

Interdisciplinary Journal of Information, Knowledge, and Management

An Official Publication of the Informing Science Institute InformingScience.org

IJIKM.org

## Volume 20, 2025

Editor in Chief: Geoffrey Z. Liu, San Jose State University (USA) Associate Editor-in-Chief: Ewa Ziemba, University of Economics in Katowice (Poland)

Managing Editor: Eli Cohen, Informing Science Institute (USA) Publisher: Elizabeth Boyd; Informing Science Institute (USA)

Editors:

Zaenal Akbar, National Research and Innovation Agency (Indonesia) Ahmad Samed Al-Adwan, Al Ahliyya Amman University (Jordan) Natasha Boskic, The University of British Columbia (Canada) Tharrenos Bratitsis, University of Western Macedonia (Greece) Dimitar Grozdanov Christozov, American University in Bulgaria (Bulgaria) Dirk Frosch-Wilke, University of Applied Sciences Kiel (Germany) Dale Trott, Central Queensland University (Australia) Masoumeh Zibarzani, Alzahra University (Iran)

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.

IJIKM 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** 

IJIKM 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. 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 noncommercial purposes. This license does not permit you to use this material for commercial purposes.

## **ISSN 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 20, 2025 – Table of Contents (as of May 5, 2025)

| Cracking the Code of E-Learning Retention: The Impact of Experience in China Using PLS-MGA<br>Kai Jin, Md Kassim Normalini001  |
|--|
| Implementing Mobile Cloud Computing in Higher Education Institutions: A Qualitative<br>Investigation of Influential Factors<br>Abeer M. Azem Qashou, Nurhidayah Bahar, Hazura Mohammad                       |
| Intelligent Protection: A Study of the Key Drivers of Intention to Adopt Artificial Intelligence (AI)<br>Cybersecurity Systems in the UAE<br>Mohammed Rashed Mohamed Al Humaid Alneyadi, Md Kassim Normalini |
| BERT-Based Model and LLMs-Generated Synthetic Data for Conflict Sentiment Identification in<br>Aspect-Based Sentiment Analysis<br>Nuryani, Rinaldi Munir, Ayu Purwarianti, Dessi Puji Lestari                |
| Enhancing Inclusivity and Student Well-Being: A Sentiment Analysis on the Need for a Gender-<br>Inclusive Comfort Room Among IT Students<br>Cris Norman P. Olipas, Rose Anne G. Cochanco                     |
| Exploring Continued Use Intention of the AI Platform Among Students in Indonesia: An Extended<br>ECM Framework<br>Ahmad Nuh, Mohamad Rizan, Andi Muhammad Sadat  |
| Driving Radical Innovation: External Stimuli, Organization Culture and MCS's Role in Startup<br>Success Moderated by Technological Turbulence<br>Arfah Piliang, Meutia, Elvin Bastian, Munawar Muchlish      |
| Breaking Language Barriers in Healthcare: A Voice Activated Multilingual Health Assistant<br>Vignesh U, Aman Amirneni  |
| Application of Machine Learning Techniques for Customer Churn Prediction in the Banking Sector Tam-Thanh Luong, Vi-Gia Luong, Anh-Tuan-Hoang Tran, Tuan Manh Nguyen  |
| BEST: An Instructional Design Model to Empower Graduate Student Self-Efficacy in Research<br>Methodology Through TPACK Integration<br>Narongsak Sukma, Wachiranun Pum  |
| Examining the Roles of Metainformational Cues in Crowdfunding Success from the Elaboration<br>Likelihood Model Perspective<br>Xinyu Qiu, Xuefeng Zhang   |