

EDITORIAL: Technological innovation and corporate governance — New perspectives

Dear readers!

Two of the most challenging issues that all the companies are currently facing worldwide are related to the impact of new technology on firms' business model and the governance issues that may matter for a company also due to the new technology opportunities.

Digitalization is a long-term trend that started several years ago and boosted during the last decade due to the development of new technologies and artificial intelligence solutions (Chin et al., 2023). New players are nowadays competing in the international areas and consumers have to learn how to approach services offered in a virtual framework and compete in a more internationalized sector (Miozzo & Soete, 2001). Research is still needed for understanding the implications of the new technology on the companies and the industry and due to the high speed of innovation a lot of issues have to be still studied.

The paper by *Thanh Tam Le, Do Thu Ha Tran, Mai Khanh Nguyen, Le Hoang Giang Do, Quynh Trang An, Hoang Minh Chu, Manh Dung Tran, and Thi Thanh Nhan Nguyen* focuses on the role of trust in online services pointing out a long term evidence of the impact of identity theft on the usage of online financial services showing that fraud protection matters for the development of the online financial service industry. The paper written by *Ahmad Heider Hussein Issa, Mohd Saiful Izwaan Bin Saadon, Jehan Ahmad Kheiro Aburasul, and Mohammad Falah Aljaman* focuses on the role of social media on the reputation of hotel players showing the advantages in the medium-long term that could be related to a complete and effective social media policy for boosting the digital reputation of the industry players. *Samar Jamal Hassan Mahmoud, Noor Maizura Binti Mohamad Noor, and Zuriana Abu Bakar* provide an interesting literature review about the role of user interfaces in supporting the development of e-commerce and the impacts of the qualitative and socio-psychological factors in supporting the usage of online solutions instead brick-and-mortar store. The paper by *Mohammed K. Al-Kubaisi and Bashar Abu Khalaf* points out some new evidence for the financial industry that a digitalization solution may be not always effective in reducing operational costs and maximizing profitability for the shareholders and the stakeholders.

Governance is a key strategic issue that has to be planned and monitored in order to ensure the success of the company (Manzoni & Islam, 2009). During the last decades, literature pointed out a lot of issues related to board structure (Barnhart et al., 1994), diversity (Kilduff et al., 2000), and human resource management (Dyer & Reeves, 1995) and its role in the performance and risk assumed by the company. Several topics are still under discussion in order to understand if their role is still relevant nowadays even after the pandemic experience.

The paper by *Ibrahim AlKandari, Farah Alsaeed, Anwaar Al-Kandari, Ahmad Alsaber, Karim Ullah, Khadija Hamza, and Ahmad Alqatan* highlights the role of job satisfaction on employee turnover and support and provides some interesting results that could represent one of the motivations of the post-pandemic burnout of several employees worldwide. The paper by *Muhammad Wahyuddin Abdullah, Hadriana Hanafie, and Andi Yustika Manrimawagau Bayan* highlights the role of ethics in facilitating operations for a company and reducing the risk of fraud and related losses for corporations. The paper

by *Paolo Capuano* and *Marina Carabelli* focuses on the role of diversity in supporting the performance and the growth of the company and supports the hypothesis that corporate governance choices matter for the sustainability of the business model.

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