

Special issue on managing enterprise in the twenty-first century

Business enterprises in the twenty-first century world rely heavily on leveraging knowledge for intelligently managing their people and processes and thereby effectively achieving their goals. These new enterprises are transcending conventional contours of management in thinking, practice and physical boundaries. Aided by new technologies, every aspect of the modern enterprise is evolving. This special issue is an attempt to capture the dynamics of change in enterprises across business domains. The endeavor here is to create a platform for researchers to share their outputs with their fellow researchers and practitioners.

This special issue starts with a research paper on “Exploring mobile government from service quality perspective” is contextualized in the context of the United Arab Emirates (UAE). The paper has been designed and studied in a way to provide insights on mobile government to the policy makers and the managers dealing with such a great initiatives in the UAE.

The second paper is entitled “A computer-based participatory model for customization in the UAE housing market.” The housing market in the UAE is booming on the one hand and throwing challenges to manage it successfully on the other hand. This paper is timely for the burgeoning housing market and provides both theoretical as well as practical solutions to the issues and challenges as being faced in the UAE for last many years.

The third paper titled “How does transformational leadership influence proactive customer service behavior of frontline service employees? Examining the mediating roles of psychological empowerment and affective commitment” has been contextualized in Indian context. The customer service behavior of employees play critical role to have repeat customer and mouth of positive words to have prospective customers. This has some critical solutions arrived out empirically to help managers to have happy and proactive customer service executives in Indian context.

The subsequent paper is entitled “Sustainable development of microfinance customers – an empirical investigations based on India.” The paper looks at the issues of microfinance customer from sustainable development perspective. Moreover, this paper provides solutions to key challenges faced by the policy makers as well as practitioners in the field of microfinance in Indian context.

The fifth paper is entitled “Does E-readiness of citizens ensure better adoption of Government’s digital initiatives? A case based study?” The paper has got significant contributions toward helping the governmental agencies involved in digitization for taking care of readiness and related psychological and technical attributes of its people for making such an initiative necessary for the growth of business and society.

The next paper is entitled “Transformational leadership and psychological empowerment: mediating effect of organizational culture in Indian retail industry.” The retail industry is booming in India but also confronting with findings relevant solutions to its key challenges. This paper provides significant insights into fixing up pressing challenges faced by leaders and practicing managers in the retail industry.

The seventh paper is entitled “Burnout during early career: lived experiences of the knowledge workers in India.” In the fast changing twenty-first century, the burnout due to conflicting expectations of different roles played by the knowledge workers are common problems that needs to be fixed to increase individual as well as organizational productivity. This paper has made significant contributions toward managing burnouts of the knowledge workers with an aim to create win-win situation for both the employees and the employer.



The succeeding paper is entitled “Impact of ICT-based innovations on organizational performance: the role of corporate entrepreneurship.” Organizational performance is the ultimate and caused by individual, group and organizational-level variables. This paper provides insights and relevant solutions to increase and sustain organizational performance through ICT-based innovation and corporate entrepreneurship. The leaders and managers will find many practical insights in this paper for managing performance at an organizational level.

The ninth paper is entitled “The changing landscape of IS project failure: an examination of the key factors.” The successes and failures of IS projects are dependent on numerous set of variables which sometimes become uncontrollable due to scarcity of empirical knowledge available in the field. This paper has addressed on how to fix key challenges under constraints by the project leaders and managers.

The penultimate paper is entitled “Dynamic service capabilities enabling agile services: scale development and initial validation in Indian service industry.” The dynamic service capabilities are the competitive edge for organization in the service industry as it impacts its agility to be market leader. However, its assessment with suitable tool has been one of the key issues. This paper provides answer to such a kind of issues by developing and validating instrument for its relatively perfect assessment.

The last paper is entitled “Towards a design theory of computer-supported organizational participation” which is very much contemporary and relevant in the twenty-first century business enterprise. The organizations in the ever-changing business environment cannot remain untouched with leveraging technology to the maximum and the findings of this paper will prove to be an important value-added step in that direction.

Overall, this special issue has with 11 research papers provide fresh thinking to enterprise leaders and managers in finding out sustainable solutions. Each of the 11 papers has strategic and sustainable ideas for the managers, the leaders and the policy makers to effectively steer out business enterprise in twenty-first century. We hope that this special issue will be liked by the readers as these 11 articles are relevant and thought provoking.

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