



## *Call for papers*

### **Special Issue on "E-services as social interaction"**

The international journal *Systems, Signs & Actions* invites to a Special Issue on "E-services as social interaction". Submissions are welcome! *Systems, Signs & Actions* is an open journal with special emphasis on communication, information technology and work ([www.sysiac.org](http://www.sysiac.org)).

#### **Background**

There is a rapid growth in the development and launching of new e-services. E-services are widely used both in the commercial and the public sector. What is special with an e-service compared with other IT resources? An e-service is often defined to be an electronically mediated service to customers outside the organisation that is providing the service. The customers (as external users) can be consumers in commercial settings or citizens in public settings.

An e-service implies important differences compared to human services. In e-services there is usually not any face-to-face meeting between the customer and the service provider. Instead of a direct human-to-human interaction there will be a human-artefact interaction. The customer will interact with an IT-based service artefact instead of interacting with humans. This important feature has sometimes concealed the genuinely social character of e-services. Even if human service providers are not present in the e-service meeting, they are participating in a distant way. The e-service artefact is a service agent representing the e-service provider. It is important that the use of e-services is not reduced to a limited human-computer interaction. The social character of the e-service use should be acknowledged. There is always a customer – service provider interaction that is mediated through the e-service. Many times the e-service will also be a mediator between different customers. Many e-services have features for interaction within customer communities.

#### **Topics**

Possible topics for this special issue:

- Customers and suppliers interacting through commercial e-services
- Citizens and public agencies interacting through public e-services
- Interaction among customers (communities) through the use of e-services
- The co-existence of different e-services
- Service transformation through e-services
- Understanding services in new ways through e-services
- User-interfaces of e-services as communication media
- E-services and different types of actor roles

Other related issues are also welcome.

## **Submissions**

Submit your article to [submissions@sysisac.org](mailto:submissions@sysisac.org) not later than July 1, 2011.

Guest editor for this special issue is Karin Axelsson.

Enquiries concerning this Special Issue can be sent to

- Chief editor Göran Goldkuhl ([goran.goldkuhl@liu.se](mailto:goran.goldkuhl@liu.se))
- Guest editor Karin Axelsson ([karin.axelsson@liu.se](mailto:karin.axelsson@liu.se))

## **A Special Issue in honour of Göran Hultgren**

This special issue is prepared in honour of Göran Hultgren who conducted research on e-services. He was very eager in arguing for a social interaction perspective when studying e-services. In 2007 he presented his PhD dissertation in Swedish on this subject. He did not, however, write so many papers in English on this subject. Two important papers written in English are:

Hultgren, G; Eriksson, O (2005) The Concept of e-Service from a Social Interaction Perspective, in *Proc of Action in Language, Organisations and Information Systems ALOIS\*2005*, The 3rd International Conference, 15–16 March 2005, Limerick, Ireland; Available at <http://www.vits.org/?pageId=10&pubId=493>

Hultgren, G; Eriksson, O (2005) The User Interface as a Supplier of Intertwined e-Services, *the 14th Intl Conf on Information Systems Development*, Karlstad University  
Available at <http://www.vits.org/?pageId=10&pubId=708>

Göran Hultgren died suddenly in April 2009, only 49 years old. There are many research friends who miss him and his warm, friendly and humble personality.

Submissions to this Special Issue may refer to works by Göran Hultgren, but you are not obliged to do so.