

# International Journal of Information Systems in the Service Sector

July-September 2015, Vol. 7, No. 3

## Table of Contents

### RESEARCH ARTICLES

- 1 **Service Convenience: On-Line versus Brick and Mortar Bookstores**  
*Paul Stephens, Bradley University, Peoria, IL, USA*  
*Matthew McGowan, Bradley University, Peoria, IL, USA*
- 15 **The Interactions between Information and Communication Technologies and Innovation in Services: A Conceptual Typology**  
*Giulia Nardelli, Department of Communication, Business and Information Technology, Roskilde University, Roskilde, Denmark*
- 40 **STRESS: A Social Trust-Aware System for Recommending Web Services**  
*Naziha Abderrahim, EEDIS Laboratory, Djillali Liabes University of Sidi Bel Abbes, Sidi Bel Abbes, Algeria*  
*Sidi Mohamed Benslimane, EEDIS Laboratory, Djillali Liabes University of Sidi Bel Abbes, Sidi Bel Abbes, Algeria*
- 59 **Jamaica's Internet Story based on the GDI Framework**  
*Samantha Thompson, College of Business, Southern University, Baton Rouge, LA, USA*  
*Abinwi Nchise, Nelson Mandela School of Public Policy and Urban Affairs, Southern University, Baton Rouge, LA, USA*  
*Oneurine Ngwa, Nelson Mandela School of Public Policy and Urban Affairs, Southern University, Baton Rouge, LA, USA*  
*Allison B. Conti, College of Agriculture and Life Sciences, Cornell University, Ithaca, NY, USA*  
*Victor Mbarika, College of Business, Southern University, Baton Rouge, LA, USA*  
*Evan Duggan, University of West Indies, Kingston, Jamaica*

### Copyright

The **International Journal of Information Systems in the Service Sector (IJISSS)** (ISSN 1935-5688; eISSN 1935-5696), Copyright © 2015 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Information Systems in the Service Sector* is indexed or listed in the following: Bacon's Media Directory; Cabell's Directories; CSA Illumina; DBLP; GetCited; Google Scholar; INSPEC; JournalTOCs; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory