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**JN0019:** The Use of WeChat Official Accounts in Macau: From the Customers’ Perspectives  
*Siu Pan LI, Hoi Cheng IP and Jia Cheng Huang*

**JN0027:** The Outcome Expectations of Promocode in Mobile Shopping Apps: An Integrative Behavioral And Social Cognitive Perspective  
*Ree C. Ho*

**JN0032:** Online Traffic Sources and Persuasion Techniques: How to Change Consumer Behavior  
*Dimitris A. Drossos, Manos Zacharioudakis and George Dionysiou*

**JN1019:** Challenges in the Limited Choice of Payment Methods in Terms of Cashless Society: Bank Customers’ Perspective  
*Irina Dimitrova, Peter Öhman and Darush Yazdanfar*

**JN1007:** Recommendation System in Business Intelligence Solutions for Grocery shops: Challenges and Perspective  
*Atul Mohan, Anas Abdelrazeg and Frank Hees*

**JN0011:** Improving Restaurants’ Business Performance Using Yelp Data Sets through Sentiment Analysis  
*Michelle Renee D. Ching and Remedios de Dios Bulos*

**JN1016-A:** The Ambivalent Market of Online Medicine Sales in France  
*Didier Chabanet, Steven Coissard and Xavier Weppe*

**JN1018:** Understanding the Relationship Between Trust and Satisfaction on Mobile Bank Application  
*Mustafa Nourallah, Christer Strandberg and Peter Öhman*

**JN0021:** Natural Risk and Property Valuation: House Price Gap In Padang  
*Masyhuri Hamidi and Fajri Adrianto*
**JN1015:** Big Data perception & Usage: a Micro-firm Perspective (The case of the French Traditional Restaurant Sector)  
*Jessica Lichy and Maher Kachour*

**JN0022:** Research on Product Novelty Recommendation Based on User Demands  
*Xu Yuaping and Chen Xiang*

**JN1023:** New Product Development in the Digital Transformation Era: How Tacit Knowledge Codification Affects Innovation Success within Digital Platforms?  
*Wissal Ben Arfi, Jean-Michel Sahut and Lubica Hikkerova*

**Session 2: Electronic Government**  
**Venue:** i404 (16:15-18:30)  
**20-23**

**JN0003:** E-Government and Its Impact on National Economic Development: A Case Study Concerning Southern Italy  
*Alfonso Marino and Paolo Pariso*

**JN0016:** Improving C2G Relation Using BPMN Diagrams  
*Przemyslaw Polak*

**JN0017:** Digital Government Maturity as a Technologically New E-Government Maturity Model: Experience of Kazakhstan  
*Gul Jussupova, Baurzhan Bokayev and Dauletbay Zhussip*

**JN0018:** Barriers to Using Open Government Data  
*Jędrzej Wieczorkowski*

**JN1012:** Investigation of E-Government Services and Alignment Between Business and Information Systems  
*Sulaiman Abdulaziz Alfadhel, Shaofeng Liu and Festus O. Oderanti*

**JN0034:** Law, Technology and Policies: A Complex Negotiation to Generate Value  
*Antonio Cordella and Francesco Gualdi*

**JN1021:** E-Accessibility Evaluation of UAE Governmental Websites: Findings and Implications  
*Liaqat Ali and Mohammed Salahat*

**JN0002-A:** LASSO Panel Data Policy Evaluation: Shanghai Free Trade Zone and Regional Economy Growth  
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24-25**

**Introduction of Lyon  
26-27**

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28-31**

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32-34**
Welcome Remarks

On behalf of the conference committee, we welcome you to INSEEC Business School, Lyon to attend 2019 3rd International Conference on E-commerce, E-Business and E-Government (ICEEG 2019). We’re confident that over the four days you’ll get theoretical grounding, practical knowledge, and personal contacts that will help you build long-term, profitable and sustainable communication among researchers and practitioners working in a wide variety of scientific areas with a common interest in E-commerce, E-Business and E-Government.

The conferences received submissions from more than 20 different countries and regions, which were reviewed by international experts, and about 45 papers have been selected for presentation and publication.

We hope that your work and that of your institution or company will be enhanced both by what you learn and by those with whom you connect over the next 4 days. Our field is enriched by the dialogue among colleagues from around the world which occurs during presentation sessions as well as informal conversations. We hope this is a memorable, valuable, and enjoyable experience!

On behalf of conference chair and all the conference committee, we would like to thank all the authors as well as the Program Committee members and reviewers. Their high competence, their enthusiasm, their time and expertise knowledge, enabled us to prepare the high-quality final program and helped to make the conference a successful event. We hope that all participants and other interested readers benefit scientifically from the proceedings and also find it stimulating in this process. Finally, we would like to wish you success in your technical presentations and social networking.

Once again, thanks for coming to this conference. We are dedicated to building better and more creative conference experiences. We welcome any comments and suggestions for improvements. We are looking forward to meeting you next time.

Conference Chairs
Prof. Jean-Michel Sahut
IDRAC Business School Lyon (Fr), France
Asst. Prof. Eric Braune
INSEEC Business School, Lyon (Fr), France
Conference Venue

INSEEC Business School, Lyon Campus
https://www.inseec-bs.com/lyon/

Address: 25 Rue de l'Université, 69007 Lyon, France

* To come from Lyon Airport by public transport:

1 / At the airport, Tram Rhône Express - Direction Lyon
Stop at the station "Gare Part-Dieu" (journey time: 29 minutes).
https://www.rhonexpress.fr

2 / At the "Gare Part-Dieu", take the Tram 1 - Direction Debourg
Stop: Rue de l’université. INSEEC BS is a few steps away at 25 rue de l'Université.
Accommodations Recommendations

Hotel Ibis Lyon Centre
https://www.reservations.com/hotel/ibis-lyon-centre?rmclid=dsanew&utm_source=googleads&gclid=EAIaIQobChMI9cjDlaPR4gIVl6DsC h1V6A7bEAAYAiAAElKcsfD_BwE&tdsourcetag=s_pcqq_aiomsg#overview

Address: 51 rue de l Universite, 69007, Lyon, France

Location

Distances are displayed to the nearest 0.1 mile and kilometer.
University of Lyon II - 0.7 km / 0.4 mi
Centre d'Histoire de la Resistance et de la Deportation - 0.8 km / 0.5 mi
Textile Museum - 1.1 km / 0.7 mi
Saint Martin d'Ainay Abbey - 1.5 km / 0.9 mi
Place Carnot - 1.6 km / 1 mi
Jean Moulin University - 1.7 km / 1.1 mi
Lyon Catholic University - 1.8 km / 1.1 mi
Bellecour Square - 1.9 km / 1.2 mi
Place des Jacobins - 1.9 km / 1.2 mi
Theatre des Celestins - 1.9 km / 1.2 mi
Tour Part-Dieu - 2.1 km / 1.3 mi
Quai Tilsit Vaporetto Stop - 2.1 km / 1.3 mi
Lyon Cathedral - 2.2 km / 1.4 mi
Part Dieu Mall - 2.2 km / 1.4 mi
Palais de Justice de Lyon - 2.4 km / 1.5 mi
The nearest airports are:
Lyon (LYS-Saint-Exupery) - 25.3 km / 15.7 mi
Saint-Etienne (EBU-Saint-Etienne - Loire Intl.) - 72.9 km / 45.3 mi
The preferred airport for Ibis Lyon Centre is Lyon (LYS-Saint-Exupery).
A silken city, with two thousand years of history from Roman ruins to futurist architecture, when you pass through Lyon with an empty stomach en route to the Alps, you’ll leave lips stained with Beaujolais and Côtes du Rhône wines, full of the comfort food of a hundred Bouchons and rested from the care of your Mama.

Called more than once the capital of gastronomy, where the rivers Rhône and Saône confluence, this city lights up with Lumiere brothers invention of cinema and always Mama’s there to keep a light on for you.

With 156 rooms sumptuous with comfort and linked to the world with 27” iMacs, Mama will keep you well-rested for strolls up the La Croix-Rousse or along the renovated riverfronts, feed you delicious meals made with love by chef Guy Savoy, and for any business meetings you might manage between meals, Mama’s got you covered with rooms to get work done when you need them.

In Lyon, we wanted to make a place both of and in the city, a place to gather and rest, the comforts of home with the thrill of being in a city as delicious and lively as this one. And at the end of the day, Mama’s.
Instructions for Participants

On-site Registration
1) Please print your registration form before you come to the conference.
2) You can also register at any time during the conference.
3) Certificate of Participation can be collected at the registration counter.
4) Your paper ID will be required for the registration.
5) The organizer won't provide accommodation, and we suggest you make an early reservation.

Instructions for Oral Presentations

Devices Provided by the Conference Organizer:
- Laptops (with MS-Office & Adobe Reader)
- Projectors & Screens
- Laser Sticks

Materials Provided by the Presenters:
- Power Point or PDF Files (Files should be copied to the conference laptop at the beginning of each session)

Duration of Each Presentation (Tentatively):
- Keynote Speech: 40 Minutes of Presentation, including Q&A
- Regular Oral Presentation: 15 Minutes of Presentation, including Q&A

Instructions for Poster Presentation

Materials Provided by the Presenters:
- Home-made Posters
- Maximum poster size is A1
- Load Capacity: Holds up to 0.5 kg

Best Presentation Award
One Best Oral Presentation will be selected from each presentation session, and the Certificate for Best Oral Presentation will be awarded at the end of each session on June 19, 2019 by the session chair. For the presentation on June 19 will be awarded at the end of each session.

Dress Code
Please wear formal clothes or national representative clothing.

Important Note
The time slots assigned in the schedule are only tentative. Presenters are recommended to stay for the whole session in case of any absence.
Introductions on Publication

All submitted papers have been gone through a double-blind reviewing process by at least 2-3 reviewers. After accepted by the conference committee, the papers are recommended to be published as below:

◆ 2019 3RD INTERNATIONAL CONFERENCE ON E-COMMERCE, E-BUSINESS AND E-GOVERNMENT (ICEEG 2019)

Accepted excellent papers will be published in the International Conference Proceedings Series by ACM, which will be archived in the ACM Digital Library, and sent to be indexed by EI Compendex and Scopus.

ISBN: 978-1-4503-6237-5
KEYNOTE SPEAKERS

Prof. Shaofeng Liu
Plymouth University, UK

BIOGRAPHY: Shaofeng Liu is Professor of Operations Management and Decision Making at University of Plymouth, UK. She is the Research Director for the Product and Service Value Chain Group, specializing in digital business, knowledge management, decision making, and value chain innovation. She obtained her PhD degree from Loughborough University, UK. She sits on the Management Board for Euro Working Group on Decision Support Systems. She is currently a Senior Editor for Cogent Business and Management, and on Editorial Boards for a number of international journals. She has undertaken a number of influential research projects funded by UK research councils and the European Commission with a total value over €40M. She is currently principal investigator and co-investigator for 4 EU projects (3 of which are funded by Horizon 2020 and one by Erasmus Plus) and 1 project funded by UK research council - Innovate UK. She has published over 150 peer-reviewed research papers.


ABSTRACT: Business world has been changing faster than ever since the last part of 20th century. We have now entered a brand new era of business digitalisation. Benefited from the invention of Internet and Web, e-business has thrived. E-business is the organised effort of individuals and organisations to produce and sell products and services that satisfy consumers’ needs by using digital technologies for a profit. Digital technologies such as Internet of Things have opened up new commercial opportunities in unforeseen pace. For example, we now have a situation where the world’s largest bookseller does not own a single brick-and-mortar bookstore (Amazon), world’s largest telecommunications provider does not own any network infrastructure (Skype), world’s largest hotel business does not own bedrooms (Airbnb), and world’s biggest taxi company does not own cars (Uber). To adapt to this fast evolving and challenging business environment, adaptive business leaders and managers need increasing support from innovative and sustainable approaches for their decision-making. This talk will analyse important characteristics of e-business and key challenges of decision making in the context of business digitalisation, identify decision support requirements from three perspectives: knowledge management, organisational learning and value network. A knowledge-based, learning-led and value-driven decision framework for business digitalisation will be presented.
**BIOGRAPHY:** Harald Øverby is Professor at NTNU. He received his Msc in Computer Science in 2002, a BSc in Economics in 2003 and a PhD in Information and Communication Technology in 2005, all from NTNU. His academic interests include Digital economics, Optical networking, Performance and dependability modelling, and Network coding. Øverby has been involved in research, teaching, innovation and management since 2002. He was the Head of Department at the Department of Telematics, NTNU, in the period 2013-2016. He has published over 70 papers in international and national journals and conference, and participated in several research projects. Øverby has taught courses and supervised more than 30 master students, primarily in the areas digital economics, business modelling and communication technology.

**SPEECH TITLE:** Standards and Regulations in the Digital Economy

**ABSTRACT:** The digital economy is one of the fastest growing segments of the economy. It includes the production, trade, and transportation of digital goods and services, as well as online ordering of physical goods—also known as e-commerce. The digital economy is made possible by key technologies such as the Internet and mobile communications. One of the success factors of the digital economy is the Internet as an open platform for conducting business and innovation. A key ingredient in the evolution of the open Internet is standardization. In its early stage, the digital economy was an open marketplace with few market regulations. However, as the digital economy is expanding in size and scope, increased regulation of digital markets is taking place in many parts of the world. This talk builds on research on standardization and regulation efforts in the digital economy. The talk first presents the technological infrastructure underpinning the Internet and its corresponding business landscape, followed by an introduction to the role regulations and, in particular, net neutrality play in innovation and the evolution of digital businesses.
BIOGRAPHY: Alessio Ishizaka is Full Professor in Decision Analysis, research lead and Deputy Director of the Centre of Operations Research and Logistics (CORL) at the Portsmouth Business School of the University of Portsmouth. He received his PhD from the University of Basel (Switzerland). He worked successively for the University of Exeter (UK), University of York (UK) and Audencia Grande Ecole de Management Nantes (France). He has been visiting professor at the Università del Sannio, Politecnico di Torino, Università degli Studi di Trento, INSA Strasbourg, Université de Lorraine, Universität Mannheim, Università degli Studi di Modena e Reggio Emilia, Universität der Bundeswehr Hamburg, Université d'Aix-Marseille, Università degli Studi di Torino, Università degli Studi della Tuscia and Università degli Studi di Padova. His research is in the area of decision analysis, where he has published more than 50 papers. He is regularly involved in large European funded projects. He has been the chair, co-organiser and guest speaker of several conferences on this topic. Alongside his academic activities, he acts as a consultant for companies in helping them to take better decisions. He has written the key textbook Multicriteria Decision Analysis: methods and software.

SPEECH TITLE: Two New Classification Techniques for Multicriteria Sorting Problems

ABSTRACT: Good decisions are very important. However, they are often complex, especially if based on several criteria which may be conflicting. Therefore Multi-Criteria Decision Making methods have been developed. Their task is mainly for solved choice or ranking problems. In this talk, we developed two new methods for sorting problems: AHPSort and MACBETHSort. They will be illustrated in two case studies.

The first case studies classifies suppliers according to their performance. Moreover, we add the descriptive method GAIA as an extension to the AHPSort method that helps policy makers to gain insights into their decision problems. It allows users to visualise the different performances of suppliers within a review process and provide feedback for improvements.

In the second case study, we developed MACBETHSort for the ABC classification. Efficient companies need to know which their strategic products are. For this purpose, the ABC classification based on the item’s value was developed and was used for a long time. Later, it was recognised that several other criteria need to be considered and multicriteria ranking methods were applied. However, the classes have always been defined based only on a relative proportion. Therefore, the number of products in a class is independent of the actual importance of the products. In this paper, we correct this problem with MACBETHSort.
**Biography:** Jiří Strouhal is full professor at the Department of Finance and Accounting at Škoda Auto University Mladá Boleslav, Czech Republic. He gained his Ph.D. degree at the University of Economics Prague in 2005, associate professorship (habilitation) in 2012 and full professorship being named by President of the Czech Republic in 2016. He also acts as professional advisor in the field of accounting and corporate finance and since 2011 he is a President of Association of Czech Professional Accountants. His research interests cover: international accounting, financial statements analysis and corporate finance.

**Speech Title:** Valuation in Accounting: True and Fair (or far) View?

**Abstract:** International Financial Reporting Standards claim themselves to be developed as an understandable, enforceable and high quality legislature requiring high quality, transparent and comparable information in financial statements and other financial reporting to help participants in the various capital markets of the world and other users of the information to make proper economic decisions. From this perspective there are discussable at least two terms from this definition - transparent and comparable. Transparency might be widely discussed from the perspective of fair value measurement (mark-to-market accounting) - here could be seen a problem of low transparent or illiquid markets and adoption of level 3 fair value disclosures (best management's assumption about fair value of an asset or liability). Second problem is a comparability of presented data in terms of alternative accounting models (tangibles/intangibles, investment properties). Finally there would be presented a hot topic of 2019 - low quality reporting of operating leases where both lessor as well as lessee are presented a very same asset within their financial statements - this double-accounting really doesn't bring a high quality and transparent reporting for proper economic decisions.
## Conference Agenda

**June 18, 2019**

(Note: June 18 is only for onsite Registration, but on June 19, the registration is also open outside the conference room)

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<th>3rd Floor</th>
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### June 19, 2019

**Opening Remark**
- **09:00-09:05**
- Venue: i404
- Prof. Jean-Michell
  - IDRAC Business School Lyon, France

**Keynote Speech 1**
- **09:05-09:45**
- Venue: i404
- Prof. Shaofeng Liu
  - Plymouth University, UK
- **Speech Title:** Decision Support in The Context of Business Digitalisation: A Knowledge-Based, Learning Led and Value-Driven Framework

**09:45-10:00**
- Coffee Break & Group Photo

**Keynote Speech 2**
- **10:00-10:40**
- Venue: i404
- Prof. Harald Øverby
  - Norwegian University of Science and Technology, Norway
- **Speech Title:** Standards and Regulations in the Digital Economy

**Keynote Speech 3**
- **10:40-11:20**
- Venue: i404
- Prof. Alessio Ishizaka
  - University of Portsmouth, UK
- **Speech Title:** Two New Classification Techniques for Multicriteria Sorting Problems
<table>
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<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Details</th>
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</table>
| 11:20-12:00| Keynote Speech 4                           | i404       | Prof. Jiří Strouhal Škoda Auto University Mladá Boleslav, Czech Republic  
Speech Title: Valuation in Accounting: True and Fair (or far) View? |
| 12:00-13:00| Lunch                                      |            | Lunch at University                          |
| 13:00-16:00| i404                                       |            | Session 1  
Topic: Electronic Commerce     |
| 16:00-16:15| Coffee Break                               |            |                                              |
| 16:15-18:30| i404                                       |            | Session 2  
Topic: Electronic Government   |
Authors’ Presentations (June 19, 2019)

Session 1  
Topic: Electronic Commerce  
Time: June 19, 2019    13:00-16:00  
Room: i404  
Session Chair: Assoc. Prof. Siu Pan LI  
Macao Polytechnic Institute, Macao SAR, China

*The time slots assigned here are only tentative. Presenters are recommended to stay for the whole session in case of any absence.  
**After the session, there will be a group photo for all presenters in this session.

<table>
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<th>Time</th>
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| 13:00-13:15| Opening Speech  

The Use of WeChat Official Accounts in Macau: From the Customers’ Perspectives  
Siu Pan Li, Hoi Cheng IP and Jia Cheng Huang  
Macao Polytechnic Institute, Macao SAR, China

**Abstract:** WeChat was first developed as an instant messaging application for mobile phones in 2011. WeChat is most often likened to WhatsApp, Facebook Messenger, Viber, Line, etc. for their abilities to send text, image, audio messages, or even to make live audio and video chats. More features were later incorporated into the app, making it became a comprehensive platform now. Besides being an instant messager, WeChat is now a social networking app, a mobile payment app, a multipurpose platform for other mini programs, games, and more. Since launch in 2012, WeChat Official Accounts has become an interactive way for content sharing and corporate marketing interaction. As of the end of 2017, there were over 20 million official accounts. WeChat Official Accounts help micro, small and medium-sized enterprises to improve operating efficiency and trim operational costs. Although WeChat Official Account has gained a big success in China, it is not sure whether this success can be extended beyond territories. Most research about WeChat focused on the China market. Limited studies about the overseas markets of WeChat mainly focused on the demographic reports of WeChat users. This research attempted to study users’ acceptance of WeChat Official Accounts in a market outside Mainland China.

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<tr>
<th>Time</th>
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</table>
| 13:15-13:30| The Outcome Expectations of Promocode in Mobile Shopping Apps: An Integrative Behavioral And Social Cognitive Perspective  
Ree C. Ho  
Taylor's University, Malaysia

**Abstract:** This study examined consumer’s expectation on the usefulness of promocode within the shopping apps. Consumers learned about the availability of promocode from searching, media exposure and their collaboration with other consumers. Hence, there is a need to investigate the influence of the social cognitive elements in achieving sales via promocode. This study developed an integrative framework, which combined both Theory of Planned Behaviour and Social Cognitive Theory to examine the underlying factors in the use of promocode. A sample of 266 consumers was surveyed through questionnaire. Their responses were analyzed through Structural Equation Modelling. The hypothesized relationships between attitude towards behavior, subjective norms, and perceived behavioral control mediated the linkages of self-efficacy and outcome expectations to the adoption of the promocode. These results showed that social cognitive outcome expectations and self-efficacy explain consumer’s competent use of promocode available in the shopping apps. This study provided an integrative framework in predicting the use of promocode in shopping apps. It also explained the use of promocode from consumer cognitive perspective.
<table>
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<tr>
<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
<th>Abstract</th>
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<tbody>
<tr>
<td>13:30-13:45</td>
<td>JN0032</td>
<td>Online Traffic Sources and Persuasion Techniques: How to Change Consumer Behavior</td>
<td>Dimitris A. Drossos, Manos Zacharioudakis and George Dionysiou Athens University of Economics and Business, Greece</td>
<td>One of the biggest challenges electronic commerce managers face today is how to encourage website visitors to act. Usability is no longer enough, and managers must advance into the new world of user experience and persuasive design. This paper examines what drives shoppers to click an add-to-cart button, an important micro-conversion for e-retailers, since it is the first commitment that a visitor makes towards becoming a customer. Therefore, the purpose of this paper is to examine how two persuasion techniques and three different types of visitors promote website conversions. We conducted an online field experiment and data were collected from more than one thousand users who visited more than six hundred different product pages. The results of this experiment reveal that both social proof and scarcity persuasion techniques affect users’ behaviors and boost micro-conversion rates. Moreover, visitors from three different traffic channels do not behave diversely while browsing the retailer’s website and interacting with these persuasive techniques, extending prior research on multi-channel marketing.</td>
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<tr>
<td>13:45-14:00</td>
<td>JN1019</td>
<td>Challenges in the Limited Choice of Payment Methods in Terms of Cashless Society: Bank Customers’ Perspective</td>
<td>Irina Dimitrova, Peter Öhman and Darush Yazdanfar Mid Sweden University, Sweden</td>
<td>This paper aims to give insights upon the main challenges that bank customers can encounter and their relationships to digital payment methods usage. An online survey will be applied for collecting data and sent to critical network groups (who are also bank customers). Additional virtual observations will be employed. Factor analysis is considered to be conducted to purify the data and to prepare for further analysis, i.e. regression models.</td>
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<tr>
<td>14:00-14:15</td>
<td>JN1007</td>
<td>Recommendation System in Business Intelligence Solutions for Grocery shops: Challenges and Perspective</td>
<td>Atul Mohan, Anas Abdelrazeq and Frank Hees RWTH Aachen, Germany</td>
<td>With the surge in digital platforms and extension of e-commerce, the field of recommendation has been a topic of interest not only for the data scientist but deemed important by the business experts to enhance the user-centric services. A large number of retail &amp; service-oriented companies such as Amazon, Netflix, Goodreads, and Spotify etc. use Business Intelligence (BI) and recommendation systems to provide users with various choices of products based on their interest. Evidently, such a customized user-experience not only provide them with a better service, but also enables the companies to understand customer behavior and enhance their business. The aim of this paper is to introduce a recommendation system in the business intelligence platform to a new-system where no user’s previous interaction information is available. We present an exploratory study of implementing recommendation system in the project SmartEmma, a grocery shop application in Aachen, funded by EFRE.NRW, European Union and WIRTSCHAFT.NRW.</td>
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<tr>
<td>14:15-14:30</td>
<td>JN0011</td>
<td>Improving Restaurants’ Business Performance Using Yelp Data Sets through Sentiment Analysis</td>
<td>Michelle Renee D. Ching and Remedios de Dios Bulos De La Salle University, Philippines</td>
<td>With the ever-present of social media sites and online review sites, access to customer’s sentiments and opinions on a business are within reach of any organization, which proves to be a gold mine of opportunity for them to provide the best customer experience.</td>
</tr>
</tbody>
</table>
However, because of how enormous these data can be, such as the Yelp data sets that provides online reviews on different businesses, it will be difficult for them to extract valuable information, especially if they do not have expertise on doing so. Data analytics is a technique used to improve business productivity and gain through extracting, categorizing, and analyzing data to find meaningful patterns to provide the best experience for organization’s customers because it plays a significant role in motivating customer loyalty. Thus, this research study leveraged on sentiment analysis and opinion mining through the AYLIEN Text Analysis API that is available in RapidMiner data science tool, specifically the Aspect-Based Sentiment Analysis (ABSA) endpoint, performed a time series forecasting using linear regression for one year using Waikato Environment for Knowledge Analysis (Weka) machine learning workbench, and used the predicted data to conduct a linear regression in understanding the customers’ concerns of the five restaurants registered in Yelp to increase customer loyalty and profit through sustaining and/or improving customer satisfaction. Moreover, this research study recommends business strategies for the five restaurants based on the results of the one-year forecasted data using linear regression.

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Presenter</th>
<th>Institution</th>
<th>Abstract</th>
</tr>
</thead>
<tbody>
<tr>
<td>14:30-14:45</td>
<td>The Ambivalent Market of Online Medicine Sales in France</td>
<td>Didier Chabanet, Steven Coissant and Xavier Weppe</td>
<td>IDRAC Business School, France</td>
<td>Authorized in France since February 2014, the online sale of medicines remains very limited. The present paper aims to understand why the online medicine sales market in France is not more developed, whereas all studies indicate that demand is relatively high. To address this, the present methodological protocol is based on two axes. On the one hand, an analysis of the stances adopted by the main actors implicated in the process which resulted in the legalization of online medicine sales from the beginning of the 2000s. This work was essentially undertaken using secondary data available in specialized literature and on the internet. On the other hand, 31 semi-structured interviews, lasting approximately 1 hour each, were conducted with dispensary pharmacists between November 2015 and May 2016. From a theoretical perspective, we are currently in a neo-institutionalist era, which places at the heart of the analysis the ways in which institutions - and in particular public authorities - structure the issues and, to some extent, weigh in on the constraints and resources of each stakeholder. The results demonstrate how the authorization of online sales of medicines in France was a direct consequence of a directive issued by the European Commission in 2011. France has no choice but to align itself with European law, but it does so while adopting restrictive measures. In total, regulatory constraints are such that the vast majority of pharmacies do not have the capacity to invest in this area.</td>
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<tr>
<td>14:45-15:00</td>
<td>Understanding the Relationship Between Trust and Satisfaction on Mobile Bank Application</td>
<td>Mustafa Nourallah, Christer Strandberg and Peter Öhman</td>
<td>Mid Sweden University, Sweden</td>
<td>The paper aims to study the relationship between trust and satisfaction on mobile bank applications (MBAs) based on the experience of young bank customers (YBCs). An electronic questionnaire was developed based on previous studies and was sent to YBCs. 146 complete responses were studied by utilizing, exploratory factor analysis, regression analysis, and ANOVA. The results indicate that there is a significant relationship between trust and satisfaction, as the development of the trust in MBAs will likely increase the satisfaction of YBCs.</td>
</tr>
<tr>
<td>15:00-15:15</td>
<td>Natural Risk and Property Valuation: House Price Gap In Padang</td>
<td>Masyhuri Hamidi and Fajri Adrianto</td>
<td>Universitas Andalas, Indonesia</td>
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</table>
### Abstract:
This research attempts to analyze the property price in a city that has high natural risks. We examine the property price in Padang, which is potentially hit by big earthquake and tsunami. This study investigates whether house prices are overvalued or undervalued. We use a sample of 100 homeowners in Padang to get a real data about their expected property values, especially their home. We compare houses market prices with their intrinsic values using expected cash flows analysis. We find overvaluation on house prices exists in all type house regardless its distance from coastal line, the existence of natural disaster shelters, anti-earthquake construction and size.

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<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
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</table>
ESSCA School of Management, France |
| 15:30-15:45 | JN0022 | Research on Product Novelty Recommendation Based on User Demands | Xu Yuanping and Chen Xiang  
Beijing Institute of Technology, China |
IDRAC Business School, France; IPAG Business School, France |

### Abstract:
This study contributes to the literature on Big Data and specifically, the barriers that prevent micro-firms (fewer than 10 employees) from integrating digital solutions, in the context of the French traditional restaurant sector. Using focus group interviews followed by survey methodology, the authors examine the perception and usage of Big Data, from the perspective of micro-firm managers/owners. The results suggest that a combination of factors affect how micro-firms adopt/accept Big Data technologies including: perception of Big Data as a source for developing the business, uncertainty regarding return-on-investment, and awareness of the opportunities that Big Data can deliver. This study extends the literature on Big Data by offering a contemporary perspective of micro-firm managers/owners who face the challenge of assessing how and where they could innovate their business model with regard to Big Data.

### Abstract:
The recommender systems play an important role in alleviating information overload, extracting interesting commodities for users and improving user personalized experience. Today, with the increasing abundant of products and the personalized needs of users, the tradition recommendation systems fail to enhance user satisfaction because they overemphasis the accuracy of results. The recommendation researches have increasingly focused towards introducing novelty in user recommendation lists. Existing methods aim to find the right balance between the similarity and novelty of the recommended items. However, they ignore the different user demands for the accuracy and novelty. Therefore, this paper further analyzes user characteristics according to the product types and quantity selected by the user, constructs the user's demand using the information entropy theory and proposes an adaptive random walk model based on user demands. The experimental results show that the proposed model can adaptively meet the user's need for novelty while ensuring accuracy and enrich the models of the novelty recommendation.

### Abstract:
One of the most important features of digital transformation and innovation process outcomes is the emergence of digital platforms, as a marketing models, at the heart of open innovation. The empirical findings highlight that in the digital transformation era, the need for adaptive and innovative business models as well as new and flexible network forms is becoming more significant than ever. Supported by technological advancements and digital platforms,
companies could benefit from increased market opportunities and create new markets for their innovations through alliances and collaborative strategies, as a mode of reducing or eliminating uncertainty environments or entry barriers.

<p>| 16:00-16:15 | Coffee Break |</p>
<table>
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<tr>
<th>Time</th>
<th>Session Title</th>
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<tbody>
<tr>
<td>16:15-16:30</td>
<td>Opening Speech: E-Government and Its Impact on National Economic Development: A Case Study Concerning Southern Italy</td>
</tr>
<tr>
<td><strong>Alfonso Marino and Paolo Pariso</strong>&lt;br&gt;University of Campania “L. Vanvitelli”, Italy</td>
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<td><strong>Abstract:</strong> European governments are implementing e-government for the purpose of services improving, costs reducing, user time saving, increasing effectiveness and efficiency in all sectors. This is the expected outcome from each government. In this way, e-government is strongly related to the economic development. That is why e-government became one of the primary strategies of the Italian government. This study will show the bottleneck related to e-government services implementation and their impact on the economic development of the south of Italy. The paper will define the e-government but also, making use of structural indexes, answer the following question: Why in the South of Italy most of e-government development projects fail? How risks can be reduced? Such a view rejects a stance whereby the e-government could be regarded as ultimately unchangeable. It must instead be seen as under constant development and re-interpretation. All these topics have been discussed in the paper.</td>
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<td><strong>Keywords:</strong> E-government, South of Italy, Structural indexes, Local Public Administration, Economic Impacts.</td>
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<tr>
<td>16:30-16:45</td>
<td>Improving C2G Relation Using BPMN Diagrams</td>
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<tr>
<td><strong>Przemysław Polak</strong>&lt;br&gt;SGH Warsaw School of Economics, Poland</td>
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<td><strong>Abstract:</strong> Procedures applicable in C2G relations are sometimes complex and incomprehensible to an average citizen. The purpose of this article is the assessment of the possibility of using a formal business process graphical notation to improve understanding of administrative procedures by citizens. Such diagrams can also provide the developers of e-government applications with materials useful for requirements analysis. The procedure of a car registration by a buyer was described using the BPMN standard diagrams: the public process and the collaboration. The ease of understanding and comprehensiveness of the graphic description in relation to the text description was evaluated in a survey. The graphic description was easier to understand than the text description. However, the combination of the diagram with the text description was sufficiently comprehensive to start the registration procedure for the largest number of respondents.</td>
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<tr>
<td>16:45-17:00</td>
<td>Digital Government Maturity as a Technologically New E-Government Maturity Model: Experience of Kazakhstan</td>
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<tr>
<td><strong>Gul Jussupova</strong>, Baurzhan Bokayev and Dauletbay Zhussip&lt;br&gt;Academy of Public Administration under the President of the Republic of Kazakhstan, Kazakhstan</td>
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<td><strong>Abstract:</strong> This article discusses recent e-Government maturity models, presents the principles and levels of development of Digital Government, and conducts a comparative analysis of the concepts of Digital and e-Government. This article will also present the e-Government maturity model developed by the authors and the experience of Digital Government in Kazakhstan. The results of the study may be used by policymakers and e-Government professionals in Kazakhstan and other regions of the world.</td>
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models of Kazakhstan using the Gartner model, as well as problems and prospects for the development of digitalization of Public administration in the social sphere of Kazakhstan. The purpose of the article is to identify differences in the concepts of e-Government and Digital government, to present the latest Digital government maturity model and the possibility of its application in practice to assess Digital government maturity of Kazakhstan.

### Barriers to Using Open Government Data

**Jędrzej Wieczorkowski**  
SGH Warsaw School of Economics, Poland

**Abstract:** The article describes the issues of Open Government Data (OGD) and problems with the use of such data. Good quality and proper publishing of OGD enable (apart from the control function) their business use. This affects the economic benefits. The author has identified the main problems of data publication based on Central Repositories for Public Information (CRPI) in Poland, the USA, the UK and Germany. The article focuses on the maturity of data formats, automated processing with Application Programming Interface (API), using the concept of Linked Open Data (LOD). The aim of the article is to identify barriers to the implementation of OGD-based solutions and to indicate recommendations to overcome these barriers. The research shows that the methods of sharing OGD differ significantly between countries despite common guidelines. The main problem is the use of unstructured data, unsuitable for the use of LOD.

### Investigation of E-Government Services and Alignment Between Business and Information Systems

**Sulaiman Abdulaziz Alfadhel, Shaofeng Liu and Festus O. Oderanti**  
Plymouth University, UK

**Abstract:** Inhabitant’s implementation of eGovernment services is a key objective for the Government of developed and developing countries. However, to improve the eGovernment services it is important for any Government to align all stakeholders so that the needs of citizens can be examined and addressed. This paper proposed a framework of an ideal pattern of alignment for the Government of Saudi Arabia. The framework has been validated empirically and the result indicates that the Government of Saudi Arabia is spending a huge amount of budget to improve the Government services, but still many services are slow and are not as per expectations. Therefore, citizens of KSA recommended alignment between eGovernment agencies and IS department.

### Law, Technology and Policies: A Complex Negotiation to Generate Value

**Antonio Cordella and Francesco Gualdi**  
University of Rome "Tor Vergata", Italy

**Abstract:** Literature has largely investigated how information and communication technologies (ICTs) are a relevant instrument to support public sector reforms. This paper contributes this literature analyzing how technology shape the trajectory of a public policies designed into legal frameworks. The paper builds on the findings of the case study of the Italian legislation that introduced an electronic market portal to increase the openness, transparency and efficiency of the market for foreclosed properties. The legislation aimed at reducing the economic and social impact of an inefficient market for foreclosed properties. The paper contributes to the e-government literature highlighting the impact that the design choice of an electronic market portal impact upon the legislative outcomes that have informed its design. Moreover, the paper provides valuable insights for policymakers to help designing more effective e-government policies. The paper shows that the functionalities of technology shall be considered and analyzed during the lawmaking process to assure that the outcome of the process is not drifted by the technological deployment.
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<th>Time</th>
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<th>Authors</th>
<th>Abstract</th>
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<tbody>
<tr>
<td>17:45-18:00</td>
<td>JN1021</td>
<td>E-Accessibility Evaluation of UAE Governmental Websites: Findings and Implications</td>
<td>Liaqat Ali and Mohammed Salahat</td>
<td>For successful implementations of E-Government, it is critical that information must be available and accessible to all citizens regardless any disability and physical limitations. The demand for the wider access to government information and promoting awareness among individuals of the society through this information is the fundamental responsibility of the governmental bodies. E-accessibility is about social inclusion and equal opportunities. E-Government is the use of ICT to transform government by making it accessible, available, effective and efficient to make sure the inclusion of all communities in the society. The current number of disable people around the world is far from the imagination. A large number of population cannot access information due to several disabilities and other barriers. The research in this paper attempts to explore the importance of E-accessibility for the implementation of successful E-Government especially in the United Arab Emirates. The research in this paper claims that a very little importance has been paid to the issues and features of E-accessibility in developing the governmental websites around UAE and large number of population has been ignored through this way.</td>
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<td>18:00-18:15</td>
<td>JN0002-A</td>
<td>LASSO Panel Data Policy Evaluation: Shanghai Free Trade Zone and Regional Economy Growth</td>
<td>Bilin Xu and Haonan Zhang</td>
<td>Based on the framework of counterfactual analysis, this paper applies LASSO method to panel data policy evaluation method to analysis the regional economic effects brought about by the establishment of Shanghai Free Trade Zone(FTZ). By analyzing the counterfactual results of industrial added value and total import and export of 31 provinces in China, municipalities and autonomous regions, it is found that the establishment of Shanghai FTZ has played a positive role to promote the shanghai regional economic growth in the long run. As of the first quarter of 2018, the cumulative year-on-year growth rate of industrial added value and the total import and export volume of Shanghai have been increased. The growth rate increased by 4.29 and 5.60 percentage points on average respectively. In particular, the establishment of the shanghai FTA has an &quot;inverted U&quot; effect on the year-on-year growth rate of Shanghai's total import and export. Finally, the implications to other FTZ in China are discussed.</td>
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<td>18:15-18:30</td>
<td>JN1022</td>
<td>Guiding Principles for Blockchain Business Applications: Deliberating the Possible, Plausible &amp; Practical</td>
<td>Umar Ruhi and Karim Alexander Sultan</td>
<td>Much has been hypothesized by industry pundits and academics about the disruptive potential of blockchain technology by virtue of its technical capabilities, business benefits, and legal implications. Many businesses have expressed interest in blockchain technology as an ideal platform to take advantage of sharing, tracking, and auditing digital assets in a transparent and secure fashion. However, the technology remains one of the most misunderstood buzzwords of the decade, with a fervent demand for implementation in business use-cases which may not truly benefit from it. This presentation aims to demystify the drivers and barriers for blockchain business applications, and illustrate implementation challenges through a real-world case-study implementation of blockchain technology. At a theoretical level, the presentation will highlight the main value proposition of blockchain technology by outlining characteristics such as immutability, decentralization, consensus and transparency that facilitate the democratization of trust in online</td>
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Secondly, we will identify use-cases that may not be well suited for blockchain technology due to limitations of the technology, as well as challenges at the market or regulatory levels. Third, we offer a list of best practices for organizations interested in exploring the potential of blockchain technology in their business processes or market offerings. Finally, we present a case-study account of some of the business and technology challenges faced in blockchain application development by highlighting a recent applied research project pertaining to blockchain innovations in the real-estate sector.

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<tr>
<td>19:00-21:00</td>
<td>Dinner</td>
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### Poster Session

**Conference Room:** Conference room i404  
**Time:** 09:00-18:00, June. 19, 2019

| JN0012 | Comparative Analysis of Technological Innovation Efficiency in Three Economic Zones of the Yangtze River Delta, the Pearl River Delta and the Circum-bohai Sea  
Liang Fang  
Huangshan University, China  
**Abstract:** In order to explore technological innovation efficiency in three economic zones of Yangtze River delta, Pearl River delta and Circum-bohai Sea, this paper analyses the super-efficiency of technological innovation in the three economic zones and makes a static and dynamic comparative analysis from the spatial and temporal dimensions based on super-efficient DEA mode. It is concluded that technological innovation efficiency are obvious differences in the three economic zones, and DEA of some regions are ineffective. Therefore countermeasures and suggestions are put forward. |
| JN0023 | Factors Influencing the Chinese Consumers’ Usage Intention of Korean Mobile Payment: UTAUT, ISS and TTF Integrated Model  
Xin Lin  
Northeast Electric Power University, China; Kunsan National University, South Korea  
**Abstract:** With the mobile payment scale increasing rapidly in Korean, the Chinese customers market becomes one of the largest undeveloped ones, providing precious research opportunities. To maintain domestic customers and attract international customers, it is the priority mission for the Korean mobile payment providers to understand the influencing factors. In this study, Spss 24.0 software was used to describe the demographic data, and Amos 23.0 software was used to test the research hypothesis. We propose and examine a new model, which integrates the D&M ISS and the Task-Technology Fit models into the UTAUT model to assess the impact factors of Korean mobile payment (Kakaopay: the representative of mobile payment technology in Korea) on the Chinese( living in Korean) students and professional employees’ Usage Intention. In this study, 509 Chinese people living in Korea( over one year) were sampled for structural equation analysis. (Chinese Kakaopay users: 509) Based on the above hypothesis and analysis, the contribution of this study has both theoretical and practical aspects: Firstly, the perspective of the three integrated structures will provide richer insights. So we can easily find all variables (except the unaffecting actor of effort expectancy) positively affect the Chinese Usage Intention of the Korean mobile payment. Secondly, we suggest a series of solutions, especially point that aiming at the Chinese potential users’ actual requirement factors and improving the quality of Korean mobile payment’s customized services for Chinese users are key points in Kakaopay’s acceptance and dissemination among the Chinese. |
| JN0024 | A DNN Approach to Improving the Short-Term Investment Criteria for S&amp; P500 Index Stock Market  
Carlos Montenegro and Marco Molina  
Escuela Politecnica Nacional, Ecuador  
**Abstract:** The investment decision criteria for the S&amp; P500 Index stock market have been a challenge because the data is massive, complex, non-linear and noised. This study proposes the following approach: first, the Index data constitutes the input for training a Deep Learning Neural Network (DNN) for representing it adequately; and second, using the trained model and a sliding window technique, forecast short-term step by step stock values. The process takes into account a heuristic to control the possible extrapolation anomalies of the DNN. Finally, the generated information allows a supported decision. The representation of quantitative correlation
values of S&P 500 Index data and their forecasting are promising. Qualitative options of the prediction, constitutes decision making information. The present research permits academics to revise a new experience in data analysis; and, for the practitioners, contributes to support investment decisions in the stock market.

| JN0030 | Assessing the Usability of Online Food Ordering Websites Using a New Fuzzy Kano Method: Implications for Improvement  
Arshia Taimouri, Korosh Emamisaleh and Alireza Sayadi  
Islamic Azad University, Iran |

**Abstract:** Following the rapid development of the Internet, e-commerce websites are widely used today for various goals. An essential point in the prosperity of these websites is their level of usability. Accordingly, measuring this usability is indispensable for these websites to check whether they are moving in the right path. Thus, in this article, the usability scores of five well-known online food-ordering websites in Iran have been evaluated using a novel fuzzy Kano method with respect to design parameters. In addition to assessing usability scores, the design parameters of these websites have been classified and reviewed in a detailed manner in order to determine the design priorities of these websites as one of the main results of this study. Data were gathered using a questionnaire with 190 respondents. Results demonstrated that Snappfood is the best online food-ordering website in Iran. In addition, sorting restaurants based on customer satisfaction score, using high-quality images of foods along with the image zooming feature, and the existence of complete information about foods and restaurants are the most effective and important design parameters of these types of websites according to the findings of this study.
About Lyon

Lyon is the third-largest city and second-largest urban area of France. It is located in the country's east-central part at the confluence of the rivers Rhône and Saône, about 470 km (292 mi) south from Paris, 320 km (199 mi) north from Marseille and 55 km (34 mi) east from Saint-Étienne. Inhabitants of the city are called Lyonnais. Lyon had a population of 513,275 in 2015. It is the capital of the Metropolis of Lyon and the region of Auvergne-Rhône-Alpes. The Lyon metropolitan area had a population of 2,265,375 in 2014, the second-largest urban area in France. The city is known for its cuisine and gastronomy, and historical and architectural landmarks; part of it is a registered as a UNESCO World Heritage Site. Lyon was historically an important area for the production and weaving of silk. Lyon played a significant role in the history of cinema: it is where Auguste and Louis Lumière invented the cinematograph. It is also known for its light festival, the Fête des Lumières, which begins every 8 December and lasts for four days, earning Lyon the title of Capital of Lights.

See all the interesting places in Lyon and discover this city in only one day.

Start your day in the Presqu’île district which boasts Saint Martin d'Ainay Basilica, an intriguing Romanesque church. Next up on your itinerary are the Lyon Cathedral and the Justice Palace. After that, explore Basilica of Notre-Dame de Fourvière which stands on what used to be the Roman Forum of Trajan. Cross the river to Sathonay Square, currently the third largest square in Lyon which is also part of the zone classified as World Heritage Site by UNESCO.

If you have a sweet tooth, don't miss Bernachon, where you can taste delicious truffles, desserts, and macarons of genuine quality. Finish your day in Tete d'Or Park located in the 6th arrondissement. It features a lake on which boating takes place in summer. There's a small zoo with giraffes, elephants and other animals.

Basilica of Saint-Martin d'Ainay (French: Basilique Saint-Martin d'Ainay) is a Romanesque church in Ainay in the Presqu'île district in the historic centre of Lyon, France.

Legendary origins of a remarkably large church, which may once have stood on this site, are noted by Gregory of Tours and may be connected to the account of Eusebius, in his Historia Ecclesiae, of the martyrdom of Blandina, the young girl among 48 Christians fed to lions by the Romans in 177 in Lyon's amphitheatre. The lions refused to eat her, according to Eusebius: she and the others were martyred nevertheless. Their bones were burnt, thrown into the river, and washed up downstream where the surviving Christians of the community buried them secretly beneath the altar of what Gregory calls a "basilica of remarkable magnitude." Other candidates for the martyrs' basilica site include the Church of Saint Nizier, upstream, and Lyon Cathedral across the Saône.
Bellecour Square is a large square in the centre of Lyon, France, to the north of the Ainay district. Measuring 312 m by 200 m, it is one of the largest open square in Europe, and the third biggest square in France, behind the Place des Quinconces in Bordeaux and the Place de la Concorde in Paris. It is also the largest pedestrian square in Europe: vehicles are allowed in Places de la Concorde and des Quinconces.

In the middle is an equestrian statue of king Louis XIV by François-Frédéric Lemot. Another statue, representing the Petit Prince and Antoine de Saint-Exupéry, is at the west end of the square. The square also has two pavilions, housing the tourist information office of Lyon and an art gallery.

This square forms the central focus of the Presqu'île (peninsula), between the Saône and the Rhône, in the 2nd arrondissement of Lyon. It hosts the Lyon tourist office and the central post office. It is a focus of the city's shopping streets: four major streets (two of them pedestrianised) start here: the Rue de la République, leading to the Hôtel de Ville and the Opera Nouvel; the Rue Victor Hugo and the Rue du Plat both lead to Perrache; and the Rue du Président Édouard Herriot, with a concentration of luxury shops and leading to the Place des Terreaux. The quarter of Vieux Lyon and the Lyon Cathedral face the square over the Saône. Place Bellecour is the kilometer 0 of Lyon: all distances are counted from this point. The square's metro station, also called Bellecour, is the intersection of lines A and D. The square is also served by many buses, including 10, 14 and 88.

Justice Palace (Local name: Palais de Justice Historique de Lyon)--The Palais de justice historique de Lyon is a building located Quai Romain Rolland, on the right bank of the Saône, in the 5th arrondissement of Lyon. In 1996, it was classified as monument historique.

Its construction began in 1835 and ended in 1845, under the direction of architect Louis-Pierre Baltard. It was built in the same location as the previous courthouses that followed since the 15th century.

The Palais de Justice de Lyon is often called the 'Palace of the twenty-four columns'. This is one of the finest neo-classical buildings in France.

In 1995, construction of a new courthouse in the district of La Part-Dieu allowed the transfer of the Tribunal de Grande Instance, the Tribunal d'Instance and the Tribunal de commerce de Lyon. The Cour d'appel of Lyon and the Cour d'assises of the Rhône remained installed in what is now the historic courthouse of Lyon.

In 2008, the building was the subject of a profound renovation (accessibility, upgrading, security...).
Upcoming Conferences

2019 The 3rd International Conference on E-Business and Internet (ICEBI 2019) will be held during November 09-11, 2019, in Prague, Czech Republic

Publication

Publication in Proceedings. Submissions will be peer reviewed by conference committees, and accepted papers will be published in *International Conference Proceedings Series by ACM*, which will be archived in the ACM Digital Library, and indexed by Ei Compendex and submitted to be reviewed by Scopus and Thomson Reuters Conference Proceedings Citation Index (ISI Web of Science).

ISBN: 978-1-4503-7170-4

Topics

Topics of interest for submission include, but are not limited to:

- **e-Business**
  - Innovative business models
  - Enterprise application integration
  - Business process re-engineering
  - Virtual enterprises and virtual markets
  - Supply, demand, and value chains
  - Virtual organizations and coalitions
  - Customer relationship management

- **e-Commerce**
  - Business-to-business e-commerce
  - Business-to-consumer e-commerce
  - E-government, policy and law
  - Business/Enterprise Architectures
  - Mobile and pervasive commerce
  - Electronic Markets and Multiagent Systems
  - Semantic Web ontologies, rules and services

Submission Method


Important Dates

<table>
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<td>Submission Deadline</td>
<td>January 30, 2019</td>
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<tr>
<td>Acceptance Notification</td>
<td>February 20, 2019</td>
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<tr>
<td>Registration Deadline</td>
<td>March 10, 2019</td>
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<tr>
<td>Conference Date</td>
<td>April 28-30, 2019</td>
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More information, please visit the conference website: [www.icebi.org](http://www.icebi.org)
2019 The 3rd International Conference on Software and e-Business (ICSEB 2019) will be held in Waseda University, Tokyo, Japan during December 09-11, 2019.

Publication

Accepted papers will be published in the International Conference Proceedings and sent to be indexed by EI Compendex and Scopus.

Topics

Topics of interest for submission include, but are not limited to:

- Methods and Techniques for Software Development
- Software Maintenance
- Requirements Engineering
- Object-Oriented Technologies
- Model-driven Architecture and Engineering
- Re-engineering and Reverse Engineering
- Electronic Commerce
- Supply Chain Management Systems
- Agent-mediated e-commerce systems
- Agent-based artificial markets
- Trading, negotiation, auction and mechanism design
- Collective decision making and coordination for e-Business
- Trust and reputation in online agent systems
- Personal agents and recommender systems
- Agent based web mining, text mining and information retrieval
- Agent or actor oriented analysis in social networks
- Internet Finance/Manufacturing/Farm
- Ecommerce services and infrastructure
- Monitoring and supporting services for Ecommerce
- Ecommerce laws and standards

Submission Method


Important Dates

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<td>July 10, 2019</td>
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<tr>
<td>Notification Deadline</td>
<td>August 05, 2019</td>
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<tr>
<td>Registration Deadline</td>
<td>August 25, 2019</td>
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<tr>
<td>Conference Dates</td>
<td>December 09-11, 2019</td>
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For more information, please visit: http://www.icseb.org/
The 2019 International Conference on E-Business and E-commerce Engineering (EBEE 2019) will be held in Bali, Indonesia from December 21-23, 2019.

Publication
Accepted papers will be published in the International Conference Proceedings and sent to be indexed by EI Compendex and Scopus.

Topics
Topics of interest for submission include, but are not limited to:

- E-business
- Mobile commerce
- Innovative Business Models
- Enterprise application integration
- Business process re-engineering
- Virtual enterprises and virtual markets
- Supply, demand, and value chains
- Virtual organizations and coalitions
- Customer relationship management
- e-Collaboration and e-Services
- Inter-organizational systems
- Future work environments for e-Business
- Agent-mediated e-commerce systems
- Trading, negotiation, auction and mechanism design
- Opportunities and risks of mobile technologies
- Success factors of mobile technologies and applications
- Mobile computing technologies
- Operating systems for mobile devices
- Business-to-Business E-Commerce

Submission Method
Electronic Submission System: https://cmt3.research.microsoft.com/EBEE2019

Important Dates

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<td>September 15, 2019</td>
</tr>
<tr>
<td>Registration Deadline</td>
<td>October 05, 2019</td>
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<tr>
<td>Conference Date</td>
<td>December 21-23, 2019</td>
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For more information, please visit: http://www.ebee.net/
We would like to invite you to 2020 the 11th International Conference on E-Education, E-Business, E-Management, and E-Learning (IC4E 2020) in Ritsumeikan University, Osaka, Japan from January 10 to 12, 2020.

**Publication**

All accepted papers by IC4E 2020 will be published in conference proceedings, which will be indexed by EI Compendex and Scopus.

**Topics**

Topics of interest for submission include, but are not limited to:

- Systems, Design and Technologies
- Cross-cultural
- Practices and cases in e-education
- Innovative business models
- Systems and technologies in e-education
- Enterprise application integration
- Applications and integration of e-education
- Business process re-engineering
- e-learning evaluation and content
- Virtual enterprises and virtual markets
- e-Learning platforms
- Gender equity in MSL education
- portals and Virtual learning environments
- Business-to-business e-commerce
- Course design
- Business-to-consumer e-commerce
- Emerging and best practices
- E-government, policy and law
- Partnerships in e-Learning
- Business/Enterprise Architectures
- Evaluation of e-Learning
- Mobile and pervasive commerce

**Submission Method**


**Important Dates**

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<td>Notification Deadline</td>
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<td>January 10-12, 2020</td>
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For more information about the conference, please visit: [http://www.ic4e.net/](http://www.ic4e.net/)