

Contents – Part II

Designing Information Systems

User-Centered Requirements Analysis and Design Solutions for Chronic Disease Self-management	3
<i>Maryam Ariaeinejad, Norm Archer, Michael Stacey, Ted Rapanos, Fadi Elias, and Faysal Naji</i>	
Defective Still Deflective – How Correctness of Decision Support Systems Influences User’s Performance in Production Environments	16
<i>Philipp Brauner, André Calero Valdez, Ralf Philipsen, and Martina Ziefle</i>	
Building a Classification Model for Physician Recommender Service Based on Needs for Physician Information	28
<i>Ming-Hsin Chiu and Wei-Chung Cheng</i>	
Flow and the Art of ERP Education	39
<i>Craig C. Claybaugh</i>	
Accessible Learning Experience Design and Implementation	47
<i>Phillip J. Deaton</i>	
Better Patient-Doctor Communication – A Survey and Focus Group Study.	56
<i>Martin Maguire</i>	
The Contextual Complexity of Privacy in Smart Homes and Smart Buildings	67
<i>Faith McCreary, Alexandra Zafiroglu, and Heather Patterson</i>	
Investigating HCI Challenges for Designing Smart Environments	79
<i>Zohreh Pourzolfaghar and Markus Helfert</i>	
The Influence of Personality on Users’ Emotional Reactions	91
<i>Beverly Resseguier, Pierre-Majorique Léger, Sylvain Sénécal, Marie-Christine Bastarache-Roberge, and François Courtemanche</i>	
Colour Arousal Effect on Users’ Decision-Making Processes in the Warning Message Context.	99
<i>Mario Silic and Dianne Cyr</i>	
HCI Testing in Laboratory or Field Settings	110
<i>Chuan-Hoo Tan, Austin Silva, Rich Lee, Kanliang Wang, and Fiona Fui-Hoon Nah</i>	

A Structure-Behavior Coalescence Method for Human-Computer Interaction System Requirements Specification 117
Yu-Chen Yang, Yi-Ling Lin, and William S. Chao

HCI in the Public Administration and Government

Collaboration Between Cognitive Science and Business Management to Benefit the Government Sector 131
Glory Emmanuel Aviña

Gamification Aspects in the Context of Electronic Government and Education: A Case Study 140
Fernando Timoteo Fernandes and Plinio Thomaz Aquino Junior

Aligning Public Administrators and Citizens on and Around Open Data: An Activity Theory Approach 151
Jonathan Groff, Michael Baker, and Françoise Détienne

Touchscreen Voting Interface Design for Persons with Dexterity Impairments: Insights from Usability Evaluation of Mobile Voting Prototype. 159
Jennifer Ismirle, Ian O’Bara, James E. Jackson, and Sarah J. Swierenga

As Simple as Possible and as Complex as Necessary: A Communication Kit for Geothermal Energy Projects. 171
Johanna Kluge and Martina Ziefle

Planning Effective HCI Courseware Design to Enhance Online Education and Training. 183
Elsbeth McKay and John Izard

“Core” Components in HCI Syllabi: Based on the Practice of CS and LIS Schools in North America 196
Lei Pei and Qiping Zhang

Identification of Future Human-Computer System Needs in Army Aviation . . . 209
Kathryn A. Salomon and David Boudreaux

Bringing Service Design Thinking into the Public Sector to Create Proactive and User-Friendly Public Services. 221
Regina Sirendi and Kuldar Taveter

The City as an Interface Between Citizens and Public Administrations. 231
Valentina Volpi, Antonio Opromolla, and Carlo Maria Medaglia

Exploring Human-Technology Interaction in Layered Security Military Applications	241
<i>Amanda Wachtel, Matthew Hoffman, Craig Lawton, Ann Speed, John Gauthier, and Robert Kittinger</i>	
An Agent-Based Study on the Relationship Between Tiao-kuai Structure and Fragmentation Phenomenon of Crisis Governance	251
<i>Yun-Feng Wang</i>	
A Toolkit for Prototype Implementation of E-Governance Service System Readiness Assessment Framework	259
<i>Ashraf Ali Waseem, Zubair Ahmed Shaikh, and Aqeel ur Rehman</i>	
HCI at Work	
Prevalence of Mobile Phone Interaction in Workplace Meetings	273
<i>Robert Bajko and Deborah I. Fels</i>	
Data Glasses for Picking Workplaces: Impact on Physical Workloads	281
<i>Daniel Friemert, Rolf Ellegast, and Ulrich Hartmann</i>	
Degradations and Consequences of ICT in Occupational Prevention Terms as Illustrated by the Transport and Logistics Sector	290
<i>Virginie Govaere and Liên Wioland</i>	
Human-Robot Interaction Modelling for Recruitment and Retention of Employees	302
<i>Rajiv Khosla, Mei-Tai Chu, and Khanh Nguyen</i>	
Operator Information Acquisition in Excavators – Insights from a Field Study Using Eye-Tracking	313
<i>Markus Koppenborg, Michael Huelke, Peter Nickel, Andy Lungfiel, and Birgit Naber</i>	
Extending the Effective Range of Prevention Through Design by OSH Applications in Virtual Reality	325
<i>Peter Nickel</i>	
Scoping Review on Human-Machine Interaction and Health and Safety at Work	337
<i>Swantje Robelski and Sascha Wischniewski</i>	
A Model Based Approach to Web Application Design for Older Adults Using MVC Design Pattern	348
<i>Christopher Romanyk, Ryan McCallum, and Pejman Salehi</i>	

Using Smart Glasses for the Inclusion of Hearing-Impaired Warehouse Workers into Their Working Environment	358
<i>Antti Matthias vom Stein and Willibald A. Günthner</i>	
Biological, Biomimetic and Sociological Aspects of Human-Robot Interaction in Work Environments.	369
<i>Alexandra Weidemann, Diego Compagna, Manuela Marquardt, Mirco Martens, and Ivo Boblan</i>	
Where Is Siri? The Accessibility Design Challenges for Enterprise Touchscreen Interfaces.	380
<i>Shuang Xu, Chester Cornelio, and Marisa Gianfortune</i>	
Mobile Applications and Services	
Evaluation Approaches for HCI Related Aspects of Occupational Safety Regulations Exemplified by Mobile Hotel Booking Applications.	395
<i>Richard A. Bretschneider</i>	
Distracted Driving: Scientific Basis for Risk Assessments of Driver’s Workplaces	403
<i>Benno Gross, Sylwia Birska, Michael Bretschneider-Hagemes, and Endri Kerluku</i>	
Patient Engagement in the Medical Facility Waiting Room Using Gamified Healthcare Information Delivery	412
<i>Raheel Hassan, Nathan W. Twyman, Fiona Fui-Hoon Nah, and Keng Siau</i>	
Understanding User Experience Journeys for a Smart Watch Device	424
<i>Jay Lundell and Corrie Bates</i>	
Designing and Evaluating Barrier-Free Travel Assistance Services	434
<i>Wolfgang Narzt, Stefan Mayerhofer, Otto Weichselbaum, Gustav Pomberger, Astrid Tarkus, and Martin Schumann</i>	
Wearable Technology in Hospitals: Overcoming Patient Concerns About Privacy	446
<i>Ksenia Sergueeva and Norman Shaw</i>	
Adoption of Smartphone Apps by Hotel Guests: The Roles of Trust and Word of Mouth	457
<i>Norman Shaw</i>	
Author Index	469

Contents – Part I

Social Media for Business

Technology Diffusion Through Social Networks: An Example of Technology Integrated Instruction	3
<i>Tsai-Hsin Chu, Yen-Hsien Lee, and Shu-Fang Kuo</i>	
Exploring the Effects of Source Credibility on Information Adoption on YouTube.	16
<i>Constantinos K. Coursaris and Wietske Van Osch</i>	
Phase 1 of 3: Will a LinkedIn™ Jr. Optimize Internships for High School STEM Students?	26
<i>Benjamin Fickes, Alexander Tam, Adithya Dattatri, Allen Tang, Alan Balu, and David Brown</i>	
Internet Use and Happiness	37
<i>Richard H. Hall</i>	
Bringing E-commerce to Social Networks	46
<i>Zhao Huang and Wang Yang Yu</i>	
Evaluating Academic Answer Quality: A Pilot Study on ResearchGate Q&A.	61
<i>Lei Li, Daqing He, and Chengzhi Zhang</i>	
From Mumbai to Paris: Experiencing Disasters Across Social Media.	72
<i>Liza Potts and Kristen Mapes</i>	
Communicating Product User Reviews and Ratings in Interfaces for e-Commerce: A Multimodal Approach.	82
<i>Dimitrios Rigas and Rajab Ghandour</i>	
Multimodal Impact on Consumer Purchase Decisions: Initial Results.	94
<i>Dimitrios Rigas and Nazish Riaz</i>	
Media Selection: A Method for Understanding User Choices Among Popular Social Media Platforms	106
<i>Brian Traynor, Jaigris Hodson, and Gil Wilkes</i>	
Professional Personal Branding: Using a “Think-Aloud” Protocol to Investigate How Recruiters Judge LinkedIn Profile Pictures.	118
<i>Sarah F. van der Land, Lotte M. Willemsen, and Barbara G.E. Wilton</i>	

Social Media and Accessibility	129
<i>Gian Wild</i>	
The Effects of Social Structure Overlap and Profile Extensiveness on Facebook Friend Requests	141
<i>Yi Wu, Ben C.F. Choi, and Jie Yu</i>	
Participation in Open Knowledge-Sharing Community: Expectancy Value Perspective	153
<i>Manli Wu, Lele Kang, Xuan Li, and J. Leon Zhao</i>	
Electronic, Mobile and Ubiquitous Commerce	
Credibility of Algorithm Based Decentralized Computer Networks Governing Personal Finances: The Case of Cryptocurrency	165
<i>Sapumal Ahangama and Danny Chiang Choon Poo</i>	
Swiping vs. Scrolling in Mobile Shopping Applications	177
<i>Ben C.F. Choi, Samuel N. Kirshner, and Yi Wu</i>	
How Do Consumers Behave in Social Commerce? An Investigation Through Clickstream Data	189
<i>Qican Gu, Qiqi Jiang, and Hongwei Wang</i>	
Semantic Support for Visual Data Analyses in Electronic Commerce Settings	198
<i>Jens Gulden</i>	
Bridging the Gap Between the Stakeholders and the Users at Alibaba.com. . .	210
<i>Jonas Kong</i>	
The Role of a Retailer in Designing Our Connected Future	218
<i>Adam Laskowitz</i>	
Ontology-Based Adaptive and Customizable Navigation Method in Online Retailing Websites	228
<i>Chi-Lun Liu and Hsieh-Hong Huang</i>	
Learning from Emerging and Mature Markets to Design Mobile P2P Payment Experiences	238
<i>Masumi Matsumoto and Lucia Terrenghi</i>	
Knowledge Sharing-Based Value Co-creation Between E-Commerce Enterprises and Logistics Service Providers	248
<i>Yumeng Miao and Rong Du</i>	
Website Location Strategies Review Under Hofstede’s Cultural Dimensions . . .	258
<i>Qian Wang, Chih-Hung Peng, Choon Ling Sia, Yu Tong, and Yi-Cheng Ku</i>	

A Genetic Algorithm Based Model for Chinese Phishing E-commerce
 Websites Detection 270
*Zhijun Yan, Su Liu, Tianmei Wang, Baowen Sun, Hansi Jiang,
 and Hangzhou Yang*

Business Analytics and Visualization

Using Digital Infrastructures to Conceptualize Sensing and Responding
 in Human-Computer Interaction 283
Florian Allwein and Sue Hessey

Exploring a LOD-Based Application for Military Movie Retrieval. 294
*Liang-Chu Chen, Jen-Tsung Tseng, Yen-Hsuan Lien, Chia-Jung Hsieh,
 and I-Chiang Shih*

High Availability of Big-Geo-Data as a Platform as a Service 306
Tim Förster, Simon Thum, and Arjan Kuijper

Cognitive Benefits of a Simple Visual Metrics Architecture 319
John King, Kathy Sonderer, and Kevin Lynch

Converting Opinion into Knowledge: Improving User Experience
 and Analytics of Online Polls 330
Martin Stabauer, Christian Mayrhoiser, and Michael Karlinger

Generating Competitive Intelligence Digests with a LDA-Based Method:
 A Case of BT Intellact. 341
Qiang Wei, Jiaqi Wang, Guoqing Chen, and Xunhua Guo

Visualizing Opportunities of Collaboration in Large Research
 Organizations 350
*Mohammad Amin Yazdi, André Calero Valdez, Leonhard Lichtschlag,
 Martina Ziefle, and Jan Borchers*

Branding, Marketing and Consumer Behaviour

The Influence of Trust Building User Interface Elements of Web Shops
 on e-Trust 365
Andreas Auinger, Werner Wetzlinger, and Liesmarie Schwarz

“Tell Me Who You Are, and I Will Show You What You Get” - the Use
 of Individuals’ Identity for Information Technology Customization 377
Sonia Camacho and Andres Barrios

Social Influence and Emotional State While Shopping. 386
*Jesus Garcia-Mancilla, Victor R. Martinez, Victor M. Gonzalez,
 and Angel F. Fajardo*

Sensing Distress – Towards a Blended Method for Detecting and Responding to Problematic Customer Experience Events	395
<i>Sue Hessey and Will Venters</i>	
The Multisensory Effects of Atmospheric Cues on Online Shopping Satisfaction.	406
<i>So-Jeong Kim and Dong-Hee Shin</i>	
A Short-Term Twofold Impact on Banner Ads	417
<i>Harald Kindermann</i>	
Improving Online Customer Shopping Experience with Computer Vision and Machine Learning Methods	427
<i>Zequn Li, Honglei Li, and Ling Shao</i>	
Why People Resist to Internet Finance: From the Perspective of Process Virtualization Theory.	437
<i>Zhengzheng Lin, Yulin Fang, Liang Liang, and Jun Li</i>	
How Does the Device Change Your Choice: A Goal-Activation Perspective . . .	446
<i>Yang Liu and Deliang Wang</i>	
Interactive e-Branding in e-Commerce Interfaces: Survey Results and Implications	457
<i>Dimitrios Rigas and Hammad Akhtar Hussain</i>	
The Social Dimension of Mobile Commerce – Engaging Customers Through Group Purchase	468
<i>Wee-Kek Tan, Hock-Hai Teo, Chuan-Hoo Tan, and Yang Yang</i>	
Digital Innovation	
Diffusion of Innovations: The Case Study of Oman’s e-Payment Gateway . . .	483
<i>Badar H. Al-Lawati and Xiaowen Fang</i>	
Improving the Front End of Innovation: The Case of Mobile Commerce Services.	491
<i>Karen Carey and Markus Helfert</i>	
Information Technology Adoption: Do Performance Objectives and Incentive Structures Make a Difference?	502
<i>Brenda Eschenbrenner</i>	
The Outcome-Based Collaborative Brainstorming of Strategic Service Design	511
<i>Rich C. Lee</i>	

The Role of HCI in Cross-Sector Research on Grand Challenges 519
Roger Lew, Nathan Lau, Ronald L. Boring, and John Anderson

Building IT Capabilities to Deploy Large-Scale Synchronous Online
 Technology in Teaching and Learning 531
Stephen Low, Jenson Goh, Yeung Sze Kiu, and Ivy Chia

The Five Forces of Technology Adoption 545
Dan McAran and Sharm Manwani

Digital Innovation and the Becoming of an Organizational Identity 556
Nikolaus Obwegeser and Stefan Bauer

Leadership and Innovation Growth: A Strategic Planning and
 Organizational Culture Perspective 565
Dimitrios Rigas and Yehia Sabri Nawar

Comparative Study on China-Italy Design Driven Innovation Strategy
 Furniture Firms. 576
Zhang Zhang, Jianxin Cheng, Chaoxiang Yang, and Yongyan Guo

Author Index 585



<http://www.springer.com/978-3-319-39398-8>

HCI in Business, Government, and Organizations:
Information Systems

Third International Conference, HCIBGO 2016, Held as
Part of HCI International 2016, Toronto, Canada, July
17-22, 2016, Proceedings, Part II

Nah, F.F.-H.; Tan, C.H. (Eds.)

2016, XXIII, 471 p. 144 illus., Softcover

ISBN: 978-3-319-39398-8