

MIS Quarterly Executive

Volume 20 | Issue 1

Article 1

March 2021

Editors' Comments

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Recommended Citation

Piccoli, Gabriele (2021) "Editors' Comments," *MIS Quarterly Executive*: Vol. 20 : Iss. 1 , Article 1.
Available at: <https://aisel.aisnet.org/misqe/vol20/iss1/1>

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EDITOR'S COMMENTS

From the Editor-in-Chief:

Dear Readers,

I am delighted to start this editorial by congratulating Rebekah Eden, Andrew Burton Jones, Veronica Casey, and Michael Draheim. As you may recall, *MIS Quarterly Executive's* Senior Editors nominated their paper "Digital Transformation Requires Workforce Transformation" to represent the journal at the 2020 Association for Information Systems (AIS) College of Senior Scholars Best Papers Awards. This year the awards were extremely competitive, with 21 journals submitting their best article. The article we advanced was one of only three award recipients. This is the fourth time a contribution from *MIS Quarterly Executive* has won since 2015. While authors deservedly receive recognition for their outstanding contribution to practice-oriented research, I want to thank the Senior Editors and Editorial Board members who are the indispensable ingredient in the development of high-quality articles. As our journal has been receiving a steady increase in submissions, and their workload has increased, their dedication to their craft has remained the same. Thank you!

I am also happy to report that the SIM/MISQE pre-ICIS workshop on "Strategies for Surviving and Thriving Within and Between Digital Platforms," was a success, despite having to be held virtually last December. My thanks go to Kalle Lyytinen and Varun Grover for leading the workshop and for managing the December 2021 *MIS Quarterly Executive* special issue. I can also announce that the Editorial Board approved the 2022 special issue titled "Crisis-Driven Digital Transformation." Hope Kock will lead a star-studded team of special issue editors including Paul Di Gangi, Rashmi Jain, Vess Johnson, Iris Junglas, Gerry Kane, Martin Mocker, Ulrike Schultze, Anna Sirdova.

This issue continues our recent streak of publishing impactful guest editorials. Munir Mandviwalla coordinated a team of practicing managers: Dinesh Desai, Linda Descano, Larry Dignan, Christopher Kearns and Raghu Sankaran. They contributed the essay: "An industry

perspective on major post-pandemic issues." The guest editorial stems from the results of the recent ICIS 2020 panel titled: "Industry Perspective on Covid-19" and builds upon our June 2020 guest editorial titled: "Practice-Oriented Research Contributions in the Covid-19 Forged New Normal." My thanks go to Blake Ives and Rick Watson, the editorial board members who reviewed and provided input on earlier drafts.

In this Issue

The current issue has five contributions: four research articles and the annual report of the findings of the Society for Information Management's IT trends survey. The first article, "Deciding Whether and How to Deploy Chatbots," by Ryan M. Schuetzler, G. Mark Grimes, Justin Scott Giboney and Holly K. Rosser is the last of the contribution to the special issue on "Artificial Intelligence in Organizations: Opportunities for Management and Implications for IS Research."

The second article, "How Companies Can Benefit from Interlinking External Crowds and Internal Employees," is authored by Volkmar Mrass, Christoph Peters and Jan Marco Leimeister. It shows how organizations can combine employees' work with crowdsourced inputs in an effort to increase agility, quality and speed of product development. The paper provides five recommendations for organizations looking to benefit from hybrid working arrangements.

The third article, "How Orange Achieved Long-Term Adaptability and Value Creation by Proactively Transforming its Business," was contributed by Shirish C. Srivastava, Joseph J. Nehme, Alban Luherne and Bruno Kone. It describes how Orange created value for the unbanked rural African population by building on its telecoms capabilities to offer a mobile money solution. Based on its unique insight, the paper provides three guidelines for organizations engaging in digital transformation in a transnational environment.

The fourth article, titled "Insights from the World IT Project Survey of IS Organizational Trends," is by Prashant Palvia, Jaideep Ghosh,

Tim Jacks, Alexander Serenko and Aykut Turan. It represents the latest installment in our *MISQE* Research Insights for IT Leaders section lead by Senior Editor Mary Lacity. In its usual interview format, the current article provides a nice addition to our yearly SIM IT trends survey, adding a global angle to it. While there are clearly some common issues emerging in both surveys, our readers around the world will appreciate the insight about country differences that the survey surfaces.

Rounding out the issue is the report of the 40th Society for Information Management's IT trends survey. The authors are Leon Kappelman, Chris Mauer, Ephraim McLean, Kevin Kim, Katia Guerra, Vess Johnson, Mark Snyder, and Russell Torres. The findings, surely to be of interest to practicing manager and academics alike, are based on the authors' analysis of responses from 1,005 IT executives in 624 organizations.

Read on!

Gabriele Piccoli
Editor-in-Chief