International Conference on Information Systems
Shanghai, China | December 4-7, 2011

CIO Panels
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NEW! Conference Schedule by Track
(Begins page 17)

Best Paper Nominees
(Page 26)

54 Paper Sessions & Nine Panels
(Begins page 32)
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Questions?

Mary Smith
Student Chapter Field Representative, AIS
aiisscrep@aisnet.org
+1.317.727.3175

Congratulations to the University of Alabama, 2011 Student Chapter of the Year

Coming Soon:
2012 Student Chapter Conference & Competitions
Brigham Young University, April 26 - 28, 2012
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# General Conference Overview

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<td>1F Lobby</td>
<td>7:30 AM - 5:30 AM 1F Lobby Registration</td>
<td>7:30 AM - 5:30 AM 1F Lobby Registration</td>
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<td>Registration</td>
<td>8:00 AM - 5:00 PM Mandarin I Placement</td>
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<td>Saturday</td>
<td>8:30 AM - 10:00 AM Auditorium Keynote Speaker Presentation of LEO, Fellows and Distinguished Member Awards</td>
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<td>8:30 AM - 10:00 AM Paper Sessions/Panel</td>
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<td>Registration</td>
<td>3:00 AM - 12:00 PM Auditorium Paper Sessions/Panel CIO Panel</td>
<td>10:30 AM - 12:00 PM Yellow River Hall Paper Sessions/Panel/ CIO Panel</td>
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<td>Mandarin I Placement</td>
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<tr>
<td>6:00 PM - 8:00 PM</td>
<td>5:15 PM - 6:15 PM Pearl Room AIS Showcase and New Member Welcome Reception</td>
<td>6:00 PM - 10:00 PM Grand Ballroom Social Event (Cocktails, Dinner, Band)</td>
<td>END OF CONFERENCE</td>
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## Sunday

- 7:00 AM - 7:00 PM Registration
- 12:00 PM - 1:30 PM 5A Future Conference Chairs Meeting
- 1:00 PM - 6:00 PM Mandarin I Placement
- 3:00 PM - 6:00 PM 5F Foyer Exhibits
- 6:00 PM - 8:00 PM Grand Ballroom I Welcome Reception
Welcome from the Conference Chairs

Welcome to the first ICIS to be held in China! We are especially pleased to bring you the most important meeting of IS scholars in the world, held in the most important developing economic powerhouse in the world. Our theme this year is: “East Meets West: Connectivity and Collaboration through Effective Information Systems.”

Glancing at the statistics cited in the program co-chairs’ “Welcome Letter” on the next page will provide even the strongest skeptic a sense of awe at the magnitude of the effort that is ICIS. We cannot thank our principal officers enough. The distinguished program co-chairs delivered a record number of submissions and acceptances; Cynthia Beath, Michael Myers, and Kwok-Kee Wei managed a very helpful and huge team of track chairs and reviewers. Lihua Huang and Hong Ling of Fudan University have made us feel quite welcome. Our budget officer Xianghua Lu has been superb at several roles beyond her title role, and we thank her for her versatility and attention to detail. Robert Kauffman and Jae Kyu Lee also deserve profuse thanks for the hard work involved in the Doctoral Consortium. CIO Forum co-chairs Leon Zhao, Guoqing Chen, and Paul Hofmann provided a needed practitioner focus to ICIS. Emanuel Monod and James Thong served well in their role as co-chairs of the Junior Faculty Consortium. Peter Seddon and Chee Wei (David) Phang took on the role of Poster Session Chairs, and Chee Wei (David) Phang was our exceptional webmaster. And, of course, the AIS office was helpful for reminding some of us absent-minded professors of imminent deadlines at just the right times.

Given the early December timeframe this year, one pre-conference innovation, “ICIS in the Classroom,” was offered to allow faculty to miss one or two face-to-face class sessions at home while attending the conference. AIS will provide four streaming lectures by world experts on topics that are likely to be highly relevant to many courses in IS. We thank Vivek Choudhury and Jeanne Ross for agreeing to co-chair the effort, and we also thank the world-class presenters Jeanne Ross, Rajiv Sabherwal, Peter Weill, and Jim Wetherbe. We sincerely hope that future ICIS meetings will continue this new tradition.

In conclusion, we will try our best to nourish your mind with this program of record size. Your global awareness, your circle of friends, and last, but certainly not least, your stomachs with some excellent food. Thanks for joining us.

Dennis F. Galletta,
University of Pittsburgh

Ting-Peng Liang,
National Cheng-Chi University and National Sun Yat-Sen University
Conference Co-Chairs, ICIS 2011
Welcome from the Program Chairs

Welcome to ICIS 2011 in Shanghai!

The annual International Conference on Information Systems (ICIS) is the most prestigious gathering of information systems academics and research-oriented practitioners in the world. In this 32nd year of ICIS, we are pleased to present a vibrant program of papers and panels. The conference theme, “East Meets West: Connectivity and Collaboration through Effective Information Systems,” provides an opportunity for us to think more deeply about how information systems contribute to the connectivity and collaboration of people, organizations, countries, and institutions.

This year, ICIS 2011 attracted 1016 submissions from 45 countries, the largest number of submissions and the broadest geographic coverage in the history of ICIS. Each paper was peer reviewed in a process involving two to three blind reviews, an associate editor, and a track chair. We accepted 201 full papers, 96 research-in-progress papers, and 8 panels. We accepted 29% of the submitted papers. In addition to the theme track, this year’s conference features a track for panel sessions, 19 topical tracks and a CIO forum.

One innovation for this conference is the creation of a visual media track, which provides an opportunity to examine the implications of visual media for scholarly work and to experiment with its generative capabilities. This track invited submissions that rely on visual media such as video, animation, visual analytics, etc. to convey research findings.

A conference of this scale would not have been possible without the great effort of many dedicated people. We thank all authors for their submissions. We thank all reviewers, associate editors, and track chairs for their critical and constructive comments, which greatly contributed to the quality of ICIS 2011. We thank next year’s ICIS program chairs, V. Sambamurthy, Ming-Hui Huang, and Gabe Piccoli for serving as the selection committee for the conference’s Best Paper Award. We thank last year’s program chairs, Mary Lacity, Sal March, and Fred Niederman for their advice. In addition, we would especially like to thank Michael Chau, our review coordinator for ICIS 2011, for his hard work and many valuable insights and recommendations.

Finally, we also thank you, the conference attendees. Our role was to plan the program, but it is your participation that makes the conference worthwhile.

Cynthia Beath,
University of Texas at Austin

Michael D. Myers,
University of Auckland

Kwok-Kee Wei,
City University of Hong Kong
Welcome from the President and Executive Director

Greetings,

We are pleased you are here and look forward to greeting you personally over the next several days. This year’s conference theme challenges us to consider how information systems foster the unification and cooperation of people, organizations, institutions, and nations. A program is planned that meets that ambitious goal.

The conference committee, led by Dennis Galletta and T.P. Liang, and supported by the AIS staff as well as countless volunteers, has been working tirelessly to create a rich experience and thought-provoking program. We are grateful for their unwavering service! Thanks also to our corporate and academic sponsors for their generous support.

While the conference is a great four days for us to interact as a community, the AIS Council and staff work year-round on a number of initiatives and activities dedicated to enhancing the value of your membership. This year marked some important developments in our efforts. In order to increase awareness and understanding about the IS discipline, and ultimately increase enrollments, we are evaluating ways to develop an effective branding and marketing strategy for the coming years. We are also examining the best platforms for publishing the AIS journals to ensure the widest readership for our authors. And, of course, we are continuing to develop the student chapter initiative which we believe is key to attracting students and graduating IS-educated practitioners.

These activities represent just a few initiatives we are pursuing to meet your needs. We encourage your suggestions and feedback. While here, please seek out members of Council and let us hear from you.

Finally, we would like to extend a special welcome to all new members who are attending ICIS for the first time, especially those from China. Through generous support from IBM and SAP (AIS corporate partners), a one-time scholarship program was implemented to assure strong local involvement and the long-term growth of IS throughout the region.

Enjoy. We look forward to meeting you!

Dov Te'eni
2011-12 AIS President
Tel Aviv University

Pete Tinsley, CAE
AIS Executive Director
Conference Committee

Conference Co-Chairs

Dennis Galletta
University of Pittsburgh

Ting-Peng Liang
National Cheng-Chi University and National Sun Yat-Sen University

Program Co-Chairs

Cynthia Beath
University of Texas at Austin

Michael Myers
University of Auckland

Kwok-Kee Wei
City University of Hong Kong

Local Arrangement Co-Chairs

Lihua Huang
Fudan University

Hong Ling
Fudan University

Budget Officer

Xianghua Lu
Fudan University

Doctoral Consortium Co-Chairs

Robert J. Kauffman
Dartmouth College and Singapore Management University

Jae Kyu Lee
Korea Advanced Institute of Science and Technology

Doctoral Dissertation Award Co-Chairs

Vallabh Sambamurthy
Michigan State University

Bernard Tan
National University of Singapore

Doctoral Consortium Local Arrangements

Youwei Wang
Fudan University

Placement Chair

Zhangxi Lin
Tongji University & Texas Tech University
Conference Committee

CIO Panels Co-Chairs
Leon Zhao
City University of Hong Kong
Guoqing Chen
Tsinghua University
Paul Hofmann
SAP Corporation

Junior Faculty Consortium Co-Chairs
Emmanuel Monod
Paris Dauphine University
James Thong
Hong Kong University of Science and Technology

Poster Session Co-Chairs
Peter Seddon
University of Melbourne
Chee Wei (David)
Phang Fudan University

International Liaison Co-Chairs
Helmut Krcmar
Technische Universität München
Masaaki Hirano
Waseda University
Shu Schiller
Wright State University

Ancillary Meetings Coordinators
Sidne G. Ward
University of Missouri at Kansas City
Zhe Qu
Fudan University

Review Coordinators
Michael Chau
University of Hong Kong
Yuewen Liu
City University of Hong Kong

Webmaster
Chee Wei (David)
Phang Fudan University
Taiwan Premiere IS Programs

Fu Jen Catholic University  National Central University  National Cheng Kung University  National Cheng Chi University  National Chiao Tung University  National Chung Cheng University  National Kaohsiung First University of Science and Technology  National Sun Yat-Sen University  National Taipei University  National Taiwan University  National Tsing Hua University  Providence University

The CIGREF Foundation

Created in 2008 under the aegis of the Sophia Antipolis Foundation, the CIGREF Foundation’s mission is: "To better understand how the digital world will transform the way we live and do business."

The Foundation leads the "Information System Dynamics" (ISD) international research programme, which aims to evaluate the societal and managerial challenges in the long-term usage of IS (1970-2020), by mobilising the best expertise available at the international level. Its purpose is to analyse the different dimensions of use of IS and their interactions.

The CIGREF Foundation is sponsored by: Altran - Capgemini - Orange Business Services - Microsoft France - Société Générale.

The ISD research programme led by the CIGREF Foundation aims to:
- understand the multiple aspects regarding the dynamics of usage of information systems in the long term.
- provide major corporations and the IT ecosystem with analytical mechanisms for improved understanding of the challenges deriving from ongoing developments.

The international scientific committee is coordinated by Professor Ahmed Bounfour, holder of the European Chair on Intellectual Capital Management at Paris-Sud University, and General rapporteur for the programme.

Website: www.fondation-cigref.org/
Conference Information

All meetings are in the Shanghai International Convention Center unless otherwise noted. Meeting Room Locator is on page 27.

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<td>Wifi Cafe 5F Foyer</td>
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<td>Exhibits/5F Foyer</td>
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<td>Placement Mandarin I</td>
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Badges

All attendees and guests received a name badge at registration. Badges are required at all times while inside the building, and to attend conference functions or meetings. If you lose your badge, please notify the registration desk for a replacement. (Identification is required.)

Guests

Guests are welcomed at ICIS. You may register your guests and purchase tickets for them to attend conference functions or meetings at the registration desk.

Social Event

For all attendees who have opted to attend the social event on Tuesday, your name badge will gain you admittance to this and all other meal events at ICIS. If you have opted NOT to attend the social event, this will be indicated on your name badge with a “NS.”

If you have changed your mind and would like to attend the social event, or if you have brought a guest who needs a ticket, you may purchase one at the ICIS registration desk until 5:30 PM on Monday for $100. Tickets will not be sold at the door, or on the day of the event.

Meals and Special Meal Requests

If you noted special dietary preferences when you registered, you should have received a ticket(s) in your registration packet. Present the ticket(s) to your banquet server to receive your special meal.

ICIS 2011 Proceedings

The ICIS 2011 Proceedings can be found in the AIS eLibrary at http://aisel.aisnet.org/icis2011. The ISBN number is 978-0-615-55907-0.

AIS Membership Booth...At Your Service 5F Foyer

For general conference assistance please stop by the AIS Member Services booth on the fifth floor. While you’re there, visit with council members and staff and learn more about AIS member programs, benefits and services.

If you are new member, stop by the booth to pick up an AIS pin and ribbon for your badge. If you have been an AIS member for 5, 10 or 15 years, stop by our booth to pick up an anniversary ribbon.
Conference Information

Cyber Café

Complimentary WiFi will be available in the Cyber Café located in the Exhibits area in the 5F Foyer (fifth floor) throughout the conference. Computer stations and printers will not be available, so please bring your wireless device.

Placement

Mandarin I, SHICC
During the conference, AIS offers placement and private placement facilities for institutions that are registered with AIS Career Placement Services to conduct candidate interviews. University representatives interested in conducting interviews should check in in the Mandarin I room at the Shanghai International Convention Center. Availability of tables is on a first come, first served basis.

AIS Showcase and New Member Welcome Reception - Monday, 5:15 PM – 6:15 PM

Please join AIS President Dov Te’eni and your AIS Council members in the Pearl Room for this informative networking opportunity. Enjoy beer, wine, and light refreshments while listening to a brief presentation and welcome to new members. Then, interact directly with the Council and AIS staff members to discuss the latest AIS initiatives and provide your feedback and ideas. Also, leaders from various SIGs and Chapters will be on hand to provide information and answer questions.

Exhibitors

Thank you to our exhibitors for their ongoing support. Please visit their booths in the foyer on the fifth floor (5F) during exhibiting hours listed above.

IBM – www.ibm.com
Microsoft – www.microsoft.com
Palgrave - www.palgrave.com
SAP – www.sap.com
Taylor and Francis APAC - www.taylorandfrancisgroup.com
Wiley Publishing - www.wiley.com
Conference Highlights - CIO Panels

CIO Panel Chairs:

Guoqing Chen  
Tsinghua University  

Paul Hoffman  
SAP Corporation  

Leon Zhao  
City University of Hong Kong  

AIS and ICIS 2011 are pleased to continue the tradition of the CIO Symposium, a three-year old program facilitating dialogue between the academic and CIO communities. This dialogue has allowed—and will continue to allow—industry leaders and academic researchers to share insights and help narrow the gap between research and practice.

Join us as we address emerging trends in IT applications and strategies. Topics include cloud computing, social media, mobile commerce, and other related issues. This is a unique opportunity to participate in an active dialogue on key issues, best practices, business initiatives, and university/industry connections that will strengthen the impacts of IT in business. For more information about the panelists and topics, please visit icis2011.aisnet.org.

Schedule of Events

Monday  
10:30 AM – 12:00 PM  
Auditorium  
CIO Panel: Social Media and Business Applications in the Era of Mobile Computing

Tuesday  
10:30 AM – 12:00 PM  
Yellow River Hall  
CIO Panel: Emerging Business Trends in Cloud Computing

12:00 PM – 2:00 PM  
Yellow River Hall  
CIO Panel: CIGREF: ISD International Research Programme  
Open Innovation in the Digital World: A Cross-continental Perspective
Conference Highlights - Doctoral Consortium

The 2011 ICIS Doctoral Consortium brought together around 40 Ph.D. candidates with 12 senior faculty mentors from the IS discipline, representing universities from all over the world. The purpose of the consortium is to offer participating students input and guidance on their doctoral research, and opportunities to obtain developmental assistance for careers in academic research and teaching.

Our invited speakers this year shared their perspectives on the future of IS and IS research, and what it takes for young faculty to establish themselves as emerging researchers in the discipline. More information can be found at icis2011.aisnet.org

Participating Faculty

Leadership

Rob Kauffman  
Co-Chair, Singapore Management University

Jae Kyu Lee  
Co-Chair, Korea Advanced Institute of Science and Technology

Youwei Wang  
Local Arrangements, Fudan University

Invited Speakers

Ritu Agarwal  
University of Maryland

Chris Kemerer  
University of Pittsburgh

Detmar Straub  
Georgia State University

Faculty Mentors

Sulin Ba, University of Connecticut
Ravi Bapna, University of Minnesota
Hsinchun Chen, University of Arizona
Samer Faraj, McGill University
Shirley Gregor, Australian National University
Anne Massey, Indiana University
Joe Valacich, University of Arizona
Eric van Heck, Erasmus University
Bruce Weber, University of Delaware
Leon Zhao, City University of Hong Kong

Representative of the China Chapter of the Association for Information Systems

Guoqing Chen, Tsinghua University (CHINA)
Conference Highlights - Junior Faculty Consortium

Consortium Co-Chairs:

Emmanuel Monod  
Paris Dauphine University

James Thong  
Hong Kong University of Science and Technology

Keynote Speaker

Viswanath Venkatesh  
University of Arkansas

Keynote Panelists:

Ritu Agarwal  
University of Maryland and Editor-in-Chief of ISR

Detmar Straub  
Georgia State University and Editor-in-Chief of MISQ

Faculty Counselors:

Ritu Agarwal, University of Maryland
Wai Fong Boh, Nanyang Technological University
Mike Chiasson, Lancaster University
Eph McLean, Georgia State University
Frantz Rowe, University of Nantes
Ananth Srinivasan, University of Auckland
Detmar Straub, Georgia State University
Bernard Tan, National University of Singapore
Viswanath Venkatesh, University of Arkansas
Ping Zhang, Syracuse University

Consortium Overview

The Junior Faculty Consortium provides the opportunity for IS faculty in the early stages of their academic careers (within first 4 years of graduation from a PhD program) to interact with senior academics in the field.

This year, Professor Venkatesh spoke about his book, aptly titled “ROAD TO SUCCESS: A Guide for Doctoral Students and Junior Faculty Members in the Behavioral and Social Sciences,” in which he shares the lessons learned as he progressed through various stages of his academic career.

There were also panel discussions on becoming a successful faculty member in research, teaching, and service. Panel topics included: what editors look for in a paper; publishing and revision strategies; negotiating the tenure process and balancing research, teaching and service. Each panel included personal reflections by the senior IS faculty followed by an opportunity for participants to engage the faculty counselors in a discussion on the subject.
Conference Schedule by Tracks

LOOKING FOR MORE INFORMATION ABOUT THE TRACKS YOU ARE INTERESTED IN?

Use this new and improved conference tracks section to find:

- A brief description and keywords for each track.
- The session names associated with each track.
- Paper numbers in each session, plus research-in-progress paper numbers that correspond to the conference schedule, beginning on page 32.

**East Meets West: Connectivity and Collaboration through Effective Information Systems (Conference Theme)**

**Chairs: Patrick Chau - University of Hong Kong, Kevin Crowston - Syracuse University**

This track encourages scholars to think more deeply about how IS, and information and communication technologies, can shape the world in which we live and work, and provide a means for East to meet West in business, culture, society, and on a personal level.

**Keywords:** Connectivity, Collaboration, Transnational, Global

**Sessions and Paper Numbers:**

- **Global Collaboration:** 5, 6, 7, 8
- **Research-In-Progress:** None

**Breakthrough Ideas**

**Chairs: Soon Ang - Nanyang Business School, Youngjin Yoo - Temple University**

This track provides a platform for discussing novel, cutting-edge topics in IS research. It encourages pioneering breakthrough ideas that open up new streams of scientific inquiries based on emerging phenomena, innovative theories, novel methods, rare data sets and new findings, as well as revisiting familiar topics in a new way.

**Keywords:** Breakthrough, Cutting Edge, Innovation

**Sessions and Paper Numbers:**

- **New Methods:** 2, 3, 4
- **New Phenomena:** 26, 27, 28
- **Research-In-Progress:** 122, 123, 124, 125, 126
Conference Schedule by Tracks

E-business
Chairs: Sulin Ba – University of Connecticut,
Ming-hui Huang – National Taiwan University, Weiling Ke – Clarkson University

This track is concerned with IS research issues related to global e-business processes across the entire value chain. This includes new models, methodologies, applications, and emerging issues, as well as the digitization, electronic links, and globalization which have added new dimensions to business decisions, processes, and strategies.

Keywords: E-business, IT Strategy and Risks, User Behaviors, SME Challenges

Sessions and Paper Numbers:
Channel Competition: 49, 50, 51, 52
Online Reviews: 74, 75, 76, 77
Online Supply Chain Interaction: 98, 99, 100, 101
Research-In-Progress: 127, 128, 129, 130, 131

Economics and Value of Information Systems
Chairs: Pei-Yu Chen – Temple University,
Ming Fan – University of Washington, Kevin Zhu – University of California at San Diego

This track explores multiple perspectives of economic theory and addresses important questions pertinent to the use of IT and its impact. It investigates the application of research methods enabling our community to make headway on key business and social issues involving information, IS resources, and technological innovations.

Keywords: Economics, Business Solutions, IS resources

Sessions and Paper Numbers:
Competition and E-commerce: 239, 240, 241, 242
IT, Organizations and Business Value: 78, 79, 80, 81
Search, Analytics, and Online Communities: 102, 103, 104, 105
Software Development and Acceptance: 53, 54, 55, 56
Social Network: 215, 216, 217, 218
Research-In-Progress: 132, 133, 134, 135, 136, 137
Conference Schedule by Tracks

Engaged Scholarship in IS Research
Chairs: Richard Baskerville – Georgia State University, Mike Chiasson – Lancaster University

The scope of this track includes reports of significant research findings that arise from engaged approaches, studies of the practical use of such approaches to problem solving and theoretical use to research, and conceptual works that significantly and convincingly expand our understanding of these approaches and their philosophical underpinnings.

*Keywords:* Engaged Scholarship, Design Science, Action Research

**Sessions and Paper Numbers:**
- **Engaged Scholarship in IS Research:** 263, 264, 265
- **Research-In-Progress:** None

General Topics
Chairs: Kai Lim – City University of Hong Kong, Matti Rossi – Aalto University

This track presents high quality papers on topics that do not have a specific fit with other tracks. It offers unique and novel papers, and gives an additional degree of freedom to the conference theme, either from an epistemological or ontological perspective – or both.

**Sessions and Paper Numbers:**
- **Macro and Micro IT Strategy and IT Investment:** 219, 220, 221, 222
- **The State of IS Research and Research Agenda:** 243, 244, 245, 246
- **Research-In-Progress:** 138, 139, 140, 141

Global, International and Cultural Issues in IS
Chairs: Christine Koh – Nanyang Technological University, Felix Tan – Auckland University of Technology

This track champions IS research that explicitly describes situations that involve a global, international or cross-cultural context. It includes papers that explore multi-country and multi-cultural issues, as well as issues related to global and multinational enterprises.

*Keywords:* Global, Cross-cultural, Transnational, International

**Sessions and Paper Numbers:**
- **Global and Cultural Issues in IS:** 82, 83, 84, 85
- **Research-In-Progress:** 142, 143
Conference Schedule by Tracks

**Human Behavior and IT**

**Chairs:** Wai Fong Boh – Nanyang Technological University, Kathy Chudoba – Utah State University, Ronald Maier – Universität Innsbruck

This track focuses on challenges presented by the interaction between people and IT, at both individual and group levels of analysis. It presents papers that test, extend, or change current beliefs about issues in this area, and pieces that challenge the audience’s thinking regarding assumptions, models, and research practices that are most often taken for granted.

**Keywords:** Interaction, Human Behavior, IT artifacts

**Sessions and Paper Numbers:**

- **Attitudes and Reactions to Technology:** 29, 30, 31, 32
- **Distributed Work:** 57, 58, 59, 60
- **E-commerce:** 86, 87, 88, 89
- **Effective Management of IT:** 110, 111, 112, 113
- **IT Adoption and Use:** 223, 224, 225, 226
- **Mobile Technology:** 247, 248, 249, 250
- **Research-In-Progress:** 144, 145, 146, 147, 148, 149, 150, 151

**Human Capital**

**Chairs:** Mike Gallivan – Georgia State University, Steve Sawyer – Syracuse University

This track focuses on both fundamental and applied research issues related to understanding, developing and managing human capital and sustainable enterprises in the context of information systems.

**Keywords:** Human Capital, ICT-enabled Social Networking, Sustainability

**Sessions and Paper Numbers:**

- **Human Capital:** 284, 285, 286, 287
- **Research-In-Progress:** 152, 153, 154, 155

**Human-Computer Interaction**

**Chairs:** Hock Chuan Chan, Hock Hai Teo – National University of Singapore

This track explores human-computer interaction (HCI), an interdisciplinary area that covers design, evaluation, adoption, and use of IT, with a common focus on improved user performance and experience. HCI is examined from an individual, organizational, managerial, psychological, social, or cultural perspective.

**Keywords:** HCI, Adaptive Interfaces, Design Implications, Aesthetics

**Sessions and Paper Numbers:**

- **Identification, Connectedness and Trust:** 251, 252, 253, 254
- **Interface Design, Attitude and Work:** 266, 267, 268, 269
- **Research-In-Progress:** 156, 157, 158, 159, 160
Conference Schedule by Tracks

IS Curriculum and Education
Chairs: Shan-Ling Pan – National University of Singapore, Chelley Vician – University of St. Thomas

This track provides an opportunity to exchange ideas about curriculum, innovations, and the use of technology to leverage learning, with a special emphasis on collaborating with worldwide educators and educational opportunities.

Keywords: Model Curricula, Pedagogical Issues, Enrollment Challenges

Sessions and Paper Numbers:

IS Teaching Cases: 33, 34, 35
IS Teaching Cases and Education Research: 61, 62, 63, 64
Research-In-Progress: 161, 162

IS Security and Privacy
Chairs: Tamara Dinev – Florida Atlantic University, Han Zhang – Georgia Institute of Technology

This track provides a forum for focused discussion and exchange on security and privacy research. It explores how advances in communications and networking, data gathering and storage technologies, epitomized by the explosive growth of the Internet, have exacerbated the vulnerability of personal and organizational information systems.

Keywords: Security Metrics, Risk and Fraud Assessment, Digital Forensics

Sessions and Paper Numbers:

Privacy and Security in the Information Age: 270, 271, 272
Security in the Global Age: 288, 289, 290
Research-In-Progress: 163, 164, 165, 166, 167, 168

IT in Healthcare
Chairs: Wendy Curry – University of Warwick, Matthew Guah – Claflin University

As healthcare organizations move towards patient-centered systems, opportunities and challenges are being created to adapt processes and practices required by new reform initiatives. This track aims to provide a platform for discussion of original research highlighting opportunities and challenges related to the role of IS in delivering 21st century healthcare.

Keywords: Healthcare, Patient-centered Systems, ICT Theories

Sessions and Paper Numbers:

Change Management in Healthcare: 114, 115, 116, 117
Healthcare Performance & Outcome Improvement: 227, 228, 229, 230
Research-In-Progress: 169, 170, 171, 172, 173, 174
Conference Schedule by Tracks

Knowledge Management and Business Intelligence
Chairs: Michael Chau – University of Hong Kong, Atreyi Kankanahalli – National University of Singapore

This track examines managerial, technical, and behavioral issues relating to KM and BI systems including strategy, design, development, and outcomes. It includes both theoretical and empirical papers that employ diverse methodologies and philosophical perspectives to significantly advance our knowledge in these areas.

Keywords: KM and BI Strategies, Web Analytics, Knowledge Sharing

Sessions and Paper Numbers:

- Business Intelligence: 9, 10, 11, 12
- Data Mining: 36, 37, 38, 39
- Knowledge Sharing: 65, 66, 67, 68
- Text Mining: 90, 91, 92, 93
- Research-In-Progress: 175, 176, 177, 178, 179, 180, 181, 182

Online Communities and Digital Collaborations
Chairs: Virpi Tuunainen – Aalto University, Molly Wasko – University of Alabama at Birmingham

This track explores issues relating to the design, development, use and outcomes of digital collaboration and online communities, how and why participants are drawn to them, how co-creation and innovation take place, and how to harness knowledge exchange and collaboration.

Keywords: Social Networks, Organizational Design, Media

Sessions and Paper Numbers:

- Open Innovation: 118, 119, 120, 121
- Organizational Issues: 273, 274, 275, 276
- Social Media: 291, 292, 293, 294
- User Behavior: 255, 256, 257, 258
- Research-In-Progress: 183, 184, 185, 186, 187, 189, 190, 191, 192, 193, 194, 195, 196

sponsored by:
Conference Schedule by Tracks

Organization Theory, Strategy and Information Systems
Chairs: John Mooney – Pepperdine University,
Siew Kien Sia – Nanyang Technological University

This track presents conceptual, theoretical, and empirical papers that demonstrate the strengths and contributions of research that bring together key aspects of organizational theory and strategy as they relate to the use and impact of information technology within and between organizations.

Keywords: Social Media, Privacy, Ethics, Enterprise 2.0

Sessions and Paper Numbers:
- IS Alliances, Mergers and Acquisitions: 40, 41, 42, 43
- IS Governance and Decision Rights: 94, 95, 96
- Managing IT for Business Value Realization: 69, 70, 71, 72
- Strategic, Organizational and Process Perspectives on IS: 13, 14, 15, 16
- Research-In-Progress: 197, 198, 199, 200, 201, 202, 203

Project Management, Outsourcing and IS Development
Chairs: Jens Dibbern – Universität Bern,
Juhani Iivari – University of Oulu, Jae-Nam Lee – Korea University

This track focuses on various research issues, not only in project management, outsourcing and IS development, but also in the nexus of these topics, such as project management for outsourcing, outsourcing of IS development and their interrelatedness.

Keywords: Project Governance, Control Structures, Virtual Management

Sessions and Paper Numbers:
- IT Infrastructure and Outsourcing: 295, 296, 297
- Modeling in IS Development: 259, 260, 261
- Open Source: 277, 278
- Project Management: 235, 236, 237
- Research-In-Progress: 204, 205, 206, 207

Research Methods and Philosophy
Chairs: Ananth Srinivasan – University of Auckland,
Edgar Whitley – London School of Economics and Political Science

This track focuses on methodological issues pertaining to the discovery and creation of new knowledge to advance the IS discipline, and philosophically-inspired approaches to IS research. It also seeks to address methodological concerns (whether quantitative, qualitative or mixed methods) in a broader philosophical world view.

Keywords: Research Methods, Philosophical Perspectives, Variance Issues

Sessions and Paper Numbers:
- Methods and Measurement in IS Research: 44, 45, 46, 47
- Rethinking IS Research: 17, 18, 19, 20
- Research-In-Progress: 208, 209
Service Science
Chairs: Stephen K. Kwan – San Jose State University, Fu-Ren Lin – National Tsing-hua University

This track aims to facilitate the dialogue among scholars and practitioners in sharing their research findings on studies of managerial, technical, design, engineering, and social issues related to service systems.

Keywords: Service Science Theory and methodology, Service-oriented computing

Sessions and Paper Numbers:
IT-enabled Services: 279, 280, 281, 282
Service System Modeling: 298, 299, 300, 301
Research-In-Progress: 210, 211, 212

Visual Media
Chairs: Michel Avital – University of Amsterdam, Dianne Cyr – Simon Fraser University

This track promotes and provides space for provocative ideas, generative thinking, and compelling initiatives with respect to the application of visual media in the context of IS research and scholarship. It also illustrates how visual media can transform the text-based scholarly discourse.

Keywords: Visual Media, Video, Knowledge Dissemination

Sessions and Paper Numbers:
Visual Media: 21, 22, 23, 24
Research-In-Progress: 213

Panels
Chairs: Ole Hanseth – University of Oslo, Rick Watson – University of Georgia

Sessions:
Absence of Indigenous Researchers in the Arena of Globalized ICT4D Research
Paper Number: 214

In this panel, information and communication technology for development (ICT4D) researchers coming from five continents will present their views and try to shed light on why research in this area is being dominated by Western, non-indigenous researchers.

Are We On The Wrong Track And So Does MIS Curricula Need To Be Reengineered?
Paper Number: 48

This panel will discuss the issue of increased CIO concern about the depreciation in the perceived importance of MIS in the industry and a need to adapt the curriculum of MIS and its place in the MBA program to what the industry needs. Both industry and academic viewpoints will be discussed.
Conference Schedule by Tracks

Panels (continued)

Chairs: Ole Hanseth – University of Oslo, Rick Watson – University of Georgia

Sessions:

Human Capital of IT Professionals: A Research Agenda:
Paper Number: 1

This panel will discuss the role of human capital in the IT workforce, and argue that the field is at a crosswinds of change due to various factors. The objective of this panel is to present a framework to identify important trends and changes that will impact IT professionals and to define an agenda for future research on IT human capital.

IT Innovation in China: Industry and Business Capabilities
Paper Number: 25

This panel will build on the capabilities both of the software industry and of businesses in China around IT innovation, bringing together diverse perspectives from research and practice. By drawing on experience from Europe and the USA, as well as China itself, it will also reflect on key differences and lessons which can be learnt from China’s vast IT investment and rapid acquisition of skills.

Nurturing a Thriving Information Systems Discipline in the Next Decade: A Call to Action:
Paper Number: 97

This panel addresses the question of how to nurture a thriving IS discipline. Opinions regarding how to solidify the position of the IS discipline can be classified into five interrelated clusters: research, teaching, practice, scholarship, and organization. At a minimum, we hope to stimulate new insights about desired and possible futures of the IS discipline, and instrumental steps to realize them.

Online Social Networking and Citizen Engagement: Debating the Potential and Limitations
Paper Number: 73

This panel will draw together different insights on the online engagement phenomenon and debate its potential and limitations as a mechanism for fostering democratic debate and influencing policy making. Panelists will explore recent examples from Europe, the Middle East and Latin America. The audience will be invited to contribute to the debate.

Studying China’s IT Services Industry: Generalizations, Particularities, and the Competitive Outlook
Paper Number: 262

Although China is the second largest industrial economy, IS researchers are only now starting to pay attention to China’s IT Services industry. This panel will debate two approaches: one that focuses on unique opportunities offered by this setting for developing insights generalizable to other settings, and a second focused on generating theories that focus on the specifics of the Chinese context.

The Credibility Crisis in IS: A Global Stakeholder Perspective
Paper Number: 238

The purpose of this panel involves helping the IS community devise strategies for augmenting the field’s credibility. Representing different continents, educational systems, and roles, our panelists will provide a global perspective on IS credibility. Using stakeholder theory as an organizing framework, this panel will identify the key stakeholders that positively and negatively influence the IS discipline as well as strategies for leveraging these stakeholders.
Best Paper Nominees

Attend the sessions where the nominees for best papers are being presented! Winners will be announced on Monday at the Recognition Luncheon. Papers are listed in alphabetical order by track, and you can reference the paper number in the conference schedule to find the session.

E-business
   Hanxiang Zheng, Khim Yong Goh, Ke-wei Huang - National University of Singapore

Economics and Value of IS
242. To Commit or Not: Reputation and Preemption Strategies in Competing Technology Networks
   Anitesh Barua, Rajiv Mukherjee - University of Texas at Austin

Human Behavior and IT
59. Testing Tournament Selection in Creative Problem Solving Using Crowds
   Yasuaki Sakamoto, Jin Bao - Stevens Institute of Technology

Human Behavior and IT
32. I Like It Because I (M) Like You - Measuring User Attitudes Towards Information on Facebook
   Ksenia Koroleva - Humboldt-Universität zu Berlin, Vid Stimac - European School of Management and Technology, Hanna Krasnova, Dominik Kunze - Humboldt-Universität zu Berlin

IS Security and Privacy
288. Which Phish Get Caught? An Exploratory Study of Individual Susceptibility to Phishing
   Gregory Moody - University of Nevada at Las Vegas
   Dennis Galletta, Jon Walker, Brian Dunn - University of Pittsburgh

Knowledge Management and Business Intelligence
91. Investigating Predictive Power of Stock Micro Blog Sentiment in Forecasting Future Stock Price Directional Movement
   Chong Oh, Olivia Sheng - University of Utah

Online Communities and Digital Collaborations
256. A Social Identity Perspective on Participation in Virtual Healthcare Communities
   Na Liu, Hock Chuan Chan - National University of Singapore

Online Communities and Digital Collaborations
292. It’s All About Networking! Empirical Investigation of Social Capital Formation on Social Network Sites
   Ksenia Koroleva, Hanna Krasnova - Humboldt-Universität zu Berlin, Natasha Veltri - University of Tampa, Oliver Günther - Humboldt-Universität zu Berlin

Organization Theory, Strategy, and Information Systems
15. Digital Technology and the Variation in Design Routines: A Sequence Analysis of Four Design Processes
   James Gaskin, Veeresh Thummadi, Kalle Lyytinen - Case Western Reserve University, Youngjin Yoo - Temple University

Research Methods and Philosophy
17. Artifact orEquipment? Rethinking the Core of IS Using Heidegger’s Ways of Being
   Kai Riemer - The University of Sydney, Robert Johnston - University College Dublin

Best Theme Paper
7. Collaborating Globally: Culture and Organizational Computer-Mediated Communications
   Jiang Yang - University of Michigan
   Zhen Wen - IBM T. J. Watson Research Center
   Lada Adamic, Mark Ackerman - University of Michigan
   Ching-Yung Lin - IBM T. J. Watson Research Center
Meeting Room Locator

Shanghai International Convention Center (SHICC)

Please note, at the SHICC, floors or levels are indicated on the elevators with an “F,” not to be confused with similar meeting room names. Therefore, the first number is the floor number followed by the letter of the room. For example: 3G is room ‘G’ on the third floor.

Additionally, the following room names are listed alphabetically with their floor reference.

- Auditorium: 3rd Floor
- Century Hall: 1st Floor
- Grand Ballroom: 7th Floor
- Lobby: 1st Floor
- Mandarin I: 1st Floor
- Pearl Room: 7th Floor
- Riverside Hall: In Oriental Riverside Hotel
- Yangtze River Hall: 5th Floor
- Yellow River Hall: 3rd Floor

Gran Melia

All meeting rooms are on level 3 of this hotel.
Convention Center Maps

Registration

Placement

Shanghai International Convention Center
Function Room on 1F
Convention Center Maps
Convention Center Maps
Convention Center Maps

Welcome Reception
Recognition Luncheon
Box Lunch / Poster Session
Social Event
## Conference Schedule

### Friday

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00 PM - 6:00 PM</td>
<td>1F Lobby Registration</td>
</tr>
</tbody>
</table>

### Saturday

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>7:00 AM - 7:00 PM</td>
<td>1F Lobby Registration</td>
</tr>
<tr>
<td>8:00 AM - 5:00 PM</td>
<td>Tai Shan and Heng Shan SIG Education (SIGED: IAIM) Breakouts</td>
</tr>
<tr>
<td>8:00 AM - 6:00 PM</td>
<td>Fudan University SIG Security (SIGSEC)</td>
</tr>
<tr>
<td>8:00 AM - 6:30 PM</td>
<td>3A, 3H and 3I Workshop on Information Technologies and Systems (WITS 2011) Breakouts</td>
</tr>
<tr>
<td>8:00 AM - 8:00 PM</td>
<td>5I SIG ICT and Global Development (SIG GLOBDEV)</td>
</tr>
<tr>
<td>8:30 AM - 5:00 PM</td>
<td>The Continental Hall B Pre-ICIS 2011 SIGSVC Workshop on Services</td>
</tr>
<tr>
<td>8:30 AM - 5:30 PM</td>
<td>5D Junior Faculty Consortium</td>
</tr>
<tr>
<td>9:00 AM - 5:00 PM</td>
<td>Shanghai JiaoTong University SIG Information Quality (SIG IQ): Information, Organizations, and Society</td>
</tr>
<tr>
<td>9:00 AM - 5:00 PM</td>
<td>5F Chinese Academy of Science (The Internet of Things)</td>
</tr>
<tr>
<td>1:00 PM - 5:00 PM</td>
<td>5C JAIS Theory Development Workshop</td>
</tr>
</tbody>
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### Sunday

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 AM - 12:30 PM</td>
<td>5B SIG Adoption and Diffusion of Information Technology (SIG ADIT): DIGIT</td>
</tr>
<tr>
<td>7:00 AM - 7:00 PM</td>
<td>1F Lobby Registration</td>
</tr>
<tr>
<td>7:30 AM - 5:00 PM</td>
<td>3E SIG Human-Computer Interaction (SIG HCI)</td>
</tr>
<tr>
<td>8:00 AM - 5:00 PM</td>
<td>3G ICIS in the Classroom</td>
</tr>
<tr>
<td>8:00 AM - 5:00 PM</td>
<td>3J International Research Workshop on IT Program Management (IRWITPM)</td>
</tr>
<tr>
<td>8:00 AM - 6:00 PM</td>
<td>3A, 3H and 3I Workshop on Information Technologies and Systems (WITS 2011) Breakouts</td>
</tr>
<tr>
<td>8:00 AM - 7:00 PM</td>
<td>5F, 5I and 5J Workshop on e-Business (WEB 2011) Breakouts</td>
</tr>
<tr>
<td>9:00 AM - 12:00 PM</td>
<td>Huang Shan Information Technology for Development Editorial Board Meeting</td>
</tr>
<tr>
<td>9:00 AM - 12:00 PM</td>
<td>5A AMCIS Executive Committee Meeting</td>
</tr>
<tr>
<td>9:00 AM - 5:00 PM</td>
<td>5H, 5C OASIS Workshop</td>
</tr>
<tr>
<td>9:00 AM - 5:00 PM</td>
<td>3C SIG Pragmatist IS Research (SIGPRAG)</td>
</tr>
<tr>
<td>9:00 AM - 6:00 PM</td>
<td>5D SIG eGovernment Workshop</td>
</tr>
</tbody>
</table>
### Conference Schedule (Sunday cont.)

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 AM - 3:00 PM</td>
<td>Tai Shan</td>
<td>Society for Information Management (SIM) Workshop</td>
</tr>
<tr>
<td>12:00 PM - 1:30 PM</td>
<td>5A</td>
<td>Future Conference Chairs</td>
</tr>
<tr>
<td>1:00 PM - 6:00 PM</td>
<td>Mandarin I</td>
<td>Open Placement</td>
</tr>
<tr>
<td>1:00 PM - 5:30 PM</td>
<td>5A</td>
<td>ICIS Executive Committee Meeting</td>
</tr>
<tr>
<td>3:00 PM - 6:00 PM</td>
<td>5F Foyer</td>
<td>Exhibits/Wifi Cafe</td>
</tr>
<tr>
<td>5:00 PM - 7:00 PM</td>
<td>5E</td>
<td>ACM Transactions on Management Information Systems (ACM TMIS)</td>
</tr>
<tr>
<td>6:00 PM - 8:00 PM</td>
<td>Grand Ballroom I</td>
<td>Welcome Reception</td>
</tr>
<tr>
<td>7:00 PM - 10:00 PM</td>
<td>3C</td>
<td>SIG Philosophy and Epistemology in IS (SIGPhil) Workshop On Reconciling the Social and Technical in Information Systems Research</td>
</tr>
</tbody>
</table>

### Monday

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 AM - 8:30 AM</td>
<td>Pearl Room</td>
<td>Women's Breakfast (Open to all; coffee and pastries provided)</td>
</tr>
<tr>
<td>7:00 AM - 9:00 AM</td>
<td>3H</td>
<td>MIS Quarterly (MISQ) Policy Meeting</td>
</tr>
<tr>
<td>7:30 AM - 8:30 AM</td>
<td>5F</td>
<td>Journal of Virtual Worlds Meeting</td>
</tr>
<tr>
<td>7:30 AM - 5:30 PM</td>
<td>1F Lobby</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00 AM - 10:00 AM</td>
<td>3G</td>
<td>Information Systems Academic Heads International (ISAHI)</td>
</tr>
<tr>
<td>8:00 AM - 5:00 PM</td>
<td>Mandarin I</td>
<td>Open Placement</td>
</tr>
<tr>
<td>8:30 AM - 10:00 AM</td>
<td>Auditorium</td>
<td>ICIS 2011 Keynote Presentation, LEO and Fellows Awards</td>
</tr>
<tr>
<td>9:30 AM - 4:00 PM</td>
<td>5F Foyer</td>
<td>Exhibits/Wifi Cafe</td>
</tr>
<tr>
<td>10:00 AM -10:30 AM</td>
<td>5F Foyer</td>
<td>Networking Break</td>
</tr>
<tr>
<td>10:00 AM -11:30 AM</td>
<td>3J</td>
<td>Membership Committee Meeting</td>
</tr>
<tr>
<td>10:30 AM - 12:00 PM</td>
<td>Auditorium</td>
<td>CIO Panel: Social Media and Business Applications in the Era of Mobile Computing</td>
</tr>
</tbody>
</table>
Conference Schedule (Monday cont.)

10:30 AM - 12:00 PM
Century Hall

1. Panel: Human Capital of IT Professionals:
   A Research Agenda
   Chair: Soon Ang -
   Nanyang Technological University
   Rajiv Banker - Temple University
   Ravi Bapna - University of Minnesota
   Sandra Slaughter -
   Georgia Institute of Technology
   Sunil Wattal - Temple University

10:30 AM - 12:00 PM
3D
Breakthrough Ideas
New Methods
Chair: Jungpil Hahn - Purdue University

2. Measuring Emotions in Electronic Markets
   Marc Adam - Karlsruhe Institute of Technology
   Matthias Gamer - University Medical Center Hamburg at Eppendorf
   Jan Krämmer, Christof Weinhardt -
   Karlsruhe Institute of Technology

3. An Entropy Index for Multitasking Behavior
   Raquel Benbunan-Fich - Baruch College at the City University of New York

4. An Effective and Efficient Subpopulation Extraction Method in Very Large Social Networks
   Bin Zhang, David Krackhardt,
   Ramayya Krishnan - Carnegie Mellon University
   Patrick Doreian - University of Pittsburgh

10:30 AM - 12:00 PM
3B
East Meets West: Connectivity and Collaboration through Effective Information Systems
(Conference Theme)
Global Collaboration
Chair: Patrick Chau - University of Hong Kong

5. When Environment Matters:
   Inter-Organizational Effects on Sociomaterial Imbrications and Change
   Aljona Putilina Zorina, David Avison -
   ESSEC Business School

   Christoph Seebach, Roman Beck,
   Immanuel Pahlke - Goethe-Universität

7. *BEST THEME PAPER*
   Collaborating Globally: Culture and Organizational Computer-Mediated Communications
   Jiang Yang - University of Michigan
   Zhen Wen - IBM T. J. Watson Research Center
   Lada Adamic, Mark Ackerman -
   University of Michigan
   Ching-Yung Lin -
   IBM T. J. Watson Research Center

8. Attaining and Enacting Green Leadership: Insights from the Green IT Initiatives of China Mobile
   Barney Tan - University of Sydney
   Shan Ling Pan - National University of Singapore
   Meiyun Zuo - Renmin University of China

10:30 AM - 12:00 PM
SBC
Knowledge Management and Business Intelligence
Business Intelligence
Chair: Seung Hyun Kim -
National University of Singapore

9. The Role of Brokering Situations in Data Warehouse Development: Creating Knowledge Fit with Brokers and Boundary Objects
   Helena Vranesic, Christoph Rosenkranz,
   Roland Holten - Goethe-Universität

10. Organizational Adaption and Implementation of Product Life Management System
   Chin-Fu Ho, Wei-Hsi Hung -
   National Chung Cheng University
   Chuan-Chun Wu, Kao-Hui Kung - I-Shou University

11. BI Systems Managers’ Perception of Critical Contextual Success Factors: A Delphi Study
   Sebastian Olbrich -
   Mercator School of Management
   Jens Pöppelbuss, Bjoern Niehaves -
   Universität Münster

12. Measuring the Business Value of Online Social Media Content for Marketers
   Zhijie Lin, Khim Yong Goh -
   National University of Singapore

10:30 AM - 12:00 PM
5E
Organization Theory, Strategy and Information Systems
Strategic, Organizational and Process Perspectives on IS
Chair: Ranganathan Chandrasekaran - University of Illinois at Chicago

13. Managing Changes in Collaborative Networks:
    A Conceptual Approach
    Novica Zavric, Michael Fellmann, Oliver Thomas -
    Universität Osnabrück
Conference Schedule (Monday cont.)

   Na (Nancy) Zhang - Peking University
   Angela Yan Yu - Renmin University of China
   Xiaoying Dong - Peking University

15. "BEST PAPER NOMINEE*
   Digital Technology and the Variation in Design Routines: A Sequence Analysis of Four Design Processes
   James Gaskin, Veeresh Thummadi, Kalle Lyytinen - Case Western Reserve University
   Youngjin Yoo - Temple University

16. Institutional Work and Artifact Evolution
   Murali Venkatesh, Anand Natarajan - Syracuse University

10:30 AM - 12:00 PM

3C
Research Methods and Philosophy
Rethinking IS Research
Chair: Nik Hassan - University of Minnesota

17. "BEST PAPER NOMINEE*
   Artifact or Equipment? Rethinking the Core of IS Using Heidegger’s Ways of Being
   Kai Riemer - The University of Sydney
   Robert Johnston - University College Dublin

18. Towards an Evidence-based Research Approach in Information Systems
   Matthias Goeken - Frankfurt School of Finance & Management

19. Grounding Theory from Delphi Studies
   Tero Päivärinta - University of Agder
   Samuli Pekkola - Tampere University of Technology
   Carl Erik Moe - University of Agder

20. In Search of Mechanisms. Conducting a Critical Realist Data Analysis
   Bendik Bygstad - Norwegian School of Information Technology
   Bjørn Erik Munkvold - University of Agder

10:30 AM - 12:00 PM

5D
Visual Media
Chairs: Dianne Cyr - Simon Fraser University, Michel Avital - University of Amsterdam

21. A Typology of Affordances: Untangling Sociomaterial Interactions through Video Analysis
   Wietske Van Osch - University of Amsterdam
   Orr Mendelson - Tel Aviv University

22. Developing Electronic Markets in Low-Tech Environments: India’s Agriculture Markets
   Christopher Parker, Bruce Weber - London Business School

23. Personal Dynamic Feedback in Acquiring Information to Manage Your Health
   Hadar Ronen - Bar Ilan University
   Dov Te’eni - Tel Aviv University

24. Intrusiveness of Online Video Advertising and Its Effects on Marketing Outcomes
   Kendall Goodrich, Shu Schiller - Wright State University
   Dennis Galletta - University of Pittsburgh

12:00 PM - 1:30 PM
Grand Ballroom I
Recognition Luncheon

1:30 PM - 3:00 PM
Century Hall

   Robert Hodgkinson - Institute of Chartered Accountants in England and Wales (ICAEW)
   Anyu Lee - University of International Business and Economy
   Ji-Ye Mao - Renmin University
   Neale O’Conner - University of Hong Kong
   Jerry Zhang - Shinetech Software Inc.

1:30 PM - 3:00 PM

3D
Breakthrough Ideas
New Phenomena
Chair: Rikard Lindgren - University of Gothenberg

26. Confidential Information-Sharing for Automated Sustainability Benchmarks
   Florian Kerschbaum - SAP Research Karlsruhe
   Jens Strüker, Thomas Koslowski - Universität Freiburg

27. The Incumbency Protection Power of Network Effects: Hype or Reality?
   Anitesh Barua, Rajiv Mukherjee - University of Texas at Austin

   Yixin Qiu, Anand Gopal, Il-Horn Hann - University of Maryland
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<td>Chair: Gerald Kane - Boston College</td>
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<td>Innovating with Technology in Team Contexts:</td>
<td>Massimo Magni - Bocconi University</td>
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<td>A Trait Activation Theory Perspective</td>
<td>Liokoeb Maruping - University of Louisville</td>
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<td>Leonardo Caporarello - Bocconi University</td>
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<td>Stefano Basaglia - University of Bergamo</td>
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<td>User Responses to New System Implementation:</td>
<td>Jessie Pallud - Ecole de Management Strasbourg,</td>
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<td>A Bricolage Perspective</td>
<td>Christophe Elle-dit-Cosaque - Université Paris Dauphine</td>
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<td>Nadine Vehring - Universität Münster</td>
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<td>Kai Riemer - The University of Sydney</td>
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<td>“Don’t pressure me!” Exploring the Anatomy of Voluntariness in</td>
<td>Nadine Vehring - Universität Münster</td>
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<td>the Organizational Adoption of Network Technologies</td>
<td>Kai Riemer - The University of Sydney</td>
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<td>Stefan Klein - Universität Münster</td>
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<td>Ksenia Koroleva - Humboldt-Universität zu Berlin</td>
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<td>Vid Stimac - European School of Management and Technology</td>
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<td>Hanna Krasnova, Dominik Kunze - Humboldt-Universität zu Berlin</td>
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<td>IS Curriculum and Education</td>
<td>Chair: Jason Thatcher - Clemson University</td>
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<td>Information Technology at Cirque du Soleil:</td>
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<td>Looking Back, Moving Forward</td>
<td>Alain Pinsonneau - McGill University</td>
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<td>Anne-Marie Croteau - Concordia University</td>
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<td>Barney Tan - University of Sydney</td>
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<td>Lessons from the Land Data Hub Project of the Singapore Land</td>
<td>Carmen Leong - National University of Singapore</td>
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<td>Raymond Hackney - Brunel University</td>
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<td>Protecting Privacy Against Regression Attacks in Predictive Data</td>
<td>Xiao-Bai Li - University of Massachusetts at Lowell</td>
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<td>Jiejun Li - Drexel University</td>
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<td>Raymond Lau, Stephen Liao - City University of Hong Kong</td>
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<td>Bing Fang - USTC-CityU Joint Advanced Research Center</td>
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<td>Intelligence in Prediction Markets</td>
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<td>A Dedicated Alliance Function, Information Technology, and the</td>
<td>Yu Liu - Saginaw Valley State University</td>
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<td>Integration of Alliance Experience</td>
<td>T. Ravichandran - Rensselaer Polytechnic Institute</td>
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<td>Managing the IT Integration of Acquisitions by Multi-Business</td>
<td>Stefan Henningsson - Copenhagen Business School</td>
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<td>Taking Industry Seriously in ICT Research - The Case of Building</td>
<td>Henrik Linderoth - University of Skövde</td>
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<td>and Construction Industry</td>
<td>Mattias Jacobsson - Umeå School of Business</td>
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<td>Steve Rowlinson - University of Hong Kong</td>
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43. A Dual View on IT Challenges in Corporate Divestments and Acquisitions
   Markus Böhm - Technische Universität München,
   Stefan Henningsson - Copenhagen Business School,
   Jan Marco Leimeister - Kassel University,
   Philip Yetton - University of New South Wales,
   Helmut Krcmar - Technische Universität München

3:30 PM - 5:00 PM
3C
E-business
Channel Competition
Chair: Sulin Ba - University of Connecticut

49. Competing across Different Channels for Personalized Service
   Lei Wang - University of Connecticut

50. Online Retailer vs. Click and Mortar Retailer: Who Performs Better?
    Ashish Agarwal, Alvin Leung,
    Prabhudev Konana - University of Texas at Austin

51. “BEST PAPER NOMINEE”
    Evaluating the Impacts of Auction Bidding Restrictions on Consumer Surplus and Behaviors - An Empirical Study of Penny Auctions
    Hanxiong Zheng, Khim Yong Goh,
    Ke-wei Huang - National University of Singapore

52. Winner Determination of Open Innovation Contests in Online Markets
    Yang Yang, Pei-Yu Chen, Rajiv Banker - Temple University

2:30 PM - 4:00 PM
3J
ICIS 2012 Program Committee Meeting

3:00 PM - 3:30 PM
5F Foyer
Networking Break

3:30 PM - 5:00 PM
Century Hall

48. Panel: Are We On The Wrong Track And So Does MIS Curricula Need To Be Reengineered?
    Chairs: David Gefen - Drexel University,
    Arik Ragowsky - Wayne State University,
    Ephraim McLean - Georgia State University,
    M. Lynne Markus - Bentley University,
    Suzanne Rivard - HEC Montréal,
    Matti Rossi - Aalto University
Conference Schedule (Monday cont.)

3:30 PM - 5:00 PM
3B
Human Behavior and IT
Distributed Work
Chair: Katherine Chudoba - Utah State University

57. The User-Centered Nature of Awareness Creation in Computer-Mediated Communication
Russell Haines - Old Dominion University
Kai Riemer - The University of Sydney

58. Influence, Information Technology & Group Polarization: A Field Study of a Virtual Team
Chih-Hung Peng, Sandra Slaughter - Georgia Institute of Technology

59. "BEST PAPER NOMINEE"
Testing Tournament Selection in Creative Problem Solving Using Crowds
Yasuaki Sakamoto, Jin Bao - Stevens Institute of Technology

60. Seeds of Change: Substance and Influence in Brand Communities
Sung Won Kim, Shaila Miranda - University of Oklahoma

3:30 PM - 5:00 PM
5D
IS Curriculum and Education
IS Teaching Cases and Education Research
Chair: Andrew Urbaczewski – University of Michigan at Dearborn

61. A Megaproject that Defines the Nation: The Building of the Largest Airport Terminal in Asia
Jenson Chong-Leng Goh - National University of Singapore
Meiyun Zuo - Renmin University of China

M.S. Sandeep, M.N. Ravishankar - Loughborough University

63. Who Are Our Students? A Profile of IS Majors
Ravi Patnayakuni, Nainika Patnayakuni, Wafa Orman – University of Alabama at Huntsville

64. The Contemporary Plagiarist: The Roles of Technology and Moral Development
Jeffrey Roberts, David Wasielewski - Duquesne University

3:30 PM - 5:00 PM
5E
Organization Theory, Strategy and Information Systems
Managing IT for Business Value Realization
Chair: John Mooney – Pepperdine University

65. The Effects of Job Design on Employees’ Knowledge Contribution to Electronic Repositories
L.G. Pee - Tokyo Institute of Technology

66. Wiki-induced Cognitive Elaboration in Project Teams: An Empirical Study
Yixiang Zhang - Beijing Institute of Technology
Yulin Fang - City University of Hong Kong
Wei He - Hong Kong Polytechnic University

67. Knowledge Refinement Effectiveness
Ting Ting Chung – Carlow University
Dennis F. Galletta – University of Pittsburgh

68. How Formal Structure of Electronic Knowledge Sharing Networks Influences Participation Behavior in a Global Enterprise
Bin Gu, Sirkka Jarvenpaa - University of Texas

3:30 PM - 5:00 PM
5BC
Knowledge Management and Business Intelligence
Knowledge Sharing
Chair: Gee Woo Bock - Sungkyunkwan University

65. The Effects of Job Design on Employees’ Knowledge Contribution to Electronic Repositories
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66. Wiki-induced Cognitive Elaboration in Project Teams: An Empirical Study
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3:30 PM - 5:00 PM
5E
Organization Theory, Strategy and Information Systems
Managing IT for Business Value Realization
Chair: John Mooney – Pepperdine University

69. Developing Routinized Information Processing Capabilities for Operational Agility: Insights from China
Pei Ying Huang, Shan Ling Pan - National University of Singapore
Tao Hua Ou Yang - Beihang University
Tzu-Chuan Chou - National Taiwan University of Science and Technology

70. Management Commitments that Maximize Business Impact from IT
Anne Quaadgras, Peter Weill, Jeanne Ross – Massachusetts Institute of Technology

71. Leveraging IT for Business Innovation: Does the Role of the CIO Matter?
Terence Saldanha, Mayuram Krishnan - University of Michigan

72. A Benefits Expectation Management Framework for Supply Chain Management Systems
Wenjuan Wang, Darshana Sedera - Queensland University of Technology

4:00 PM - 5:00 PM
3J
ICIS 2012 Committee Meeting
**Conference Schedule (Monday cont.)**

**Tuesday**

7:00 AM - 8:30 AM  
3I  
*Communications of the Association for Information Systems (CAIS) Editorial Board Meeting*

7:00 AM - 9:00 AM  
3G  
*IMARC Annual Breakfast with Advisory Board*

7:30 AM - 8:30 AM  
5F Foyer  
Morning Coffee

7:30 AM - 9:00 AM  
3J  
*SIG Chairs Breakfast*

7:30 AM - 5:30 PM  
1F Lobby  
Registration

8:00 AM - 5:00 PM  
Mandarin I  
Open Placement

8:30 AM - 10:00 AM  
Century Hall

73. Panel: Online Social Networking and Citizen Engagement: Debating the Potential and Limitations  
**Chair:** Kathy McGrath - Brunel University  
Amany Elbanna - Loughborough University  
Magda David Hercheui - Westminster Business School  
Panagiotis Panagiotopoulos - Brunel University  
Elizabeth Saad - University of Sao Paulo

8:30 AM - 10:00 AM  
3C  
*E-business Online Reviews*  
**Chair:** Ming Hui Huang - National Taiwan University

74. The Influences of Negativity and Review Quality on the Helpfulness of Online Reviews  
**Philip Fei Wu, Hans van der Heijden** - University of Surrey  
**Nikolaos Korfiatis** - Universität Frankfurt

75. The Impact of Different Types of Satisfaction on C2C Platform Loyalty  
**Qian Huang** - University of Science and Technology of China  
**Robert Davison** - City University of Hong Kong
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<td>Dreading and Ranting: The Distinct Effects of Anxiety and Anger in Online Seller Reviews</td>
<td>Dezhi Yin, Samuel Bond, Han Zhang - Georgia Institute of Technology</td>
<td>National University of Singapore</td>
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<td>77.</td>
<td>Rising or Dropping: the Consumer Review-oriented Pricing Paradox</td>
<td>Juan Feng, Xin Li - City University of Hong Kong</td>
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<td>Economics and Value of IS</td>
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<td>Bounded Rationality, Social Learning and Collective Behavior: Decisional Analysis in a Nested World</td>
<td>Hao Hu, Vincent Siu-king Lai, Yanli Jia - The Chinese University of Hong Kong</td>
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<td>How does Bond Market View IT investments of Firms? An Empirical Evidence of Bond Ratings and Yield Spreads</td>
<td>Keongtae Kim, Sunil Mithas - University of Maryland</td>
<td>University of Nebraska at Omaha</td>
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<td>The Price and Quantity of IT-Related Intangible Capital</td>
<td>Prasanna Tambe - New York University, Lorin Hitt - University of Pennsylvania, Erik Brynjolfsson - Massachusetts Institute of Technology</td>
<td>New York University, Pennsylvania, Massachusetts Institute of Technology</td>
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<td>Global, International and Cultural Issues in IS</td>
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<td>Evolving IT Organizational Identity as a Source of IT-enabled Enterprise Agility in China</td>
<td>Zheng Wang, Shan Ling Pan</td>
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<td>Is Tom Cruise Threatened? An Empirical Study of The Impact of Product Variety on Demand Concentration</td>
<td>Tom Fangyun Tan - University of Pennsylvania, Serguei Netessine - INSEAD</td>
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<td>Configurator-based Product Choice in Online Retail - Transferring Mass Customization Thinking to Services in Retail</td>
<td>Marcus Gerards, Florian Siems, David Antons, Christoph Ihl, Frank Thomas Piller - RWTH Aachen University</td>
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<td>5BC</td>
<td>Knowledge Management and Business Intelligence Text Mining</td>
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<td>Novel Idea Generation, Collaborative Filtering, and Group Innovation Processes</td>
<td>Tracy Jenkin, David Skillicorn, Yolande Chan - Queen's University</td>
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### 10:30 AM - 12:00 PM
**Century Hall**

97. Panel: Nurturing a Thriving Information Systems Discipline in the Next Decade: A Call to Action  
   Chair: Michel Avital - University of Amsterdam  
   Natalia Levina - New York University  
   Ritu Agarwal - University of Maryland  
   Niels Bjørn-Andersen - Copenhagen Business School  
   Varun Grover - Clemson University  
   Eldon Li - National Chengchi University  
   Dov Te’eni - Tel Aviv University

### 10:30 AM - 12:00 PM
**3C**  
E-business  
Online Supply Chain Interactions  
Chair: Xue Yang - Nanjing University

98. Moderating Effects of Environmental Factors on E-Government, E-Business, and Environmental Sustainability  
   Satish Krishnan, Thompson Teo - National University of Singapore

   Jinghua Xiao, Hongchang Wang, Zhao Lin Cheng, Kang Xie - Sun Yat-Sen University  
   Qing Hu - Iowa State University

100. How Do Procurement Networks Become Social? Design Principles Evaluation in a Heterogeneous Environment of Structured and Unstructured Interactions  
    Norbert Koppenhagen, Nico Katz, Benjamin Mueller, Alexander Maedche - Universität Mannheim

101. Strategic Decision Support for Smart-Leasing Infrastructure-as-a-Service  
     Christian Bodenstein, Markus Hedwig, Dirk Neumann - Universität Freiburg

### 10:30 AM - 12:00 PM
**3D**  
Economics and Value of IS  
Search, Analytics, and Online Communities  
Chair: Jianqing Chen - University of Calgary

102. Content and Context: Identifying the Impact of Qualitative Information on Consumer Choice  
    Sinan Aral, Panos Ipeirotis, Sean Taylor - New York University

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### 8:30 AM - 10:00 AM
**5E**  
Organization Theory, Strategy and Information Systems  
IS Governance and Decision Rights  
Chair: Harvey Enns - University of Dayton

91. *BEST PAPER NOMINEE*  
   Investigating Predictive Power of Stock Micro Blog Sentiment in Forecasting Future Stock Price Directional Movement  
   Chong Oh, Olivia Sheng - University of Utah

92. Turning Unstructured and Incoherent Group Discussion into DATree: A TBL Coherence Analysis Approach  
   Shasha Deng - Shanghai Jiaotong University & Shanghai University of Electric Power  
   Pengzhu Zhang - Shanghai Jiaotong University  
   Yilu Zhou - George Washington University

93. Establishing Nomological Networks for Behavioral Science: A Natural Language Processing Based Approach  
   Jingjing Li, Kai Larsen - University of Colorado at Boulder

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### 9:00 AM - 4:00 PM
**5F Foyer**  
Exhibits/WiFi

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### 10:00 AM - 10:30 AM
**5F Foyer**  
Networking Break
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<td>Gordon Burtch - Temple University, Anindya Ghose - New York University, Sunil Wattal - Temple University</td>
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**10:30 AM - 12:00 PM**

**3B**
**Human Behavior and IT**
**Effective Management of IT**
**Chair:** Genevieve Bassellier - McGill University

| 110. | Information Systems Development as a Social Process: A Structurational Model | Christoph Rosenkranz - Goethe-Universität |
| 112. | Management Utopia or User Dystopia? A Critical Analysis of a University Administration System | Teresa Waring, David Wainwright, Dimitra Skoumpopoulou - Northumbria University |

**113.**
**Critical Factors Affecting Compliance to Campus Alerts**
Wencui Han - State University of New York at Buffalo, Serkan Ada - Kahramanmaras Sutcu Imam University, Raj Sharman, Joseph Brennan, H.R. Rao - State University of New York at Buffalo

**10:30 AM - 12:00 PM**

**5E**
**IT in Healthcare**
**Change Management in Healthcare**
**Chair:** Jan vom Brocke - Universität Liechtenstein

<p>| 114. | Exploring the Impact of RFID on Organizational Structure Changes in a Healthcare Setting: An Adaptive Structuration Theory Perspective | Jason Triche, Qing Cao, Jaeki Song - Texas Tech University |
| 116. | IT-based Capabilities, Service Innovation, and Quality in Health Care | Ravi Thambusamy, Prashant Palvia - The University of North Carolina at Greensboro |
| 117. | Improving Knowledge-Intensive Health Care Processes Beyond Efficiency | Olivera Marjanovic - University of Sydney |</p>
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<td><strong>Open Innovation</strong></td>
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<td><strong>Chair: Pamela Abbott - Brunel University</strong></td>
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<td>Michael Rosemann - Queensland University of Technology</td>
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<td>Ivo Blohm - Technische Universität München</td>
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<td>Christoph Riedl - Harvard University</td>
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<td>Jan Marco Leimeister - Universität Kassel</td>
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<td>Helmut Krçmar - Technische Universität München</td>
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<td>Gwangjae Jung, Byungtae Lee - Kaist College of Business</td>
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<td><strong>CIO Panel: Emerging Business Trends in Cloud Computing</strong></td>
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<td><strong>Center Directors’ Lunch/Meeting</strong></td>
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<td><strong>CIO Panel: CIGREF’s Open Innovation in the Digital World: A Cross-continental Perspective</strong></td>
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<td><strong>Boxed Lunch/Research-In-Progress Poster Session</strong></td>
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<td>Nils Joachim, Daniel Beimborn, Tim Weitzel - Universität Bamberg</td>
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<td><strong>Social Networking and Extending Social Capacity</strong></td>
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<td>Carl Adams - University of Portsmouth</td>
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<td><strong>Computer-Mediated Social Networks and Environmental Behavior</strong></td>
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<td>Richelle Oakley, A. Salam - The University of North Carolina at Greensboro</td>
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<td><strong>Protecting Children Online: Identifying Registered Sex Offenders’ Presence on the Internet and Consequent Online Social Behavior</strong></td>
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<td>Connie Albert, A. Salam - The University of North Carolina at Greensboro</td>
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<td><strong>Emergence of Cloud Computing: An Institutional Innovation Perspective</strong></td>
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<td>Ning Su - University of Western Ontario</td>
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<td><strong>The Influences of Political Institutional Resources on IT Entrepreneurial Firm Performance in Emerging Economies</strong></td>
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<td>Jin Chen, Bernard Tan - National University of Singapore</td>
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<td><strong>Automated Negotiations Under Uncertain Preferences</strong></td>
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<td>Fabian Lang - Helmut Schmidt University</td>
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<td>Guido Schryen - University of Regensburg</td>
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<td>Andreas Fink - Helmut Schmidt University</td>
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<td><strong>Inventory as a Driver of Demand: The Case of Blockbuster Online Rental System</strong></td>
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<td>Yasin Ceran, Harpreet Singh, Vijay Mookerjee - University of Texas at Dallas</td>
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<td><strong>Nurturing Sales Entrepreneurship in Consumer-to-Consumer Marketplaces</strong></td>
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<td>Carol Xiaojuan Ou - Tilburg University</td>
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<td>Wing Sze Poon - The Hong Kong Polytechnic University</td>
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<td>Carol Xiaojuan Ou - The Hong Kong Polytechnic University</td>
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<td>Robert Davison - City University of Hong Kong</td>
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<td><strong>Productivity Differences and Catch-Up Effects Among Software as a Service Firms: A Stochastic Frontier Approach</strong></td>
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<td>Chunmian Ge, Ke-wei Huang - National University of Singapore</td>
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<td><strong>The Impact of RFID on Firm and Supply Chain Performance: A Simulation Study</strong></td>
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<td>Xiaoran Wu, Jing Zhou, Sungjune Park, Chandrasekar Subramaniam - The University of North Carolina at Charlotte</td>
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Conference Schedule (Tuesday cont.)

134. Business Values of Community Source: The Construct and a Research Framework  
   Manlu Liu, Qiang Tu - Rochester Institute of Technology

135. The Economic Value of Social Media User- and Marketer-Generated Content: A Network Perspective on Content Sentiment and Content Information  
   Zhijie Lin, Khim Yong Goh - National University of Singapore

   Shun Ye, Il-Horn Hann, Siva Viswanathan - University of Maryland at College Park

137. Contract Structure and Performance: The Role of Milestone Payments in IT Technology Development Agreements  
   Yuanyuan Chen, Ivan Png - National University of Singapore

General Topics

138. The Role of Trust in Promissory Organizations in IS Innovation Adoption - Development of a Research Model  
   Christian Hoerndlein, Alexander Benlian, Thomas Hess - Ludwig-Maximilians-Universität München

139. Substitutes or Complements? A Framework for Investigating the Dynamic Interplay of IS Outsourcing Governance Mechanisms  
   Thomas Huber, Thomas Fischer, Jens Dibbern - Universität Bern

140. Enhancing Sustainability Image: Content Analysis of Letters to Shareholders of IT Companies  
   Dmytro Babik, Lakshmi Iyer - The University of North Carolina at Greensboro

141. Use of Social Media in Disaster Management  
   Ashir Ahmed - Swinburne University

Global, International and Cultural Issues in IS

142. Differences in Knowledge Seeking Ties between the US and Singapore Students: An Exploratory Study  
   Lei Wang - Tsinghua University  
   Rajiv Kishore - State University of New York at Buffalo

143. Gender-Segregated Work in Saudi Arabia: A Structurational Perspective on Technology and Cultural Change  
   Amal Alotaibi, George Kuk - Nottingham University

Human Behavior and IT

144. How do Cost-Benefit Evaluations Determine Committed Use of IT Project Management Methodologies - Enriching Our Understanding through Psychology  
   Kunal Mohan, Frederik Ahlemann - European Business School  
   Anol Bhattachjee - University of South Florida

145. Why Are You Sharing Others’ Tweets?: The Impact of Argument Quality and Source Credibility on Information Sharing Behavior  
   Sangwook Ha, JoongHo Ahn - Seoul National University

146. Exploring Information Systems Control Alignment in Organizations  
   Alec Cram, Kathryn Brohman, Brent Gallupe, Yolande Chan - Queen’s University

147. Identifying Individuals’ Preferences Using Games: A Field Experiment in Promoting Sustainable Energy Consumption  
   Michael Baeriswyl - Eidgenössische Technische Hochschule Zürich  
   Wojtek Przepiorka - University of Oxford  
   Wojtek Przepiorka, Thorsten Staake - Eidgenössische Technische Hochschule Zürich

148. A Longitudinal Model of Post-Adoption Phenomena and Its Empirical Test in the Context of Social Games  
   Jinghui Hou - University of Southern California  
   Xiao Ma - University of Wisconsin at Madison

149. The Attitude Construct in IT Adoption Research - A Scientometric Analysis  
   Julia Krönung, Andreas Eckhardt - Goethe-Universität

150. Examining Trends of Technology Diffusion Theories in Information Systems  
   Alex Monchak - University of Information Systems  
   Dan Kim - University of North Texas

151. Understanding Online Payment Method Choice: An Eye-tracking Study  
   Qing Xu - Zhejiang University  
   René Riedl - Universität Linz
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<td>152. Is the Source Strong with You? A Fit Perspective to Predict Sustained Participation of FLOSS Developers</td>
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<td>153. Social Capital in the ICT Sector - A Network Perspective on Executive Turnover and Startup Performance</td>
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<td>154. Computer Science and Information Technology (CSIT) Identity: An Integrative Theory to Explain Gender Gap in IT</td>
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<td>155. Social Media, Social Movement and Political Change: The Case of 2011 Cairo Revolt</td>
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<td><strong>Human-Computer Interaction</strong></td>
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<td>156. Designing Recommendation Agents as Extensions of Individual Users: Similarity and Identification in Web Personalization</td>
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<td>158. The Role of Product Recommendation Agents in Collaborative Online Shopping</td>
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<td>159. Gender Differences in Virtual Collaboration on a Creative Design Task</td>
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<td>160. A Portfolio of Media: Effects of Media Synchronicity on Communication Performance</td>
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<td><strong>IS Curriculum and Education</strong></td>
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<td>161. Understanding IS Education Quality in Developing Countries: Role of Acculturation</td>
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<td>162. Using a Computer Business Simulation to Measure Effectiveness of Enterprise Resource Planning Education on Business Process Comprehension</td>
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<td><strong>IS Security and Privacy</strong></td>
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<td>163. Extending UTAUT to Predict the Use of Location-Based Services</td>
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<td>166. The Impact of Security Practices on Regulatory Compliance and Security Performance</td>
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<td>167. Get a Cue on IS Security Training: Explaining the Difference between how Security Cues and Security Arguments Improve Secure Behavior</td>
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<td><strong>IT in Health Care</strong></td>
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<td>169. Use of Healthcare IS by Multiple User Groups: An Empirical Study of a Medication Management System</td>
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| 170     | Microprocesses of Healthcare Technology Implementation under Competing Institutional Logics | Adrian Yeow - Nanyang Technological University  
Samer Faraj - McGill University |
| 171     | Understanding the Impact of Internet Media on Patient-Clinician Trust: Model Development and Research Design | Zhongwen Zhang, Nan (Andy) Zhang  
Qingguo Meng - Tsinghua University |
| 172     | Integrating Self-Service Kiosks into Healthcare Delivery Organizations | Patricia Holahan, Carol Brown - Stevens Institute of Technology  
Chon Abraham - College of William and Mary  
Blake Lesselroth - Portland VA Medical Center |
| 173     | Does ‘Meaningful Use’ of EMR Improve the Quality and Efficiency of Health Care? An Exploratory Analysis of Ambulatory EMR Usage | Nan Xiao, Raj Sharman, Ranjit Singh, Gurdev Singh, H.R. Rao - University at Buffalo |
| 174     | The Influence of Job Rotation on Physicians’ System Use: A Situated Learning Perspective | Yu Tong, Nadee Goonawardene, Sharon Swee-Lin Tan, Hock Hai Teo - National University of Singapore  
Cheng Ooi Low - Changi General Hospital |

Knowledge Management and Business Intelligence

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<td>Ming Yang, Yijun Li - Harbin Institute of Technology, Melody Kiang - California State University</td>
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| 176     | A Data-centric Perspective for Workflow Model Management             | Zhiyong Liu - University of Science and Technology of China, City University of Hong Kong  
Leon Zhao - City University of Hong Kong  
Harry Wang - University of Delaware  
Huaping Chen - University of Science and Technology of China |
| 177     | Statistical Analysis and Anomaly Detection of SMS Social Networks     | Bin Zhang - Carnegie Mellon University  
Liye Ma - University of Maryland  
Ramayya Krishnan - Carnegie Mellon University |

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Harald Von Kortzfleisch - University of Koblenz at Landau |
| 179     | Examining the Influencing Factors of Cross-Project Knowledge Transfer: An Empirical Study of IT Service Firms | Dali Zhao, Meiyun Zuo - Renmin University of China  
Xuefei (Nancy) Deng - University of Hawaii at Manoa |
| 180     | BI and CRM for Customer Involvement in Product and Service Development | Terence Saldanha, Mayuram Krishnan - University of Michigan |
| 181     | A Knowledge Adoption Model Based Framework for Finding Helpful User-Generated Contents in Online Communities | Gang Alan Wang, Xiaomo Liu, Weiguo Fan - Virginia Polytechnic Institute and State University |
| 182     | Impact of Business Intelligence and IT Infrastructure flexibility on Competitive Performance: An Organizational Agility Perspective | Xiaofeng Chen, Keng Siau - University of Nebraska at Lincoln |

Online Communities and Digital Collaborations

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<td>Xiao Ma, Sung Kim - University of Wisconsin at Madison</td>
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<td>Understanding Online Collaboration Technology Adoption by Researchers - A Model and Empirical Study</td>
<td>Angelika Bullinger, Uta Renken, Kathrin Moeslein - Friedrich-Alexander-Universität Erlangen-Nürnberg</td>
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| 185     | Telepresence in Business Meetings | Willem Standaert - Ghent University  
Steve Muylle - Vlerick Leuven Gent Management School, Ghent University  
Amit Basu - Southern Methodist University |
Conference Schedule (Tuesday cont.)

186. Boundary-spanning Documents in Online Communities
   Carsten Østerlund, Kevin Crowston - Syracuse University

   Christy Cheung - Hong Kong Baptist University
   Matthew Lee, Xiaoling Jin - City University of Hong Kong

188. The Effects of User Identity and Sanctions in Online Communities on Real-world Behavior
   Michael Baeriswyl, Thorsten Staake, Claire-Michelle Loock - Eidgenössische Technische Hochschule Zürich

189. F-commerce and the Crucial Role of Trust
   Christian Brock - Zeppelin University
   Markus Blut - Universität Dortmund
   Marc Linzmajer - Zeppelin University
   Björn Zimmer - Yourfans

190. Measuring the Impact of Organizational Social Web Site Usage on Work Performance: A Multilevel Model
   Philip Raeth, Maurice Kügler, Stefan Smolnik - European Business School

191. Trusting Social Location Technologies and Interactions
   Paul Russo, Oded Nov - Polytechnic Institute of New York University

192. To Tell or Not to Tell: Examining Team Silence and Voice in Online Ad Hoc Teams
   Stacie Petter - University of Nebraska at Omaha
   Rick Petter - Canned Sites, LLC

193. A Systematic Examination of Member Turnover and Online Community Health
   Xiaoqing Wang, Shannon Lantzy - University of Maryland

194. A Sociomateriality Practice Perspective of Online Social Networking
   Ravi Thambusamy, Hamid Nemati - The University of North Carolina at Greensboro

195. Are We in This Together? Exploring Private-Collective Knowledge Communities
   Paul Di Gangi - Loyola University Maryland
   Robin Teigland - Stockholm School of Economics
   Bjorn-Tore Flaten - University of Agder
   Elia Giovacchini - Stockholm University

   Daniel Schlagwein, Detlef Schoder, Kai Fischbach - Universität Cologne

Organization Theory, Strategy and Information Systems

197. Can Project Management Maturity Endure Project Risk? A Strategic Perspective of IS Project Success
   Bouchaib Bahli - École Supérieure de Commerce de Rennes
   Svetlana Sidenko - Concordia University
   Hans Borgman - École Supérieure de Commerce de Rennes

   Satish Krishnan, Thompson Teo - National University of Singapore

199. Understanding Dynamic IS Capabilities for Effective Process Change: A Theoretical Framework and an Empirical Application
   Bjoern Niehaves, Ralf Plattefaut - Universität Münster
   Suprateek Sarker - Washington State University

   Philip Raeth - European Business School
   Benjamin Mueller - Universität Mannheim
   Stefan Smolnik - European Business School

201. IT-Driven Organizational Identity Change: A Longitudinal Inquiry
   Marie-Claude Boudreau, Christina Serrano, Keri Larson - University of Georgia

202. The Strategic Relevance of IT-enabled Organizational Virtues
   Sutirtha Chatterjee - Prairie View A & M University,
   Suranjan Chakraborty - Towson University,
   Suprateek Sarker - Washington State University

203. Four Perspectives on Architectural Strategy
   C. Jason Woodward - Singapore Management University
   Joel West - Keck Graduate Institute of Applied Life Sciences
Conference Schedule (Tuesday cont.)

**Project Management, Outsourcing and IS Development**

   Rahul Thakurta - Xavier Institute of Management
   Suresh P - Infosys Technologies Limited

   Jimmy Ren, Wei Wang, Zhimin Hua, Kaiquan Xu, Stephen Liao - City University of Hong Kong

206. A Framework for Investigating Open Innovation Processes in ISD
   Susan O’Neill, Lorraine Morgan - National University of Ireland at Galway
   Kieran Conboy - University of New South Wales

Research Methods and Philosophy

207. Comparing Apples with Oranges? The Perceived Differences between Agile and Lean Software Development Processes
   Xiaofeng Wang - Free University of Bozen
   Kieran Conboy - National University of Ireland at Galway

208. Information Systems Collaborations as Boundary Spanning: Initial Survey in a Sample of Journals
   Jose-Rodrigo Cordoba - University of London
   Alberto Paucar-Caceres - Manchester Metropolitan University

209. Arguments for the Adoption of a Heuristic Approach to IS Research
   Fuad Khan Baloch, Alan Litchfield, Brian Cusack - Auckland University of Technology

Service Science

210. Investigating Value Co-Creation in Innovation of IT-enabled Services: An Empirical Study of Mobile Data Services
   Hua Ye, Atreyi Kankanhalli, Khim Yong Goh, Jun Sun - National University of Singapore

   Anas Ratib Alsoud, Keiichi Nakata - University of Reading

212. IT-Enabled Services as Complex Adaptive Service Systems: A Co-evolutionary View of Service Innovation
   Bongsug(Kevin) Chae - University of Kansas
   David Olson - University of Nebraska

Visual Media

213. On Inter-reality Literacy: Emotions as Predictors of Performance in Virtual Worlds
   Sabrina Schiele, Thomas Weiss, Johannes Putzke - Universität Cologne

12:00 PM - 2:00 PM
Xiao Nan Guo Restaurant
PACIS Executive Committee Meeting

1:30 PM - 3:00 PM
Century Hall

   Chair: Luiz Antonio Joia - Brazilian School of Public and Business Administration
   Robert Davison - City University of Hong Kong
   Antonio Diaz Andrade - Auckland University of Technology
   Cathy Urquhart - Manchester Metropolitan University
   Muhammadou Kah - The University of The Gambia

Economics and Value of IS

215. A Twitter-Based Prediction Market: Social Network Approach
   Liangfei Qiu, Huaxia Rui, Andrew Whinston - University of Texas at Austin

216. Learning from Peers on Social Media Platforms
   Yingda Lu, Param Vir Singh, Baohong Sun - Carnegie Mellon University

217. Content Contribution under Revenue Sharing and Reputation Concern in Social Media: The Case of YouTube
   Qian Tang, Bin Gu, Andrew Whinston - University of Texas at Austin

Social Network

218. Social Network Effects on Performance and Layoffs: Evidence from the Adoption of a Social Networking Tool
   Lynn Wu - University of Pennsylvania
Conference Schedule (Tuesday cont.)

1:30 PM - 3:00 PM
5D
General Topics
Macro and Micro IT Strategy and IT Investment
Chair: Matti Rossi - Aalto University

219. IT Readiness, ICT Usage, and National Sustainability Development: Testing the Source-Position-Performance Framework
Satish Krishnan, Thompson Teo, Rohit Nishant - National University of Singapore

220. Micro-Strategizing in Platform Ecosystems: A Multiple Case Study
Ahmad Ghazawneh - Jönköping International Business School
Ola Henfridsson - Chalmers University of Technology

221. Overconfidence in IT Investment Decisions: Why Knowledge can be a Boon and Bane at the Same Time
Johannes Vetter, Alexander Benlian, Thomas Hess - Institute for Information Systems and New Media

222. Does SOA Create or Require IT/Business Collaboration? Investigating SOA’s Potential to Reduce the Gap Between IT and Business
Nils Joachim, Daniel Beimborn, Franck Schlosser, Tim Weitzel - Universität Bamberg

225. Management of Change to Ensure IS Success: A Longitudinal Study
Pauline Ash Ray - Thomas University, Wenli Wang - Trident University International, Jerry Chang - University of Nevada at Las Vegas, Geoffrey Hubona - R-Institute

226. Social Capital and IT as predicates of Collective Mindfulness and Business Risk Mitigation: A Grounded Theory Development
Anand Simha, Rajiv Kishore - State University of New York at Buffalo

1:30 PM - 3:00 PM
3B
Human Behavior and IT
IT Adoption and Use
Chair: Wai Fong Boh - Nanyang Technological University

223. The Sociomateriality of IT Surveillance: A Dramaturgical Model of IT Adoption
Joao Cunha - Institute for Social and Political Science
Andrea Carugati - Aarhus University

224. Social Capital and User Acceptance of Enterprise System: Mediating Role of Local Management Commitment
Zeyu Jerry Peng - East China University of Science and Technology
Yulin Fang, Kai Lim - City University of Hong Kong

Sangno Lee, Jaeki Song, Qing Cao - Texas Tech University

228. Understanding the Drivers and Outcomes of Healthcare Organizational Privacy Responses
Rachida Parks, Chao Chu, Heng Xu - Pennsylvania State University
Lascelles Adams - Bethune-Cookman University

1:30 PM - 3:00 PM
5E
IT in Healthcare
Healthcare Performance & Outcome Improvement
Chair: Mani Subramani - University of Minnesota

229. Information Sharing in NHS Polyclinics
Laurence Brooks, Rajul Mehta, Zhao Huang - Brunel University

230. A Profiling Model for Readmission of Patients with Congestive Heart Failure: A Multi-Hospital Study
Indranil Bardhan, Eric Zheng, Jeong-ha Oh - The University of Texas at Dallas
Kirk Kirksey - The University of Texas Southwestern Medical Center

1:30 PM - 3:00 PM
5BC
Online Communities and Digital Collaborations
Metrics and Measurement Issues
Chair: Brian Butler - University of Pittsburgh

Thomas Wöhner, Sebastian Köhler, Ralf Peters - Martin-Luther-Universität Halle-Wittenberg

232. Participation, Feedback & Incentives in a Competitive Forecasting Community
Florian Teschner, Athanasios Mazarakis, Ryan Riordan, Christoph Weinhardt - Karlsruhe Institute of Technology
Conference Schedule (Tuesday cont.)

233. Network Stability and Social Contagion on the Mobile Internet  
Sang Pil Han - City University of Hong Kong  
Anindya Ghose - New York University  
Raghuram Iyengar - University of Pennsylvania

234. Does Dormant Faultline Still Matter in Distributed Teams? Extending the Faultline Concept to Distributed Environment  
Yide Shen - Rowan University  
Michael Gallivan - Georgia State University

1:30 PM - 3:00 PM  
3C  
Project Management, Outsourcing and IS Development  
Project Management  
Chair: Hee-Woong Kim - Yonsei University

235. Project and Organizational Antecedents of Effort Withholding in IT Project Teams  
Elizabeth Baker, Charles Iacovou - Wake Forest University  
Jeff Smith - Miami University  
Ron Thompson - Wake Forest University

Achim Botzenhardt, Hendrik Meth, Alexander Maedche - Universität Mannheim

237. “You Want It When?”: How Temporal Dissonance in IT Workers Contributes to Project Failures  
Christopher Conway, Moez Limayem - University of Arkansas

3:00 PM - 3:30 PM  
3D  
Economics and Value of IS  
Competition and E-commerce  
Chair: Michael Zhang - University of Hong Kong

239. How is the Mobile Internet Different: Search Costs and Local Activities  
Anindya Ghose - New York University  
Avi Goldfarb - University of Toronto  
Sang Pil Han - City University of Hong Kong

240. Consumer Product Consideration and Choice at Purchase Time at Online Retailers  
Bin Gu, Prabhudev Konana - University of Texas at Austin  
Hsuan-Wei Michelle Chen - University of San Francisco

241. The Impact of Third-Party Information on the Dynamics of Online Word-of-Mouth and Retail Sales  
Wenqi Zhou, Wenjing Duan - The George Washington University

2:42. *BEST PAPER NOMINEE*  
To Commit or Not: Reputation and Preemption Strategies in Competing Technology Networks  
Anitesh Barua, Rajiv Mukherjee - University of Texas at Austin

3:30 PM - 5:00 PM  
3D  
Economics and Value of IS  
Competition and E-commerce  
Chair: Michael Zhang - University of Hong Kong

243. Unpacking the Duality of Design Science  
Richard Baskerville, Mala Kaul, Veda Storey - Georgia State University

244. The Stolen Identifier: An Inquiry into the Nature of Identification and the Ontological Status OF Information Systems  
Pär Ågerfalk, Owen Eriksson - Uppsala University

245. Analyzing the Business Model Concept - A Comprehensive Classification of Literature  
Thomas Burkhart, Julian Krumeich, Dirk Werth, Peter Loos - German Research Center for Artificial Intelligence

246. IT Artifacts and The State of IS Research  
Ping Zhang, Michael Scialdone, Min-Chun Ku - Syracuse University

3:30 PM - 5:00 PM  
5D  
General Topics  
The State of IS Research and Research Agenda  
Chair: Laurie Kirsch - University of Pittsburgh

243. Unpacking the Duality of Design Science  
Richard Baskerville, Mala Kaul, Veda Storey - Georgia State University

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246. IT Artifacts and The State of IS Research  
Ping Zhang, Michael Scialdone, Min-Chun Ku - Syracuse University
Conference Schedule (Tuesday cont.)

3:30 PM - 5:00 PM

3B
Human Behavior and IT
Mobile Technology
Chair: Ronald Maier - Universität Innsbruck

Kyungsub Steve Choi - Rhode Island College
Il Im, Byungho Kim - Yonsei University

248. Modeling Quality Dynamics in IT Services Management
Shahriar Akter, John D’Ambra, Pradeep Ray - The University of New South Wales

249. Examining the Determinants of Mobile Location-Based Services’ Continuance
Christiane Lehrer - Ludwig-Maximilians-Universität München
Ioanna Constantiou - Copenhagen Business School
Thomas Hess - Ludwig-Maximilians-Universität München

250. Trusting M-Payments - Realising the Potential of Smart Phones for M-Commerce: A Conceptual Model & Survey of Consumers in Ireland
Aidan Duane - Waterford Institute of Technology
Philip O'Reilly - University College Cork
Pavel Andreev - The University of Haifa

3:30 PM - 5:00 PM

5E
Human-Computer Interaction
Identification, Connectedness and Trust
Chair: Choon Ling Sia - City University of Hong Kong

251. Activity Awareness as a Means to Promote Connectedness, Willingness to Do Additional Work, and Congeniality: An Experimental Study
Russell Haines - Old Dominion University
Nadine Vehring, Malte Kramer - Universität Münster

Liqiang Huang - USTC-CityU Joint Advanced Research Center
Chuan-Hoo Tan - City University of Hong Kong
Weiling Ke - Clarkson University

253. Trusting Humans and Avatars: Behavioral and Neural Evidence
René Riedl - Universität Linz
Peter Mohr - Freie Universität Berlin
Peter Kenning - Zeppelin University
Fred Davis - University of Arkansas
Hauke Heekeren - Freie Universität Berlin

254. The Avatar as Sociomaterial Entanglement: A Performative Perspective on Identity, Agency and World-Making in Virtual Worlds
Ulrike Schultze - Southern Methodist University

3:30 PM - 5:00 PM

5BC
Online Communities and Digital Collaborations
User Behavior
Chair: Virpi Tuunainen - Aalto University

255. When Artificial Feedback Hurts — Empirical Evidence from Community-Based Configuration Systems
Christian Hildebrand, Jan Landwehr, Andreas Herrmann - University of St. Gallen

256. *BEST PAPER NOMINEE*
A Social Identity Perspective on Participation in Virtual Healthcare Communities
Na Liu, Hock Chuan Chan - National University of Singapore

257. Increasing the Willingness to Collaborate Online: An Analysis of Sentiment-driven Interactions in Peer Content Production
Mihai Grigore, Christoph Rosenkranz - Goethe-Universität

258. The Formation of Social Influence in Online Recommendation Systems: A Study of User Reviews on Amazon.com
YiMing Zheng, Kexin Zhao, Antonis Stylianou - University of North Carolina at Charlotte

3:30 PM - 5:00 PM

3C
Project Management, Outsourcing and IS Development
Modeling in IS Development
Chair: Tuure Tuunanen – University of Oulu

259. An Empirical Test of the Theory of Relationship Constraints
Gregory Dawson - Arizona State University
Richard Watson, Marie-Claude Boudreau - University of Georgia
Conference Schedule (Tuesday cont.)

260. Four Facets of a Process Modeling Facilitator  
Michael Rosemann - Queenslab University of Technology  
& Viktoria Institute  
Anders Hjalmarsson, Mikael Lind - Viktoria Institute & University of Boras  
Jan Recker - Queensland University of Technology

Jörg Becker, Philipp Bergener, Patrick Delfmann, Burkhard Weiss - Universität Münster

5:00 PM – 6:00 PM  
3I  
EJIS Editorial Board Meeting

6:00 PM - 10:00 PM  
GrandBallroom/II/III  
Social Event

Wednesday

7:00 AM - 9:00 AM  
3H  
JAIS Senior Editors Meeting

7:00 AM - 9:00 AM  
3E  
JSIS Editorial Board Meeting

7:30 AM - 8:30 AM  
5F Foyer  
Morning Coffee

7:30 AM - 12:00 PM  
1F Lobby  
Registration

8:00 AM - 12:00 PM  
Mandarin I  
Open Placement

8:00 AM - 12:00 PM  
5F Foyer  
WiFi Café (Exhibits Closed)

8:30 AM - 10:00 AM  
Century Hall  
262. Panel: Studying China’s IT Services Industry: Generalizations, Particularities, and the Competitive Outlook  
Chair: Natalia Levina - New York University  
Sirkka Jarvenpaa - University of Texas at Austin  
Michael Gallivan - Georgia State University  
Ning Su - University of Western Ontario  
Shan Ling Pan - National University of Singapore, Jerry Hsu - IBM

8:30 AM - 10:00 AM  
5D  
Engaged Scholarship in IS Research  
Chair: Mike Chiasson - Lancaster University

263. The Roles of Agency and Artifacts in Assembling Open Data Complementarities  
George Kuk - Nottingham University Business School  
Tim Davies - practicalparticipation.co.uk

264. Theorizing in Design Science Research: Inductive versus Deductive Approaches  
Robert Wayne Gregory, Jan Muntermann - Universität Göttingen

265. Dialogical Action Research as Engaged Scholarship: An Empirical Study  
Gabriel Costello - Galway-Mayo Institute of Technology  
Brian Donnellan - National University of Ireland at Maynooth  
Kieran Conboy - University of New South Wales, and National University of Ireland at Galway and Lero

8:30 AM - 10:00 AM  
5E  
Human-Computer Interaction  
Interface Design, Attitude and Work  
Chair: Keng Siau - University of Nebraska at Lincoln

266. (Dis-) Satisfiers for e-Learning User Interfaces  
Margit Kastner - Vienna University of Economics and Business  
Brigitte Stangl - HTW Chur

267. Making Sound Adoption Decisions: A Longitudinal Study of Mindfulness in Technology Adoption and Continued Use  
Heshan Sun - University of Arizona
Conference Schedule (Wednesday cont.)

268. Three Classes of Attitude and Their Implications for IS research
   Julia Krönung, Andreas Eckhardt - Goethe-Universität

269. Personal Life Interrupted: Understanding the Effects of Technology-Mediated Interruptions from Work to Personal Life
   Adela Junwen Chen - Nanyang Technological University
   Elena Karahanna - University of Georgia

270. Privacy in Online Social Networks
   Nan Zhang, Chong (Alex) Wang, Yan Xu - Hong Kong University of Science and Technology

271. Examining the Antecedents of Sarbanes-Oxley Section 404 IT Control Weaknesses: An Empirical Study
   Basil Hamdan - Virginia Commonwealth University

272. The Role of Risk Perception, Trust, Innovativeness and Emotion in Developing Consumer’s Satisfaction in Electronic Mediated Environment (EME)
   Hua Dai - University of Wisconsin at La Crosse
   Xin Luo - University of New Mexico

273. Tying Social Media Strategy to Firm Performance: A Social Media Analytics Framework
   Keri Larson, Richard Watson - University of Georgia

274. Perceived Software Platform Openness: The Scale and its Impact on Developer Satisfaction
   Daniel Hilbert, Alexander Benlian, Marko Sarstedt, Thomas Hess - Ludwig-Maximilians-Universität München

275. Knowledge Collaboration in Distributed Practice Communities
   Sri Kudaravalli - HEC Paris
   Samer Faraj - McGill University

276. Knowledge Transfer in Information Systems Support Community: Network Effects of Bridging and Reaching
   Lei Chi - Rensselaer Polytechnic Institute,
   Xuefei (Nancy) Deng - University of Hawaii at Manoa

8:30 AM - 10:00 AM
3D
IS Security and Privacy
Privacy and Security in the Information Age
Chair: Zhenhui Jiang - National University of Singapore

277. When Cultures Clash: Participation in Open Source Communities and Its Implications for Organizational Commitment
   Sherae Daniel - University of Pittsburgh
   Likoebe Maruping - University of Louisville
   Marcelo Cataldo, James Herbsleb - Carnegie Mellon University

278. Mitigating the Effects of Structural Complexity on Open Source Software Maintenance Through Accountability
   Vishal Midha - University of Texas Pan American
   Sandra Slaughter - Georgia Institute of Technology

8:30 AM - 10:00 AM
3C
Project Management, Outsourcing and IS Development
Open Source
Chair: Ron Kwok - City University of Hong Kong

279. Remote Service Satisfaction: An Initial Examination
   Stefanie Paluch, Markus Blut - Technische Universität Dortmund

280. IT Service Management: Towards a Contingency Theory of Performance Measurement
   Francis Gacenga, Aileen Cater-Steel, Wui-Gee Tan, Mark Toleman - University of Southern Queensland

281. Configurability, Maturity, and Value Co-Creation in SaaS: An Exploratory Case Study
   Eruani Zainuddin, Paola Gonzalez - Queen’s University

282. Dynamic Service Level Agreement Management for Efficient Operation of Elastic Information Systems
   Markus Hedwig - University of Freiburg,
   Simon Malkowski - Georgia Institute of Technology
   Dirk Neumann - University of Freiburg
Conference Schedule (Wednesday cont.)

10:00 AM - 10:30 AM  
5F Foyer  
Networking Break

10:30 AM - 12:00 PM  
Century Hall  
Senior Scholars Forum (open to all)

283. Chairs: Moez Limayem - University of Arkansas  
Fred Niedermann - University St. Louis  
Sandra Slaughter - Georgia Institute of Technology  
Hsinchun Chen - University of Arizona  
Shirley Gregor - The Australian National University  
Susan Winter - National Science Foundation

10:30 AM - 12:00 PM  
5D  
Human Capital  
Chair: Nigel Melville – University of Michigan

284. CIO Survival and the Composition of the Top Management Team  
Gregory Dawson - Arizona State University  
Robert Kauffman - Singapore Management University

285. How Do High-Skill Foreign Workers Assimilate in the United States? Tracing the Wage Trajectories of Foreign and American IT Professionals  
Sunil Mithas, Henry Lucas - University of Maryland

286. The Influence of Demands and Resources on Emotional Exhaustion with the Information Systems Profession  
Deborah Armstrong - Florida State University  
Cynthia Riemenschnieder - Baylor University

287. The Performance of IT Professionals: the Difference that Makes a Difference  
Linda Pittenger, Sheri Perelli, Dick Boland - Case Western Reserve University  
Toni Somers - Wayne State University

10:30 AM - 12:00 PM  
3D  
IS Security and Privacy  
Security in the Global Age  
Chair: John D’Arcy - University of Notre Dame

288. *BEST PAPER NOMINEE*  
Which Phish Get Caught? An Exploratory Study of Individual Susceptibility to Phishing  
Gregory Moody - University of Nevada at Las Vegas  
Dennis Galletta, Jon Walker, Brian Dunn - University of Pittsburgh

Sigi Goode, David Lacey - The Australian National University

290. Security Concerns in the Nomological Network of Trust and Big 5: First Order Vs. Second Order  
Gaurav Bansal - University of Wisconsin at Green Bay

10:30 AM - 12:00 PM  
SBC  
Online Communities and Digital Collaborations  
Social Media  
Chair: Tony Ammeter - University of Mississippi

291. IT Artifacts and Online Communities: The Role of Technology as Institutional Carriers  
Magda David Hercheui - Westminster Business School

292. *BEST PAPER NOMINEE*  
It's All About Networking! Empirical Investigation of Social Capital Formation on Social Network Sites  
Ksenia Koroleva, Hanna Krasnova - Humboldt-Universität zu Berlin  
Natasha Veltri - University of Tampa  
Oliver Günther - Humboldt-Universität zu Berlin

Guopeng Yin, Xuesen Cheng - University of International Business and Economics  
Ling Zhu - Long Island University C.W. Post Campus

294. Exploring the Role of Online Social Network Dependency in Habit Formation  
Dimple Thadani - City University of Hong Kong  
Christy Cheung - Hong Kong Baptist University

10:30 AM - 12:00 PM  
3C  
Project Management, Outsourcing and IS Development  
IT Infrastructure and Outsourcing  
Chair: Jae Nam Lee - Korea University

295. Can Client Firms Achieve Radical Innovation in IT Outsourcing?  
Ilan Oshri - Loughborough University  
Julia Kotlarsky - Warwick Business School  
Alexandra Gerbski - California State University

296. An Approach for Portfolio Selection in Multi-Vendor IT Outsourcing  
Gilbert Fridgen, Hanna-Vera Mueller - Universität Augsburg
Conference Schedule (Wednesday cont.)

297. The Essential Dynamics of Information Infrastructures
Stefan Henningsson - Copenhagen Business School
Ole Hanseth - University of Oslo

10:30 AM - 12:00 PM
3B
Service Science
Service System Modeling
Chair: Fu Ren Lin - National Tsinghua University

298. Viewing Systems as Services: The Role of Service Quality
Shahriar Akter, Pradeep Ray, John D’Ambra - The University of New South Wales

299. Perceptual Congruence between IS Users and Professionals on IS Service Quality - Insights from Response Surface Analysis
Alexander Benlian - Institute for Information Systems and New Media

300. Mapping the Emerging Field of Service Science: Insights from a Citation Network and Cocitation Network Analysis
Daniel Beverungen - Universität Münster

301. Metamodel for Service Design and Service Innovation: Integrating Service Activities, Service Systems, and Value Constellations
Steven Alter - University of San Francisco

12:00 PM - 5:30 PM
3E
Korean Chapter of AIS (KrAIS)/LG-CNS Research Workshop

12:00 PM - 2:00 PM
3G
Senior Scholars (Invitation Only)

12:30 PM - 6:00 PM
3H
SIG Grounded Theory Methodology (SIG GTM)

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