



CALL FOR PAPERS

Special Issue on:

Responsible AI and Analytics for an Ethical and Inclusive Digitized Society

Artificial Intelligence (AI) and business analytics create opportunities and unintended or negative consequences for individuals and society (cf. Ransbotham et al., 2016; Majchrzak et al., 2016). These opportunities and consequences have not been evenly distributed.

Despite the many personal, economic, and societal benefits offered by AI and analytics, their use raises a variety of ethical concerns. Ethics permeates the entire analytics process, from what data to use, to how to represent the extracted knowledge and exploit the insights to create economic and social value. Ethical concerns (i.e., illegitimate surveillance, invasion of privacy, unemployment, malicious use etc.) are frequently used to portray AI and analytics as 'a danger to humanity'. These concerns warrant the attention of the academic community to ensure the information society is built on a foundation in which integrity and rigour for good science will promote quality systems and good ethics will promote good professional practice (Calzarossa et al., 2009). Hence, in order to be able to practice in an ethical manner, professionals must see vistas beyond technology (Stoodley et al., 2009).

At the same time, AI and analytics has opened new domains of exclusion and privilege for some, leaving some individuals and communities excluded from the digitized society. For example, digital exclusion is part of the overall challenge of exclusion, a growing phenomenon which carries with it a series of deteriorations in life paths (i.e., poor lifelong earnings and an increased risk of marginalisation).

AI and business analytics have received significant attention from the academic community. However, their value and benefits to business and society as a whole still remain largely unexplored, with many questions being unanswered regarding their role in an ethical and inclusive digitized society. This special issue aims to add in this direction and therefore we are interested in studies using any of the full range of investigative methodologies qualitative and quantitative, with raw data and/or data collected by surveys, experiments, interviews, observations, and so forth. We welcome the spectrum philosophical approaches, from positivist to interpretivist. As we see this as an emerging area of inquiry, we are particularly interested in theory-building studies and empirical-based frameworks related to how we can assess the responsible use of AI and Analytics.

This Special Issue aims to bring together contributions from a variety of perspectives, disciplines and communities for the advancement of knowledge regarding responsible AI and Analytics for an ethical and inclusive digitized society. Some organizations focus on driving business value and keeping ahead of competitors. At the same time others can have a view of facilitating societal change, generating value that impacts both them and the society overall. We seek interdisciplinary papers that can bridge various domains including information systems, organizational science, strategic management, and information science.

Topics of submission include, but are not limited to:

- Societal impact of AI and Analytics
- AI and the future of work
- Ethical issues related to AI and Analytics
- Strategies (e.g. best practices, policies, and governance mechanisms) for addressing the unintended consequences of AI and Analytics
- Implications of collaborative analytics in a digitized society
- The role of AI and Analytics in social and educational inclusion/exclusion
- The role of AI and Analytics in fraud detection and other illegal activities
- Methods, approaches and frameworks to assess the ethical use of AI and Analytics

Forms of Submission

This Special Issue will consist of: (1) the best submissions from an open Call for Papers, selected on a competitive basis; and (2) invited papers that are extended or modified versions of selected papers accepted at the 20th IFIP I3E Conference on e-Business, e-Services and e-Society (I3E2021) (www.I3E2021.com), Galway, Ireland. In the latter case, the submission will be a substantial revision of the conference publication, and the authors will be required to submit a letter detailing the difference between their conference paper and the new version. All submitted papers and invited papers will go through peer review; if an invited conference paper does not receive a satisfactory review, the paper will not be considered for the Special Issue.

Submission Instruction

Manuscripts must be submitted in PDF format to the ISF-Springer online submission system at <https://www.editorialmanager.com/isfi> and the authors need to select "Special Issue: ***Responsible AI and Analytics for an Ethical and Inclusive Digitized Society***" during the submission process. Paper submissions must conform to the format guidelines of Information Systems Frontiers available at <https://www.springer.com/journal/10796/submission-guidelines>.

Submissions should be approximately 32 pages double spaced including references.

Important dates

- Submission deadline: 31st October 2021
- Notification of first round reviews: 13th December 2021
- Revised Manuscripts due: 31st January 2022
- Notification of second round reviews: 14th March 2022
- Final Version Due: 25th April 2022

Guest Editors

- Denis Dennehy, National University of Ireland Galway, Ireland
- Anastasia Griva, National University of Ireland Galway, Ireland
- Nancy Pouloudi, Athens University of Economics and Business, Greece
- Yogesh K Dwivedi, Swansea University, UK
- Matti Mäntymäki, University of Turku, Finland
- Ilias Pappas, University of Agder, Norway

Guest Editors' Biography

Denis Dennehy is a Lecturer in Business Information Systems in the School of Business & Economics and funded investigator at Lero | The Science Foundation Ireland Research Centre for Software. His current research focuses on the application of flow and business analytics in the context of information systems development, and its implications for people, organisations, and society. His research has been published in the Association of Business Schools (ABS) ranked journals including, *European Journal of Operational Research*, *Information & Management*, *Information Technology & People*, *Journal of Systems & Software*, *Project Management Journal*, and *Journal of Decision Systems*, as well as international conferences such as the International Conference on Information Systems (ICIS), European Conference on Information Systems (ECIS), and R&D Management. He is a Senior Editor of *Information Technology & People* and previously he served as Proceedings Chair for the Open Symposium on Open Collaboration (OpenSym 2017), Associate Editor for various tracks at the European Conference on Information Systems (ECIS), International Conference on Information Systems (ICIS) and reviewer of a number of ABS ranked journals, including the Senior Scholars' Basket of Journals.

Anastasia Griva is a postdoctoral researcher at Lero | The Science Foundation Ireland Research Centre for Software, NUI Galway, Ireland. She received her PhD in Business Analytics from the Athens University of Economics and Business, in Greece. She has made efforts towards research commercialization via establishing two technology-based start-ups. Her research interests lie in the areas of Software Analytics, Retail Analytics, Shopper Behavior, Data Mining, and Artificial Intelligence in Marketing. Her research has been published in peer-reviewed journals such as *Expert Systems with Applications*, it has also been presented and awarded in international conferences (e.g. ICIS, ECIS, MCIS, EURO). She has served the community as Program Committee, Track Chair, Associate Editor and Reviewer in various academic conferences, and as reviewer in various Journals. Currently she is Conference Chair of the 20th IFIP Conference on e-Business, e-Services and e-Society 2021 and Associate Editor at the *International Journal of Business and Data Analytics*.

Nancy Pouloudi is Professor of Information Systems Management in the Department of Management Science and Technology at the Athens University of Economics and Business, Greece. She holds a PhD in Information Systems from the London School of Economics. Her research focuses on organizational and social issues in information systems adoption and implementation. She is a member of the Editorial Boards of the *Journal of the AIS*, *Information & Management*, *Health Policy & Technology*, and the *International Journal of Society, Information, Communication & Ethics*. She has served on the editorial boards of the *European Journal of Information Systems* and *IT & People* as well as on the Committees of the European (ECIS) and the Mediterranean (MCIS) Conference on Information Systems. In the period 2010-2013 she was Region 2 (Europe/Middle East/Africa) Representative of the Association for Information Systems (AIS). In 2016 she received the Sandra Slaughter Service Award of the AIS.

Yogesh K. Dwivedi is a Professor of Digital Marketing and Innovation, Founding Director of the Emerging Markets Research Centre (EMaRC) and Co-Director of Research at the School of Management, Swansea University, Wales, UK. Professor Dwivedi is also currently leading the *International Journal of Information Management* as its Editor-in-Chief. His research interests are at the interface of Information Systems (IS) and Marketing, focusing on issues related to consumer adoption and diffusion of emerging digital innovations, digital government, and digital marketing particularly in the context of emerging markets. Professor Dwivedi has published more than 300 articles in a range of leading academic journals and conferences that are widely cited (more than 14 thousand times as per Google Scholar). Professor Dwivedi is an Associate Editor of the *European Journal of Marketing, Government*

Information Quarterly and *International Journal of Electronic Government Research*, and Senior Editor of the *Journal of Electronic Commerce Research*. More information about Professor Dwivedi can be found at: <http://www.swansea.ac.uk/staff/som/academic-staff/y.k.dwivedi/>.

Matti Mäntymäki is an Assistant Professor of Information Systems Science at University of Turku, Finland and head of the Digital Economy and Society (des.utu.fi) research platform. He holds a D.Sc. (Econ. & Bus. Adm.) in Information Systems from University of Turku. Matti's research focuses on the social, psychological, and behavioral aspects of ICT and digital economy. His research has appeared in outlets such as *Information Systems Journal*, *Technological Forecasting & Social Change*, *Journal of Systems and Software*, *Information Technology & People*, *Communications of the Association for Information Systems*, *Computers in Human Behavior*, *Information Systems Frontiers*, *Journal of Medical Internet Research*, and *International Journal of Information Management*, among others.

Ilias Pappas is an Associate Professor of Information Systems at the Department of Information Systems, University of Agder (UiA), Norway. His research and teaching activities include data science and digital transformation, social innovation and social change, user experience in different contexts, as well as digital marketing, e-services, and information technology adoption. He has published over 80 articles in peer reviewed journals and conferences including *Journal of Business Research*, *European Journal of Marketing*, *Computers in Human Behavior*, *Information & Management*, *Psychology & Marketing*, *International Journal of Information Management*. Pappas has been a Guest Editor for several journals and a track chair on different conferences. He serves as the [vice-chair](#) of the [IFIP Working Group 6.11: Communication Aspects of the E-World](#). Pappas is a recipient of ERCIM and Marie Skłodowska-Curie fellowships.

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