

Introduction to the Digital Mobile Services for Everyday Life Mini-Track

Pirkko Walden
Institute for Advanced Management Systems Research
(IAMS) and Abo Akademi University
Turku, Finland
pirkko.walden@abo.fi

Tomi Dahlberg
Turku School of Economics
at University of Turku
Turku, Finland
tomi.dahlberg@utu.fi

Digital mobile services are omni-present in everyday life, helping their users to be social, improve themselves, be entertained and much more. Mobile services leverage the latest technological advances and incorporate insights from human-computer interaction and psychology to offer rewarding and sometimes addictive user experiences. The combinations of network, IS, handset and other technologies offer humans a multitude of options when selecting mobile services in fiercely competitive markets. Users may creatively access and use mobile services in individual ways and in ways which go beyond their intended use. Services can be transformational, they can shape everyday practices, routines, and time allocations. This still fast-moving field presents numerous challenges for researchers.

Improvements of everyday life are arguably the key goals driving individuals' use of digital mobile services. Services permeate interactions with businesses and the government, they necessitate renewed discussions of digital inclusion and exclusion, they focus on digital competencies, and technology haves and have-nots. The Covid-19 pandemic heightened our dependence on technologies in everyday life activities. We need to understand and leverage the potential of mobile services to overcome challenges posed by social distancing, distance work and education and the disruption of everyday routines. The consequences of the ongoing war in Ukraine has augmented the need for information security, privacy, trust and other security features in mobile services. Digital mobile services could alleviate loneliness, boredom, loss of productivity, lack of physical access to products, services, healthcare services and more. After the pandemic, we have established new-normal everyday lives, including increased deployment of mobile services. This again highlights the need for research.

Information systems science researchers are well positioned to advance our understanding about the role(s) of digital mobile services in everyday life. We need to build on the knowledge and theories within this research area to offer theoretical explanations and to provide guidance to the users, developers, and regulators of mobile services. The Digital Mobile Services for Everyday Life mini-track has since its very start in 2002 been an arena for innovative research contributions that

URI: <https://hdl.handle.net/10125/102751>

978-0-9981331-6-4
(CC BY-NC-ND 4.0)

open up new perspectives and insights to better deploy and use mobile technologies, applications and services.

Research in a myriad of everyday contexts of mobile services calls for methodological diversity and creativity. We are pleased to note this to be reflected in the three papers accepted to this year's mini-track. The accepted papers offer a representative overview of topical aspects of digital mobile services. The contributions were selected after extensive peer reviews and one round of revisions. The papers address digital care services for elderly people, platforms for smart fairways and neuroscience mining.

The first paper *Understanding Drivers for Acceptance and Use of Digital Care Services for Seniors: Learning from a Value-Focused Thinking Study in Poland and Sweden*, by Soja et al. focuses on values held by elderly people. The authors emphasize that the goals rooted in the values of the elderly should be taken into account when new ICT solutions are introduced in the context for digital care services to enable and support independent and healthy aging.

The second paper *Platforms for Smart Fairways – Enhancing Services for Autonomous Maritime Traffic and Other Emerging Uses of Territorial Sea* by Heikkilä et al. works out ways to build vision of future smart fairways. There is an urgent need to rethink the fairway infrastructure and related services for safe, efficient, and sustainable navigation for all seafarers. The authors' results suggest that common fairway infrastructure could be considered a platform, which would allow us to develop and provision mobile, digital services on multi-sided "markets" for unanticipated uses beyond the original intent to guarantee safe waterways for merchant traffic.

The third paper *Appreciating the Performance of Neuroscience Mining in NeuroIS Research: A Case Study on Consumer's Product Perceptions in the Two UI Modes – Dark UI vs. Light* by Costello et al. combine NeuroIS and business data mining with the overall goal to provide information on the potential of neuroscience mining and to build an understanding of NeuroIS paradigms. Empirical data was collected in a lab experiment with 28 South Korean undergraduates.