# **Table of Contents**

# International Journal of Systems and Society

Volume 3 • Issue 2 • July-December-2016 • ISSN: 2327-3984 • eISSN: 2327-3992 An official publication of the Information Resources Management Association & the United Kingdom Systems Society

#### **Editorial Preface**

VI Frank Stowell, University of Portsmouth, Portsmouth, UK

## **Research Articles**

## 1 Analysing Online Social Networks from a Soft Systems Perspective

Shavindrie Cooray, Department of Business Management, Curry College, Milton, MA, USA Steven Gunning, Department of Business Management, Curry College, Milton, MA, USA

#### 21 Pursuit of Operational Excellence: A Systemic Approach

Christine Welch, University of Portsmouth, Portsmouth, UK Tammi Sinha, University of Winchester, Winchester, UK Nigel Ward, A3 Training Ltd, Fareham, UK

### 35 A Managerial and Linguistic Perspective on Researching Manager Behaviour Aimed at Replacing Human Managers with Robots

Justyna Alnajjar, University of Warsaw, Warsaw, Poland Olaf Flak, University of Silesia, Katowice, Poland

# 50 The Systems Forum: What Value Have Systems Ideas in Making Sense of The Complexity of Issues Like Migration?

Ian Roderick, Schumacher Institute, Bristol, UK Frank Stowell, University of Portsmouth, Portsmouth, UK

#### **Last Word**

### 74 Communicating Systems Ideas

Harry Kogetsidis, University of Nicosia, Nicosia, Cyprus

#### COPYRIGHT

The International Journal of Systems and Society (IJSS) (ISSN 2327-3984; eISSN 2327-3992), Copyright © 2016 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.