

## Editorial

We are pleased to release the last issue of the eighth volume of the International Journal of Information Studies. This last issue has the following studies. In the first paper on “**Content Analysis of Web Presence of University Libraries in Bihar**” the author *Amarjit Kumar Singh* has analysed the content available on the website of the selected universities using a designed framework.

*Taqwa Hariguna, Min Tsai Lai* and *Shih Chih Chen* in the paper on “**Understanding Impact of Information System Quality on Software as a Service: An Empirical Study**” have developed an integrated model to examine and to understand the information system quality on Software as a Service during the formation of sustainable of continuous intention of customers in cloud computing contexts. This work has proposed a comprehensive model to synthesize the essence of SaaS quality for explaining customers’ satisfaction and customers’ continuous intention of SaaS.

In the last paper on “**Studying the effect of communication and information process of customer communications management on the customer-based performance**” the authors *Ali Nikparast* and *Abdolkarim Gayem* determined the effect of communication and information process of customer communications management on the customer-based performance. The authors found that the communication and information of customer relationship management (CICRM) has a positive and significant impact on the customer-based profitability performance.

The papers have addressed a wide variety of themes in the information science domain.

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