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The Role of e-Business during the Time of Grand Challenges

19th Workshop on e-Business, WeB 2020
Virtual Event, December 12, 2020
Revised Selected Papers

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Preface

This book constitutes revised selected papers from the 19th Workshop on e-Business, WeB 2020, which took place virtually, on December 12, 2020.

The purpose of WeB is to provide a forum for researchers and practitioners to discuss findings, novel ideas, and lessons learned to address major challenges and map out the future directions for e-Business. The WeB 2020 theme was **“The Role of e-Business during the Time of Grand Challenges.”**

We are facing many global economic, health, and development challenges nowadays, and information technologies and e-Business applications play a vital role in designing and implementing innovative solutions to address those challenges. Information technology has transformed business operations, fostered new business models and markets, enabled experts around the world to collaborate virtually, and provided financial inclusion to millions of unbanked populations in developing countries. For instance, in 2020, when the COVID-19 pandemic disrupted many aspects of lives, economies, and societies, digital technologies and e-Business models were leveraged to mitigate damages caused by the pandemic.

While technology has created many opportunities, limitations and frictions persist. Benefits created by technology innovations may not distribute fairly across socio-economic classes or between developing and developed countries. Findings based on research conducted in WEIRD (western, educated, industrialized, rich and democratic) domains may not generalize to the rest of the world. Growing, rural, eastern, aspirational, transitional (GREAT) domains now account for a significant proportion of world economic output, thereby warranting special attention from information systems researchers. Digital inclusion is another issue, where some segments of our society do not have sufficient digital access or literacy to benefit from global digital networks. Therefore, we call for research that explores the role of e-Business during the time of grand challenges.

The 12 papers included in this volume were carefully reviewed and selected from a total of 24 submissions. The contributions are organized in topical sections as follows: Cybersecurity and COVID-19 challenges; digital platforms; and managing human factors in e-business.

December 2020

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