10-11:00 Session FSP 12.2
Technology and society // Other
(Room: HL 15-5.078)
Chair: Muazzam Ali Khan Khattak

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11:00-11:30 Coffee Break

11:30-12:00 Posters Session
(Room: HL 15-5.094)
Chair: Inmaculada Arnedillo Sánchez

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<td>By Associate Professor Pedro Isaías, The University of Queensland, Brisbane, Australia and Prof. Piet Kommers, University of Twente, The Netherlands</td>
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12:05-13:05 Workshop
(Room: HL 15-5.094)

13:00 – 14:15 Lunch Break

14:15-15:15 Session FP 12.3
eGovernment /eGovernance
(Room: HL 15-5.094)
Chair: Christopher Roast

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15:30 – Conference Tour and Dinner
Saturday 13th, April 2019

08:20-13:00 Welcome Desk - (room - HL 15-4.083)

09:15-11:00 Session FP 13.1
eLearning
(Room: HL 15-5.094)
Chair: Francisco Javier Delgado-Cepeda

VIRTUAL EDUCATIONAL SPACE FOR YOUNG LEARNERS: ADVANTAGES AND CHALLENGES. COMPARATIVE RESEARCH (F160)
Eugenia Smyrnova-Trybulska, Nataliia Morze and Iwona Mokwa-Tarnowska

INSTRUCTORS’ PERCEPTIONS OF THEIR ROLE IN ONLINE GROUP WORK (F041)
Lyndall Cooper-Smith, Bill Davey and Arthur Adamopoulos

THE POLLICINA PROJECT: INTERWEAVING THE CULTURAL HERITAGE AND THE TERRITORY (F044)
Silvia Calegari, Floriana Meluso, Paolo Avogadro and Matteo Alessandro Dominoni

DIGITAL LITERACY AMONGST FIRST YEAR UNIVERSITY STUDENTS FROM UNDER-RESOURED SCHOOLS (F209)
Mmaki Jantjies and Vuyani Dalasile

11:00 – 11:30 – Coffee Break

11:30-12:45 Session FRP 13.2
Social Computing
(Room: HL 15-5.094)
Chair: Maria Cristina L. Paniago

ARTIFACT-CENTRIC SEMANTIC SOCIAL-COLLABORATIVE NETWORK IN AN ONLINE HEALTHCARE CONTEXT (F048)
Nazmul Hussain, Hai H Wang and Christopher D Buckingham

HOW TO EMBRACE ARTIFICIAL INTELLIGENCE? FOCUSING ON GOFFMAN’S THEORY (F111)
Misun Chu and Seoungho Ryu

CYBER STALKING IS A SOCIAL EVIL: FROM THE INDIAN WOMEN’S PERSPECTIVE (R128)
Ameema Miftia, Marc Conrad and Marcia Gibson

12:50 Best Paper Awards Ceremony and Closing Session
(Room: HL 15-5.094)

CLOSING SESSION