Call for Papers
AI-powered E-commerce and information management

International Conference on Electronic Commerce 2024
May 29-31, 2024 at Seoul, Korea
Special Issue of Data Science and Management
January 1, 2024 - July 31, 2024

The workshop on "AI-powered E-commerce and information management" is scheduled to take place during ICEC2024 from May 29th to 31st in Seoul, Korea. This workshop is organized in collaboration with the Special Track of ICEC2024 and Special Issue of Data Science and Management (DSM) dedicated to the theme of AI-driven E-commerce and information management.

The Call for Papers for the Special Issue of DSM on "AI-powered E-Commerce and Information Management" can be accessed at https://www.icec.net/icec2024/specialissues. Additionally, the same Call for Papers is available on the Special Issue platform of DSM at KeAi, accessible via https://www.keaipublishing.com/en/journals/data-science-and-management/call-for-papers/special-issue-on-ai-powered-e-commerce-and-information-management/.

The Special Academic Track on "AI-powered E-Commerce and Information Management" at ICEC2024 will collaborate with the special issue of DSM. In addition to authors presenting their individual research, we invite DSM editorial board members, as well as youth editorial board members, to participate in theme discussions on future research directions.

We specify the essential details for authors intending to submit papers to ICEC2024 and the Special Issue of DSM as follows:

1. Copyright Statement of ICEC2024 Papers
All papers submitted to the ICEC2024 Conference, including those submitted to this Special Track, will undergo a blind review process to determine their acceptance for presentation at ICEC2024 paper sessions, consideration for the Best Paper Awards, and potential recommendation for submission to the DSM Special Issue. However, it should be noted that the recommendation does not guarantee acceptance in advance.
ICEC will not publish its conference proceedings, allowing authors to retain full copyright of their manuscripts. This policy ensures that authors can submit their work to journals without encountering any conflicts related to the conference proceedings' copyright.
Extended abstract of work-in-progress are welcome for submission, but they will not be considered for nomination for the Best Paper Awards. Authors of extended abstracts are encouraged to develop full papers by the conference presentation date and the submission deadline for the DSM Special Issue.

2. Specific Process for ICEC2024 Presentation and DSM SI Paper Submission

To present your paper at ICEC2024 and enhance its suitability for submission to the DSM Special Issue, please follow the procedure outlined below.

1) Authors are required to submit their papers for ICEC2024 by the deadline of February 28, 2024.

2) Upon receiving the reviewers' reports, authors have the opportunity to enhance their manuscripts based on the comments before the presentation at ICEC2024 on May 29-31. However, authors are not obligated to resubmit the revised versions to ICEC2024.

3) Registration for ICEC2024 will include attendance at the Special Track and Workshop on AI-powered E-commerce and information management.

4) Presented authors are strongly encouraged to submit their improved versions to the Special Issue of DSM by the deadline of July 31, 2024. The papers submitted to DSM will undergo blind review by the Fast Track of the Guest Editorial Board of the Special Issue.

3. Guidelines for Formatting of ICEC2024 Papers

1) The papers submitted to ICEC2024 must adhere to the Submission Guide available at https://www.icec.net/submission.

2) The maximum length for a full paper is 8 single-spaced pages.

3) Extended abstracts should not exceed 3 single-spaced pages.

4) The format requirements for DSM papers are detailed in the Call for Papers for the Special Issue, which can be found at https://www.icec.net/specialissues2024.

4. Deadline for Submission of Special Track of ICEC2024

1) The deadline for paper submissions to the Track of AI-powered E-commerce and Information Management aligns with the regular ICEC paper submission deadline: February 28, 2024 as indicated at https://www.icec.net/cfp.

2) The submission system for the special track is the same as the ICEC paper submission process, accessible at https://www.icec.net/submission.

3) The deadline for the Special Issue of DSM is July 31, 2024. However, authors can initiate submissions to DSM SI from January 1, 2024, regardless of whether you have presented at ICEC2024 or not.

4) It is essential to note that papers submitted to ICEC2024 will not be automatically transferred to DSM SI submission. Authors wishing to publish their papers in the DSM Special Issue should submit through https://www.editorialmanager.com/dsm/default2.aspx.

5. Topics of ICEC2024 Special Track and DSM Special Issue

The background of the special issue is described in the CFP of DSM Special Issue of 'AI-powered E-commerce and information management' at https://www.icec.net/specialissues2024.

Potential Topics for both Special Track of ICEC2024 and DSM Special Issue

In recent years, artificial intelligence (AI) has been deeply integrated with customer service and supply chain optimization, reshaping e-commerce with great changes. Based on its powerful analysis competence and excellent learning ability, AI presents opportunities to gain useful insights from big data, promote information management, and perform several tasks autonomously that were previously performed by humans. For example, AI-powered recommendation systems and chatbots can help to provide precise, convenient, and personalized customer services, thus improving customers' experience and employees' work efficiencies. Although increasing research focusing on AI-powered E-Commerce has explored

the impact of AI on the behavior of customers and employees, the emerging Generative Artificial Intelligence (GAI) such as ChatGPT is calling into question our existing assumptions due to the tendency to transform from weak AI to strong AI.

Given the ubiquitous use of AI in e-commerce today, there are many fascinating phenomena and research questions that are understudied. For example, the horrendously accurate recommendation algorithms may bring information cocoon problems, limiting customers from obtaining diverse information. It may also give customers a sense of being monitored, raising privacy concerns. For employees, AI increasingly threatens their work processes and even replaces their jobs. These phenomena highlight the significant negative or detrimental consequences of AI to customers, employees, and organizations that are worthy of further research attention. Therefore, in the context of AI-powered e-commerce, we call for a need to understand the role of AI's characteristics like autonomy, investigate the resources and mechanisms of the ethics issues like privacy, and explore how better human-AI interactions and information management can be achieved by interaction designs. Potential topics of interest for this special issue include the following areas in general, **but not limited to:**

- AI-powered information management, analysis, and optimization
- Customer behaviors and experience in AI-powered e-commerce
- Employee behaviors and performance in human-AI collaboration
- Organization strategies and business model innovations in AI-powered e-commerce
- Design for human-AI interaction
- Explainability, robustness, responsible AI in e-commerce
- Algorithmic bias and fairness issues
- Information cocoons and elimination
- Ethics issues (e.g., trust, privacy, and accountability) and governance
- The impact of GAI in e-commerce
- Emerging e-commerce and information management issues in the age of AI
- AI and platform economy
- The social and regulations issues related to AI
- Intelligent applications in industries (e.g., healthcare, e-commerce, and manufacturing)

6. Contact of DSM Special Issue
1) Special Issue Guest Editors
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7. Illustrative References

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