Arpan Kumar Kar

List of Publications by Year
in descending order

165	6,709	87888	74163
papers	citations	38	75
		h-index	g-index

170	170	170	3715
all docs	docs citations	times ranked	citing authors

#	Article	IF	Citations
1	Artificial Intelligence (AI): Multidisciplinary perspectives on emerging challenges, opportunities, and agenda for research, practice and policy. International Journal of Information Management, 2021, 57, 101994.	17.5	939
2	Bio inspired computing â€" A review of algorithms and scope of applications. Expert Systems With Applications, 2016, 59, 20-32.	7.6	404
3	Climate change and COP26: Are digital technologies and information management part of the problem or the solution? An editorial reflection and call to action. International Journal of Information Management, 2022, 63, 102456.	17.5	240
4	Big data with cognitive computing: A review for the future. International Journal of Information Management, 2018, 42, 78-89.	17.5	204
5	Swarm Intelligence: A Review of Algorithms. Modeling and Optimization in Science and Technologies, 2017, , 475-494.	0.7	203
6	Why do small and medium enterprises use social media marketing and what is the impact: Empirical insights from India. International Journal of Information Management, 2020, 53, 102103.	17.5	172
7	Theory building with big data-driven research â€" Moving away from the â€œWhatâ€•towards the â€œWhyâ€• International Journal of Information Management, 2020, 54, 102205.	17.5	168
8	Search engine marketing is not all gold: Insights from Twitter and SEOClerks. International Journal of Information Management, 2018, 38, 107-116.	17.5	158
9	Success of IoT in Smart Cities of India: An empirical analysis. Government Information Quarterly, 2018, 35, 349-361.	6.8	156
10	Big Data Analytics: A Review on Theoretical Contributions and Tools Used in Literature. Global Journal of Flexible Systems Management, 2017, 18, 203-229.	6.3	152
11	Polarization and acculturation in US Election 2016 outcomes â€" Can twitter analytics predict changes in voting preferences. Technological Forecasting and Social Change, 2019, 145, 438-460.	11.6	149
12	Applications of big data in emerging management disciplines: A literature review using text mining. International Journal of Information Management Data Insights, 2021, 1, 100017.	9.7	148
13	Applications of text mining in services management: A systematic literature review. International Journal of Information Management Data Insights, 2021, 1, 100008.	9.7	139
14	Perceived usefulness, ease of use and user acceptance of blockchain technology for digital transactions â€" insights from user-generated content on Twitter. Enterprise Information Systems, 2019, 13, 771-800.	4.7	131
15	What Affects Usage Satisfaction in Mobile Payments? Modelling User Generated Content to Develop the â€œDigital Service Usage Satisfaction Modelâ€• Information Systems Frontiers, 2021, 23, 1341-1361.	6.4	130
16	A hybrid group decision support system for supplier selection using analytic hierarchy process, fuzzy set theory and neural network. Journal of Computational Science, 2015, 6, 23-33.	2.9	129
17	Understanding artificial intelligence adoption in operations management: insights from the review of academic literature and social media discussions. Annals of Operations Research, 2022, 308, 177-213.	4.1	124
18	Social Media Analytics: Literature Review and Directions for Future Research. Decision Analysis, 2017, 14, 229-249.	2.1	110

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19	Addressing big data challenges in smart cities: a systematic literature review. Info, 2016, 18, 73-90.	1.2	109
20	Impact of corporate social responsibility on reputation—Insights from tweets on sustainable development goals by CEOs. International Journal of Information Management, 2019, 48, 39-52.	17.5	102
21	Diffusion of blockchain technology. Journal of Enterprise Information Management, 2019, 32, 735-757.	7.5	101
22	"Technology enabled Health"— Insights from twitter analytics with a socio-technical perspective. International Journal of Information Management, 2018, 43, 85-97.	17.5	98
23	Moving beyond Smart Cities: Digital Nations for Social Innovation & Sustainability. Information Systems Frontiers, 2019, 21, 495-501.	6.4	94
24	Revisiting the supplier selection problem: An integrated approach for group decision support. Expert Systems With Applications, 2014, 41, 2762-2771.	7.6	89
25	Impact of artificial intelligence on employees working in industry 4.0 led organizations. International Journal of Manpower, 2022, 43, 334-354.	4.4	87
26	What impacts customer experience for B2B enterprises on using AI-enabled chatbots? Insights from Big data analytics. Industrial Marketing Management, 2021, 98, 207-221.	6.7	85
27	Exploring the importance of different supplier selection criteria. Management Research Review, 2014, 37, 89-105.	2.7	78
28	A review of machine learning applications in human resource management. International Journal of Productivity and Performance Management, 2022, 71, 1590-1610.	3.7	75
29	Diffusion of blockchain in insurance industry: An analysis through the review of academic and trade literature. Telematics and Informatics, 2021, 58, 101532.	5.8	74
30	Detection of Spammers in Twitter marketing: A Hybrid Approach Using Social Media Analytics and Bio Inspired Computing. Information Systems Frontiers, 2018, 20, 515-530.	6.4	71
31	User engagement for mobile payment service providers – introducing the social media engagement model. Journal of Retailing and Consumer Services, 2020, 53, 101718.	9.4	71
32	Review of Discussions on Internet of Things (IoT). Journal of Global Information Management, 2017, 25, 38-51.	2.8	70
33	Effects of successful adoption of information technology enabled services in proposed smart cities of India. Journal of Science and Technology Policy Management, 2018, 9, 189-209.	2.8	61
34	Alignment of IT Authority and Citizens of Proposed Smart Cities in India: System Security and Privacy Perspective. Global Journal of Flexible Systems Management, 2018, 19, 95-107.	6.3	60
35	Critical Success Factors to Establish 5G Network in Smart Cities. Journal of Global Information Management, 2017, 25, 15-37.	2.8	47
36	m-commerce technology adoption. Bottom Line: Managing Library Finances, 2018, 31, 208-233.	5.3	46

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37	Review of Technology Adoption frameworks in Mobile Commerce. Procedia Computer Science, 2017, 122, 888-895.	2.0	44
38	Prevention of cybercrimes in smart cities of India: from a citizen's perspective. Information Technology and People, 2019, 32, 1153-1183.	3.2	43
39	Green information quality and green brand evaluation: the moderating effects of eco-label credibility and consumer knowledge. European Journal of Marketing, 2021, 55, 2037-2071.	2.9	41
40	Improving the Cosine Consistency Index for the analytic hierarchy process for solving multi-criteria decision making problems. Applied Computing and Informatics, 2017, 13, 118-129.	5.9	40
41	Critical success factors for integrating artificial intelligence and robotics. Digital Policy, Regulation and Governance, 2020, 22, 307-331.	1.6	40
42	How did COVID-19 impact working professionals – a typology of impacts focused on education sector. International Journal of Information and Learning Technology, 2021, 38, 273-282.	2.3	39
43	Smart Cities in developing economies: A literature review and policy insights. , 2015, , .		37
44	Flexible Pricing Models for Cloud Computing Based on Group Decision Making Under Consensus. Global Journal of Flexible Systems Management, 2015, 16, 191-204.	6.3	36
45	Regulation and governance of the Internet of Things in India. Digital Policy, Regulation and Governance, 2018, 20, 399-412.	1.6	36
46	Understanding the impact of digital service failure on users: Integrating Tan's failure and DeLone and McLean's success model. International Journal of Information Management, 2020, 53, 102119.	17.5	36
47	Identifying buzz in social media: a hybrid approach using artificial bee colony and k-nearest neighbors for outlier detection. Social Network Analysis and Mining, 2017, 7, 1.	2.8	35
48	Securing IoT devices in smart cities of India: from ethical and enterprise information system management perspective. Enterprise Information Systems, 2021, 15, 585-615.	4.7	35
49	Phishing website detection using support vector machines and nature-inspired optimization algorithms. Telecommunication Systems, 2021, 76, 17-32.	2.5	33
50	Realizing digital identity in government: Prioritizing design and implementation objectives for Aadhaar in India. Government Information Quarterly, 2020, 37, 101442.	6.8	31
51	MarkBot – A Language Model-Driven Chatbot for Interactive Marketing in Post-Modern World. Information Systems Frontiers, 0, , 1.	6.4	28
52	How can a group of procurement experts select suppliers? An approach for group decision support. Journal of Enterprise Information Management, 2014, 27, 337-357.	7.5	27
53	Role of human behaviour attributes in mobile crowd sensing: a systematic literature review. Digital Policy, Regulation and Governance, 2017, 19, 168-185.	1.6	27
54	Diffusion of blockchain in logistics and transportation industry: an analysis through the synthesis of academic and trade literature. Journal of Science and Technology Policy Management, 2021, 12, 378-398.	2.8	25

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55	How does entrepreneurial orientation and SDG orientation of CEOs evolve before and during a pandemic. Journal of Enterprise Information Management, 2022, 35, 160-178.	7.5	25
56	Facilitators and Barriers of Artificial Intelligence Adoption in Business â€" Insights from Opinions Using Big Data Analytics. Information Systems Frontiers, 2023, 25, 1351-1374.	6.4	25
57	Review of performance assessment frameworks of e-government projects. Transforming Government: People, Process and Policy, 2020, 14, 31-64.	2.1	24
58	Blockchain for Businesses: A Systematic Literature Review. Lecture Notes in Computer Science, 2018, , 325-336.	1.3	23
59	Influence of political leaders on sustainable development goals â€" insights from twitter. Journal of Enterprise Information Management, 2021, 34, 1893-1916.	7.5	23
60	Adoption of public WiFi using UTAUT2: An exploration in an emerging economy. Procedia Computer Science, 2018, 132, 297-306.	2.0	21
61	How to differentiate propagators of information and misinformationâ€"Insights from social media analytics based on bio-inspired computing. Journal of Information and Optimization Sciences, 2021, 42, 1307-1335.	0.3	21
62	Modelling the Service Experience Encounters Using User-Generated Content: A Text Mining Approach. Global Journal of Flexible Systems Management, 2021, 22, 267-288.	6.3	21
63	Industrial Internet of Things and Emerging Digital Technologiesâ€"Modeling Professionalsâ€™ Learning Behavior. IEEE Access, 2021, 9, 30017-30034.	4.2	20
64	How do Fortune firms build a social presence on social media platforms? Insights from multi-modal analytics. Technological Forecasting and Social Change, 2022, 182, 121829.	11.6	18
65	Modeling Drivers and Barriers of Artificial Intelligence Adoption: Insights from a Strategic Management Perspective. Intelligent Systems in Accounting, Finance and Management, 2021, 28, 217-238.	4.6	17
66	Insights from Twitter Analytics: Modeling Social Media Personality Dimensions and Impact of Breakthrough Events. Lecture Notes in Computer Science, 2016, , 533-544.	1.3	16
67	Intention to Use IoT by Aged Indian Consumers. Journal of Computer Information Systems, 2022, 62, 655-666.	2.9	16
68	A scenario-based interval-input output model to analyze the risk of COVID-19 pandemic in port logistics. Journal of Modelling in Management, 2022, 17, 1456-1480.	1.9	16
69	Quality in Mobile Payment Service in India. Lecture Notes in Computer Science, 2017, , 183-193.	1.3	15
70	Factors affecting future of work: Insights from Social Media Analytics. Procedia Computer Science, 2020, 167, 1880-1888.	2.0	15
71	Digital citizen empowerment: A systematic literature review of theories and development models. Information Technology for Development, 2022, 28, 660-687.	4.8	15
72	Assessment of e-Governance Projects. , 2017, , .		14

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73	Understanding Nature of Social Media Usage by Mobile Wallets Service Providers â€"An Exploration through SPIN Framework. Procedia Computer Science, 2017, 122, 292-299.	2.0	14
74	A model for bundling mobile value added services using neural networks. International Journal of Applied Decision Sciences, 2012, 5, 47.	0.3	13
75	Evaluating Internet Information Search Channels Using Hybrid MCDM Technique. Lecture Notes in Computer Science, 2015, , 123-133.	1.3	13
76	Integrating websites with social media â€" An approach for group decision support. Journal of Decision Systems, 2015, 24, 339-353.	3.2	13
77	Exploring engagement among mobile app developers â€" Insights from mining big data in user generated content. Journal of Advances in Management Research, 2021, 18, 585-608.	3.0	13
78	Discriminant Analysis using Ant Colony Optimization â€" An Intra-Algorithm Exploration. Procedia Computer Science, 2018, 132, 880-889.	2.0	12
79	Information Management Challenges in Autonomous Vehicles. Journal of Cases on Information Technology, 2021, 23, 58-77.	0.7	12
80	Capricious opinions: A study of polarization of social media groups. Government Information Quarterly, 2022, , 101709.	6.8	12
81	The acceptance of electronic voting machines in India: a UTAUT approach. Electronic Government, 2018, 14, 255.	0.2	11
82	AI-enabled digital identity â€" inputs for stakeholders and policymakers. Journal of Science and Technology Policy Management, 2022, 13, 514-541.	2.8	11
83	Predicting Information Diffusion on Twitter a Deep Learning Neural Network Model Using Custom Weighted Word Features. Lecture Notes in Computer Science, 2020, , 456-468.	1.3	11
84	A Study to Compare Relative Importance of Criteria for Supplier Evaluation in e-Procurement. , 2011, , .		10
85	A Review of Bio-Inspired Computing Methods and Potential Applications. Lecture Notes in Electrical Engineering, 2016, , 155-161.	0.4	10
86	Language Model-Driven Chatbot for Business to Address Marketing and Selection of Products. IFIP Advances in Information and Communication Technology, 2020, , 16-28.	0.7	9
87	Exploring Content Virality in Facebook: A Semantic Based Approach. Lecture Notes in Computer Science, 2017, , 209-220.	1.3	9
88	Social media and business practices in emerging markets: still unexplored. Journal of Advances in Management Research, 2018, 15, 110-114.	3.0	8
89	Prioritization of multi-dimensional risk for digital services using the generalized analytic network process. Digital Policy, Regulation and Governance, 2019, 21, 146-163.	1.6	8
90	A hybrid evolutionary approach for identifying spam websites for search engine marketing. Evolutionary Intelligence, 2021, 14, 1803-1815.	3.6	8

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91	How do network attributes impact information virality in social networks?. Information Discovery and Delivery, 2021, 49, 162-173.	2.1	8
92	Prioritizing Digital Identity Goals â€" The Case Study of Aadhaar in India. Lecture Notes in Computer Science, 2019, , 489-501.	1.3	8
93	Non-contractible value creation in buyer-supplier networks - a case study. International Journal of Procurement Management, 2014, 7, 493.	0.2	7
94	Reinvestigating vendor selection criteria in the iron and steel industry. International Journal of Procurement Management, 2015, 8, 570.	0.2	7
95	The Untold Story of USA Presidential Elections in 2016 - Insights from Twitter Analytics. Lecture Notes in Computer Science, 2017, , 339-350.	1.3	7
96	Analyzing Whether CEOs Can Act as Influencers for Sustainable Development Goals. Advances in Theory and Practice of Emerging Markets, 2018, , 117-131.	1.0	7
97	A Model for Prioritization and Prediction of Impact of Digital Literacy Training Programmes and Validation. Lecture Notes in Computer Science, 2017, , 227-238.	1.3	7
98	Outlier Detection Among Influencer Blogs Based on off-Site Web Analytics Data. Lecture Notes in Computer Science, 2017, , 251-260.	1.3	7
99	Port logistic issues and challenges in the Industry 4.0 era for emerging economies: an India perspective. Benchmarking, 2023, 30, 50-74.	4.6	7
100	A model for pricing emergent technology based on perceived business impact value. International Journal of Technology Marketing, 2011, 6, 241.	0.2	6
101	Performance Assessment of e-Government Projects. , 2017, , .		6
102	Assessment of Open Government Data Initiative - A Perception Driven Approach. Lecture Notes in Computer Science, 2017, , 159-171.	1.3	6
103	#Demonetization and Its Impact on the Indian Economy â€" Insights from Social Media Analytics. Lecture Notes in Computer Science, 2017, , 363-374.	1.3	6
104	Understanding the S-Curve of Ambidextrous Behavior in Learning Emerging Digital Technologies. IEEE Engineering Management Review, 2021, 49, 76-98.	1.3	6
105	Micro-foundations of Artificial Intelligence Adoption in Business: Making the Shift. IFIP Advances in Information and Communication Technology, 2020, , 249-260.	0.7	6
106	Pricing of Cloud IaaS Based on Feature Prioritization - A Value Based Approach. Advances in Intelligent Systems and Computing, 2014, , 321-330.	0.6	6
107	Unpacking Digital Accountability: Ensuring efficient and answerable e-governance service delivery. , 2021, , .		6
108	Using artificial neural networks and analytic hierarchy process for the supplier selection problem. , 2013, , .		5

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109	Information Security concerns in Digital Services: Literature review and a multi-stakeholder approach. , 2015, , .		5
110	Predicting retweet class using deep learning. , 2021, , 89-112.		5
111	Evaluating Travel Websites Using WebQual: A Group Decision Support Approach. Advances in Intelligent Systems and Computing, 2015, , 151-160.	0.6	5
112	Evaluating Multi-dimensional Risk for Digital Services in Smart Cities. Lecture Notes in Computer Science, 2017, , 23-32.	1.3	5
113	A Decision Support System for Website Selection for Internet Based Advertising and Promotions. Lecture Notes in Electrical Engineering, 2014, , 453-457.	0.4	5
114	Diffusion and adoption of digital communications services in India. Information Technology for Development, 2022, 28, 488-510.	4.8	5
115	Readiness of Smart City: Emerging Economy Perspective. Advances in Theory and Practice of Emerging Markets, 2018, , 221-232.	1.0	4
116	Concept of Smart Village in India: A Proposed Ecosystem and Framework. , 2017, , 83-92.		4
117	A Soft Classification Model for Vendor Selection. International Journal of Information and Education Technology, 2011, , 268-272.	1.2	4
118	How Do Users Feel When They Use Artificial Intelligence for Decision Making? A Framework for Assessing Usersâ€™ Perception. Information Systems Frontiers, 2023, 25, 1241-1260.	6.4	4
119	A novel on-screen keyboard for hierarchical navigation with reduced number of key strokes. , 2009, , .		3
120	Identifying Popular Online News: An Approach Using Chaotic Cuckoo Search Algorithm. , 2017, , .		3
121	Digital literacy training, impact & moderating role of perceived value among unemployed women in India. , 2019, , .		3
122	Evaluating E-Commerce Portals from the Perspective of the End User â€“ A Group Decision Support Approach. Advances in Intelligent Systems and Computing, 2014, , 107-117.	0.6	3
123	Recommendation Systems for Interactive Multimedia Entertainment. Lecture Notes on Data Engineering and Communications Technologies, 2020, , 23-48.	0.7	3
124	An approach for prioritizing supplier selection criteria through consensus building using Analytic Hierarchy Process and Fuzzy set theory. , 2013, , .		2
125	Non-uptake of a Low Cost Retail Management Solution by Small Businesses: An Empirical Analysis. Procedia Computer Science, 2017, 122, 1001-1008.	2.0	2
126	Authenticating Fake News: An Empirical Study in India. IFIP Advances in Information and Communication Technology, 2019, , 339-350.	0.7	2

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127	Understanding Barriers to Adoption of Grass-Root Innovationsâ€"A Case Study of RUTAG Technologies. Design Science and Innovation, 2019, , 115-124.	0.3	2
128	Implementing cognitive automation for employee management in Ganitec University of Science and Technology. Journal of Information Technology Teaching Cases, 2022, 12, 16-22.	2.4	2
129	Impact of COVID-19 Pandemic on E-participation of Fans in Sports Events. Lecture Notes in Computer Science, 2021, , 692-703.	1.3	2
130	Always Trust the Advice of AI in Difficulties? Perceptions Around AI in Decision Making. Lecture Notes in Computer Science, 2021, , 132-143.	1.3	2
131	A hybrid bio-inspired computing approach for buzz detection in social media. Evolutionary Intelligence, 2022, 15, 349-367.	3.6	2
132	Determinants of Customer Satisfaction in Telecommunication. Lecture Notes in Electrical Engineering, 2020, , 754-761.	0.4	2
133	A Group Decision Support System for Selecting a SocialCRM. Advances in Intelligent Systems and Computing, 2014, , 95-105.	0.6	2
134	Understanding Smart Cities: Inputs for Research and Practice. , 2017, , 1-7.		2
135	IT Consulting: A Systematic Literature Review. Lecture Notes in Computer Science, 2017, , 474-484.	1.3	2
136	Management of Multidimensional Risk for Digital Services in Smart Cities. , 2017, , 149-165.		2
137	Analyzing Customer Engagement Using Twitter Analytics: A Case of Uber Car-Hailing Services. Lecture Notes in Computer Science, 2019, , 404-414.	1.3	2
138	â€œ#Governmentâ€• Understanding Dissemination, Transparency, Participation, Collaboration and Engagement on Twitter for Citizens. IFIP Advances in Information and Communication Technology, 2020, , 365-376.	0.7	2
139	Utilization of Fractal Geometry for Phase Shifter Implementation. Lecture Notes in Electrical Engineering, 2016, , 317-323.	0.4	1
140	Solving Location Based Inventory Routing Problem in E-Commerce Using Ant Colony Optimization. Lecture Notes in Computer Science, 2018, , 557-566.	1.3	1
141	Machine Learning Approach to Analyze and Predict the Popularity of Tweets with Images. Lecture Notes in Computer Science, 2018, , 567-576.	1.3	1
142	Research on Engaging Stakeholders Online. Australasian Journal of Information Systems, 0, 25, .	0.3	1
143	Digital Identity Evaluation Framework for Social Welfare. IFIP Advances in Information and Communication Technology, 2020, , 401-414.	0.7	1
144	A Group Decision Support System for Selecting an Open Source Tool for Social Media Integration. Lecture Notes in Electrical Engineering, 2014, , 407-413.	0.4	1

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145	Assessing Service Quality Factors in Mobile Payments - Insights Based on User Experiences in Social Media. Lecture Notes in Electrical Engineering, 2020, , 743-753.	0.4	1
146	Factors Affecting Customer Service Engagement â€" Six Cases Assessing Strengths and Weaknesses for Telecom and Payment Service Providers. Lecture Notes in Electrical Engineering, 2020, , 775-784.	0.4	1
147	Assessing Drivers for Telecom Service Experienceâ€"Insights from Social Media. Lecture Notes in Electrical Engineering, 2020, , 715-722.	0.4	1
148	Mining the Social Discussions Surrounding Circular Economy: Insights from the Collective Intelligence Shared in Twitter. IFIP Advances in Information and Communication Technology, 2020, , 303-314.	0.7	1
149	What Makes a Social Media Manager? Insights from the Content Analysis of Job Advertisements in India. IFIP Advances in Information and Communication Technology, 2020, , 391-403.	0.7	1
150	Optimization of team selection in fantasy cricket: a hybrid approach using recursive feature elimination and genetic algorithm. Annals of Operations Research, 0, , 1.	4.1	1
151	The Past, Present and Future of Information Systems Research. SSRN Electronic Journal, 2009, , .	0.4	0
152	eBusiness Enablement: Implications for Business Strategy. SSRN Electronic Journal, 2009, , .	0.4	0
153	Impact Assessment of Refresher Investor Awareness Sessions for Rural Citizens. Advances in Theory and Practice of Emerging Markets, 2018, , 239-250.	1.0	0
154	Assessing E-Government Project Outcome: A Service Providerâ€™s Perspective. Advances in Theory and Practice of Emerging Markets, 2018, , 133-145.	1.0	0
155	Perceived Information Risk While Providing Sensitive Information for Consuming Digital Services. Advances in Theory and Practice of Emerging Markets, 2018, , 147-157.	1.0	0
156	Social Media Presence & Usage in Indian Business Sector. IFIP Advances in Information and Communication Technology, 2019, , 457-469.	0.7	0
157	Pricing of IT Products Based on Value Provided to Customers. SSRN Electronic Journal, 0, , .	0.4	0
158	A Study on the Pricing Policies of Internet Service Providers. SSRN Electronic Journal, 0, , .	0.4	0
159	Service Specific Approach in Determining Spousal Influence in Family Decision Making. SSRN Electronic Journal, 0, , .	0.4	0
160	Adoption and Acceptance of Mandatory Electronic Public Services by Citizens in the Developing World: Three Case Studies from India. , 2017, , 49-69.		0
161	Critical Success Factors to Establish 5G Network in Smart Cities. , 2019, , 386-410.		0
162	Using Social Media Analytics to Predict Social Media Engagement Outcome for Fortune CEOs. Lecture Notes in Networks and Systems, 2021, , 27-35.	0.7	0

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163	Review of Discussions on Internet of Things (IoT). , 2020, , 1196-1211.		0
164	Rock Hyrax intelligent optimisation algorithm: an exploration for Web 3.0 domain selection. International Journal of Advanced Intelligence Paradigms, 2021, 20, 243.	0.3	0
165	A Case Of Affordances-Collaborative Governance Using Smartphones. International Journal of Electronic Government Research, 2022, 18, 0-0.	1.1	0