



Interdisciplinary Journal of Information, Knowledge, and Management

*An Official Publication
of the Informing Science Institute
InformingScience.org*

IJIKM.org

Volume 16, 2021

Editors in Chief:

Geoffrey Z. Liu, San Jose State University, USA

Managing Editor: Eli Cohen, Informing Science Institute, USA

Publisher: Elizabeth Boyd; Informing Science Institute, USA

Editors:

Ewa Ziemia, University of Economics in Katowice (Poland) *Senior Editor*

Tharrenos Bratitsis, University of Western Macedonia (Greece)

Harry Tomas Fulgencio, Swinburne University of Technology (Australia)

Mike Hart, University of Cape Town (South Africa)

Iris A Humala, Häme University of Applied Sciences (Finland)

Salah Kabanda, University of Cape Town (South Africa)

Nelson K. Y. Leung, RMIT International University (Vietnam)

Felix O Quayson, Texas A&M University System (USA)

Christine Nya Ling TAN, Auckland Institute of Studies (New Zealand)

Maureen Tanner, University of Cape Town (South Africa)

Dale Trott, Central Queensland University (Australia)

The mission of the Interdisciplinary Journal of Information, Knowledge, and Management (IJIKM) is to provide readers with the widest possible coverage of the use of information and technology to effectively create, apply, and communicate knowledge in organizations. In addition to manuscripts that center on knowledge acquisition and sharing, agent-based systems, neural networks, genetic algorithms, learning systems, and natural language processing, we welcome manuscripts on a wide range of topics relating to the organizational use and management of information and technology.

IJIKM publishes scholarly conceptual, theoretical and empirical manuscripts on the use of information technology to enhance organizational performance. Submissions to the journal should be readable and understandable by a wide audience. Manuscripts should therefore also focus on practical application or illustration of the issues covered, rather than merely providing a mathematical or technical coverage, which would be more suitable for a specialist journal.

All manuscripts are submitted and reviewed electronically. We provide our published authors with the widespread readership that comes from publishing all manuscripts online, free of charge. This approach ensures that published works are read and cited by the widest possible audience.

IJKM is an academically peer-reviewed open-access journal. All submissions are blind refereed by three or more peers. JITE articles are published online on the web site **<http://ijikm.org>**

IJKM is listed in Cabell's Directory of Publishing Opportunities in Educational Technology & Library Science, Cabell's Directory of Publishing Opportunities in Management, EBSCO, Index of Information System Journals, Ulrichs.

(CC BY-NC 4.0) The articles in this journal are licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/). When you copy and redistribute this paper in full or in part, you need to provide proper attribution to it to ensure that others can later locate this work (and to ensure that others do not accuse you of plagiarism). You may (and we encourage you to) adapt, remix, transform, and build upon the material for any non-commercial purposes. This license does not permit you to use this material for commercial purposes.

ISSN Print 1555-1229, Online 1555-1237

**Published by the Informing Science Institute
131 Brookhill Ct., Santa Rosa, California USA
phone: +1-707-537-2211
<http://informingscience.org>**

IJIKM Volume 16, 2021 – Table of Contents

Implementing Security in IoT Ecosystem Using 5G Network Slicing and Pattern Matched Intrusion Detection System: A Simulation Study Anshul Jain, Tanya Singh, Satyendra K Sharma, Vikas Prajapati	1-38
A Decision Support System and Warehouse Operations Design for Pricing Products and Minimizing Product Returns in a Food Plant Yahel Giat, Dan Bouhnik	39-54
Mediating Effect of Leaders' Behaviour on Organisational Knowledge Sharing and Manufacturing Firms' Competitiveness Adeline Chinonye Ugo-Agharanya, Rev. Fr. Anthony Igwe, Ejikeme Emmanuel Isichei	55-75
An Augmented Infocommunication Model for Unified Communications in Situational Contexts of Collaboration Carolina Abrantes, Óscar Mealha, Diogo Gomes, João Paulo Barraca, Carlos Viana-Ferreira	77-99
Challenges in Contact Tracing by Mining Mobile Phone Location Data for COVID-19: Implications for Public Governance in South Africa Paul Kariuki, Lizzy Oluwatoyin Ofusori, Prabhakar Rontala Subramaniam, Moses Okpeku, Maria Lauda Goyayi	101-124
The Roles of Knowledge Management and Cooperation in Determining Company Innovation Capability: A Literature Review Elan Nurhadi Purwanto, Ernie Tisnawati Sule, Imas Soemaryani, Yudi Azis	125-145
The Nexus Between Learning Orientation, TQM Practices, Innovation Culture, and Organizational Performance of SMEs in Kuwait Fahad Awad Aber Sawaeen, Khairul Anuar Mohd Ali	147-172
Understanding the Determinants of Wearable Payment Adoption: An Empirical Study Ahmad A. Rabaa'i, Xiaodi Zhu	173-211
Software as a Service (SaaS) Cloud Computing: An Empirical Investigation on University Students' Perception Ghilan Al-Madhagy Taufiq-Hail, Ayed Rheal A. Alanzi, Shafiz Affendi Mohd Yusof, Madallah Alruwaili	213-253
The Influence of Soft Skills on Employability: A Case Study on Technology Industry Sector in Malaysia Sally S. Fadhil, Ramlee Ismail, Alhamzah Alnoor	255-283
China's Halal Food Industry: The Link Between Knowledge Management Capacity, Supply Chain Practices, and Company Performance Kamila Usmanova, Daoping Wang, Eli Sumarliah, Kawthar Mousa, Safiatou S. Maiga	285-306
Establishing a Security Control Framework for Blockchain Technology Maitha Al Ketbi, Khaled Shuaib, Ezedin Barka, Marton Gergely	307-330
Security as a Solution: An Intrusion Detection System Using a Neural Network for IoT Enabled Healthcare Ecosystem Anshul Jain, Tanya Singh, Satyendra K Sharma	331-369

Modelling End Users' Continuance Intention to Use Information Systems in Academic Settings: Expectation-Confirmation and Stress Perspective	
Mohamed Emran Hossain, Imran Mahmud, Rozhan M. Idrus	371-395
Students' Continuance Intention to Use Moodle: An Expectation-Confirmation Model Approach	
Ahmad A. Rabaa'i, Shareef Abu AlMaati, Xiaodi Zhu	397-434
The Impact of Knowledge Management on Firm Innovativeness via Mediating Role of Innovative Culture – The Case of MNEs in Malaysia	
Anantha Raj A. Arokiasamy, Khanh-Linh Nguyen, Hoa Thi Nhu Nguyen	435-457
Entrepreneurial Leadership and Organisational Performance of SMEs in Kuwait: The Intermediate Mechanisms of Innovation Management and Learning Orientation	
Fahad Awad Aber Sawaeen, Khairul Anuar Mohd Ali, Ahmad A A S Alenezi ..	459-489
Transition to a Competitive Consultant Selection Method: A Case Study of a Public Agency in Israel	
Amichai Mitelman, Yahel Giat	491-503
A Knowledge Transfer Perspective on Front/Back-Office Structure and New Service Development Performance: An Empirical Study of Retail Banking in China	
Qiubo Huang, Qing Xia, Rukmal Nishantha Weerasinghe	505-527