## **International Conference on Information Systems**

(ICIS 2007)

Montreal, Quebec, Canada 9-12 December 2007

Volume 1 of 3

ISBN: 978-1-60560-976-8

## Printed from e-media with permission by:

Curran Associates, Inc. 57 Morehouse Lane Red Hook, NY 12571 www.proceedings.com

Some format issues inherent in the e-media version may also appear in this print version.

Copyright© (2007) by the AIS/ICIS Administrative Office All rights reserved.

Printed by Curran Associates, Inc. (2009)

For permission requests, please contact the AIS/ICIS Administrative Office at the address below.

AIS/ICIS Administrative Office P.O. Box 2712 Atlanta, Georgia 30301-2712

Phone: 404 760 4247 Fax: 404 760 4938

icis@gsu.edu

## **TABLE OF CONTENTS**

## Volume 1

An Allocation Heuristic for Multi-Attribute Supply Chain Reverse Auctions	1
How to Measure Data Quality? - A Metric-Based Approach.  Bernd Heinrich, Marcus Kaiser, Mathias Klier	2
The Realm of Sociality: Notes on the Design of Social Software	17
Identity Disclosure Protection: A Data Reconstruction Approach for Preserving Privacy in  Data Mining  Dan Zhu, Xiao-Bai Li, Shuning Wu	31
Performance Metrics: Evaluating Radio Frequency Identification (RFID) Library System  Paul Golding, Vanesa Tennant	46
Towards a Process-Driven Intelligent Forum System (PIFS) for Efficient Organizational Knowledge Transfer	47
Daning Hu, Surendra Sarnikar, J. Leon Zhao	
A Risk Management Approach to Business Process Design	48
Sequential Decision Making for Profit Maximization Under the Defection Probability  Constraint in Direct Marketing	62
Social Capital, Structural Holes and Team Composition: Collaborative Networks of the Open Source Software Community	77
A Singular Value Decomposition Approach to Automatic Concept Classification in Group Support Systems	93
The Potential of Synchronous Communication to Enhance Participation in Online Discussions  Stefan Hrastinski	94
CHEP: The Net of Things	111
Building Core IS Capabilities for Business Change: The Commonwealth Bank Case  Peter Reynolds, Leslie Willcocks	124
Does IT Payoff? Strategies of Two Banking Giants  Ali Farhoomand, Minyi Huang	136
Impediments to Sharing Knowledge Outside the School: Lessons Learnt from the Development of a Taxonomic E-Learning Portal	148
An Examination of Decision-Making in IT Projects from Rational and Naturalistic Perspectives. $Hazel\ Taylor$	164
Managing a Feature-Function-Stakeholder (FFS) Fit Process in An Enterprise System Implementation Sathish Sritharan, Shan Pan	181
Research Importance in the Information Systems Field: A Citations Analysis	199

Language, Technology and the Body: Critical Research into Disability, Impairment & Web Accessibility for UK Jobseekers  David Kreps, Peter Wheeler	214
Persistent Problems with IT-User Collaboration: A Functionalist Explanation of Relationship Management	215
Lifting the Hood of the Technological Evolution Process for Web Technologies	230
Moments that Matter: Discourse, Design, and Detail in the Creation of Socio-Technical Orde Neil Ramiller	r248
An Institutional Analysis of Pluralistic Responses to Enterprise System Implementations  Youngjin Yoo	258
Impact of Offshoring on Firm Performance	276
Examining Global Takeoff and Growth of Digital Wireless Phone Technology	294
Drivers and Effects of IT Capability in 'Born-Global' Firms: A Cross-National Study	310
Life After IS Outsourcing: Understanding IS Personnel Responses to Resizing Initiatives  Christina Outlay, C. Ranganathan	330
Producing Comfort: Risk, Anxiety and Trust in the Development of an IS Offshoring Relationship	331
Séamas Kelly, Camilla Noonan, Micheál Ó Sé  Users' Perceptions of Benefits and Costs of Personalization  Horst Treiblmaier, Irene Pollach	350
System Design Effects on Online Impulse-Buying	365
An Alternative Mechanism for the Cognitive Fit Theory in Spreadsheet Analysis	379
The Effect of E-Scape on Internet Shoppers' Cognition, Emotion, and Behavior Response  Sang Kim, Joon Koh	391
Post-Adoption Transferring between Non-Substitutable Technologies: The Case of Instant Messenger and Portal	409
Song Peijian, Cheng Zhang, Chen Wenbo, Huang Lihua	
Effects of Website Interactivity on Consumer Involvement and Purchase Intention	424
Information Quantity and IS Success	442
IM in C2C Markets: A Translucent Technology to Enable Transactions	443
Boundaries in Social Computing Environments: The Effect of Environment Characteristics on Publicness and Self-Disclosure  Jacqueline Pike, Patrick Bateman, Brian Butler	444
Does Our Web Site Stress You Out? Information Foraging and the Psychophysiology of Online Navigation	445
Dennis Galletta, T. Rachel Chung, Mark Haney, Jacqueline Pike, Peter Polak	
A New Perspective to Analyze Organizational Strategies in Business Convergence  DongBack Seo	446

The Sensible Organization: A New Agenda for IS Research	447
Effectiveness of Blog Advertising: Impact of Communicator Expertise, Advertising Intent, and Product Involvement  June Zhu, Bernard Tan	465
From Intention to Motivation: Developing a Motivation-based Model of IOS Adoption and Implementation  Stephen Smith, Mahbubur Rahim, Robert Johnston, Graeme Shanks	484
Can Computer Playfulness and Cognitive Absorption Lead to Problematic Technology Usage?	499
Ronnie Jia, Heather Hartke, John Pearson  Neuro IS: The Potential of Cognitive Neuroscience for Information Systems Research	514
Angelika Dimoka, Paul Pavlou, Fred Davis	
The Status of the Discipline of Information Systems	535
Recruiters' Perspectives on the Demand for IS Skills: Implications for Doctoral Programs	549
Restoring the Viability of PhD Programs in Information Systems: Getting Past Denial and Targeting Non-Traditional Markets	560
The Dynamics of Sustainability of Electronic Knowledge Repositories	577
Investigating Knowledge Contribution from the Online Identity Perspective	578
Open Innovation in the High-Tech Firms: Evidence from the Biotechnology Industry	593
Democratising Organisational Knowledge: The Potential of the Corporate Wiki	594
Extending March's Exploration and Exploitation: Managing Knowledge in Turbulent Environments  David Bray, Michael Prietula	612
Davia Bray, Michael Frieda	
Volume 2	
Towards a Framework for Understanding KM Governance	629
Productivity Effects of Information Diffusion in E-Mail Networks.  Sinan Aral, Erik Brynjolfsson, Marshall Van Alstyne	645
Organizational Wiki Usage: A Conceptual Model  Andrea Hester, Judy Scott	660
Would You Share? Examining How the Interactions Between Knowledge Type and Expectations of Reciprocity Influence Knowledge Exchange	661
Open Source Software Development and the Small World Phenomenon: An Empirical Investigations of Macro Level Collaboration Network Properties on Project Success	662
Communities or Practice: Divergent Views and Untapped Potentials	679
IT-Enabled Transformations: You've Read the Stories, Now See the Movie  Hank Lucas, Varun Grover, Frank Batavick	680

Data Rich and Data Poor Scholarship: Where Does IS Research Stand?  Michel Avital, Kalle Lyytinen, Suzanne Iacono, Kenneth Kraemer, Vallabh Sambamurthy, Steve Sawyer	683
Facilitating Exploratory Conversations: Here and Now	689
Reversing the Downward Trend: Innovative Approaches to IS/IT Course Development and Delivery	694
Bridging Service Computing and Service Management: How MIS Contributes to Service Orientation?  J. Leon Zhao, Cheng Hsu, Hemant Jain, James Spohrer, Mohan Tanniru	699
Second Life and other Virtual Worlds: A Roadmap for Research	703
Electronic Markets: Theory and Evidence from 20 Years of Research	708
Using Massively Multi-Member Online Worlds for Work and Education	711
Understanding Online Information Disclosure As a Privacy Calculus Adjusted by Exchange Fairness	716
Making Sense of Institutionalizing Information Systems Security Management in Organizations  Carol Hsu	730
The Effect of Online Privacy Information on Purchasing Behavior: An Experimental Study	745
Alessandro Acquisti, Lorrie Cranor, Serge Egelman, Janice Tsai	
Computer Virus Propagation in Social Networks	762
The Last Line of Defense: Motivating Employees to Follow Corporate Security Guidelines	775
Designing Secure Business Processes Through Secure Activity Resource Coordination (SARC)	793
Fergle DAubeterre, Rahul Singh, Lakshmi Iyer	
Common Methods Bias: Reports of Its Death are Greatly Exaggerated	794
Using Structuration Theory in IS Research: Operationalizing Key Constructs	795
Reliability Generalization of Perceived Ease of Use, Perceived Usefulness and Behavioral Intentions  Anna McNab, Traci Hess	812
The Use of the Grounded Theory Methodology in Investigating Practitioners' Integration of COTS Components in Information Systems	813
Marshalling the Professional Experience of Doctoral Students: Towards Bridging the Gaps Between Theory and Practice  Heinz Klein, Frantz Rowe	823
Transformational Leadership and Information System Effectiveness  Jeewon Cho, Insu Park	841

How Do Users Cope with Trial Restrictions? A Longitudinal Field Experiment on Free Trial Software	860
Xue Yang, Hock-Hai Teo	
A Practical Measure of Employee Satisfaction with B2E Portals  Ly-Fie Sugianto, Dewi Tojib, Frada Burstein	878
Emergent Leadership in Self-Organizing Virtual Teams	892
IS Proficiency in Social Networks  Gerald Kane	893
Impact of Transformational Leadership on System Exploration in the Mandatory Organizational Context	909
Social Network Analysis and Organizational Disintegration: The Case of Enron Corporation  Shahriar Hasan Murshed, Joseph Davis, Liaquat Hossain	929
Investigating the Effects of Electronic Self-Portrayal on Trust in Virtual Teams	944
Towards a Practice Understanding of the Creation of Awareness in Distributed Work	945
A New Theoretical Framework for Artifact-Mediated Regulation	962
Fairness, Guilt, and Perceived Importance as Antecedents of Intellectual Property Piracy Intentions  Russell Haines, Douglas Haines	978
Exploring the Cultural Impacts of Electronic Work Environments in Organizations	993
The Interpersonal Relationship Perspective on Virtual Community Participation	994
Instant Messaging in Distance Education: Affecting Student Satisfaction, Perceived Learning and Performance Stephen Kuyath, Roslyn Mickelson, Susan Winter	1011
Digitizing Healthcase: The Ability and Motivation of Physician Practices and Their Adoption of Electronic Health Record Systems  Catherine Anderson, Abhay Mishra, Ritu Agarwal, Corey Angst	1012
An Agent-Based Model To Understand Tradeoffs In Online Community Design	1029
Establishing IT Service Climate as an Antecedent of IT Service Quality	1045
A Multilevel Investigation of Normative and Informational Influences on Extensiveness of Individual Technology Use  Massimo Magni, Corey Angst, Ritu Agarwal	1046
Power and Authority Over Systems Developers by the Business Client	1058
Enterprise System Implementation: Personality, System-Related Advice Networks and Job Performance  Tracy Sykes, Viswanath Venkatesh, Jonathan Johnson	1075
A Study of Heterogeneous Actors' Involvement in Global Information System Project Control  H. Kevin Fulk	1090
Assessing Business Benefits from ERP Systems: An Improved ERP Benefits Framework	1091

Domestication of Mobile Email  Judith Granat, Katarina Stanoevska-Slabeva	1107
Investigating Success of Open Source Software Projects: A Social Network Perspective	1124
Testing the Influence of Two ICT management Practices on Business/ICT Alignment	1140
Information System Architecture: Toward a Distributed Cognition Perspective	1158
Developing a CSF Causal Loop Model for Managing IT Projects: A Case Study of an Inter-Organisational Healthcare Pathology IT System  Dave Wainwright, Christopher Shaw	1175
Impact of Top Management's IT Knowledge and IT Governance Mechanisms on Financial Performance  Efrim Boritz, Jee Hae Lim	1192
Conflict Resolution or Informational Response? An Empirical Analysis of the  Determinants of Governance Choice in Business Process Outsourcing Relationships  Deepa Mani, Anitesh Barua, Andrew Whinston	1208
Bridging the Gap between Business Strategy and Software Development	1225
Exploring CEOS' Perspectives on the Strategic Importance of IT Using Text Mining: A  Longitudinal Investigation  Jeff Baker, Jaeki Song, Minwoo Lee	1241
IT-Enabled Competencies and Business Value: An Empirical Study in Fast-Cycle Industries  Peng Xu, Jean-Pierre Kuilboer, Noushin Ashrafi, Abhijit Chaudhury	1242
Complementarities Between Information Technology and Human Resource Practices in Knowledge Work	1243
Volume 3	
Enhancing ERP/Business Fit in the Post-Implementation Phase: A Knowledge-Based Perspective	1260
Adoption Patterns of Complementary Systems in Business Processes	1261
Reexamining Software Project Success: The Perspectives of Developers and Users	1262
The Formation and Evolution of Faultlines in Large-Scale, Multi-Party Information Systems Development	1263
Progress and Breakdowns in Early Requirements Definition for Boundary-Spanning Information Systems Susan Gasson	1264
	1279
Agile Practices in Use from an Innovation Assimilation Perspective: A Multiple Case Study  Minna Pikkarainen, Xiaofeng Wang, Kieran Conboy	1296
The Impact of Collaboration and Competition on Project Performance	1313

Agility, Improvisation, or Enacted Emergence  Yinggin Zheng, William Venters, Tony Cornford	1332
Investigating Participation in Online Policy Discussion Forums Over Time: Does Network Structure Matter?	1348
Chee Wei Phang, Atreyi Kankanhalli, Zhixian Chua, Khim Yong Goh	
On Epistemological Diversity in Design Science: New Vistas for a Design-Oriented IS Research?	1266
Bjoern Niehaves	1300
Diversity in Theoretical Conceptualization: An Alternative Model for Individual Adoption	1379
Information Systems Diversity: Metaphor, Meaning and Myth	1380
Binate Diversity and IT at the Rolling Edge of Design Networks  Nicholas Berente, Nikhil Srinivasan, Youngjin Yoo, Richard Boland, Kalle Lyytinen	1397
Group Diversity and Creativity: Does Anonymity Matter?	1398
Do Layoffs Payoff? An Empirical Investigation of Financial Impacts of IT Worker Downsizing Poornima Krishnan, Christina Nicole Outlay, C. Ranganathan	1420
The Impact of ICT Investments on Future Workforce Demography in Emerging Societies	1432
Issues at the IS Core: How French Scholars Inform the Discourse  Duane Truex, Frantz Rowe	1433
The Effects of Self-Construal and Perceived Control on Privacy Concerns	1447
Diversity in IS Research: An Exploratory Study Using Latent Semantics  Anna Sidorova, Nicholas Evangelopoulos, Thiagarajan Ramakrishnan	1461
The New Economic Geography of IT Industries: The Impacts of the Internet on their Market Linkages and Agglomeration	1480
An Examination of Lag Effects in Relationships between Information Technology Investment and Firm-Level Performance  Viet Dao, Teresa Shaft, Robert Zmud	1498
Dynamics of Platform Competition: Exploring the Role of Installed Base, Platform Quality and Consumer Expectations	1518
Pump up the Volume? Examining The Relationship Between Number of Online Reviews and Sales: Is More Necessarily Better?  Hila Etzion, Neveen Awad	1536
Battle of the Retail Channels: How Internet Selection and Local Retailer Proximity Drive Cross-Channel Competition	1550
Diversity in IS research: Developing a Mixed Methodology Approach to Understanding the Business Value of Payment System Innovations in Financial Services	1566
SOA and Information Sharing in Supply Chain: 'How' Information is Shared Matters!	1567
Towards a Model for Successful Information Technology Investments: Insights from Event Studies	1583
Narcyz Roztocki, Heinz Weistroffer	

Empirical Analysis of Mobile Voice and SMS Service: A Structural Model	1584
IT-Enabled Organizational Agility and Firms' Sustainable Competitive Advantage  One-Ki Lee, Kai Lim, Vallabh Sambamurthy, Kwok-Kee Wei	1599
To CMM or Not to CMM? Antecedents and Consequences of CMM Certification in the Indian Offshore Industry	1618
Digitizing Work: Driving and Measuring Changes in Information Worker Time Use and Performance Via a Longitudinal Quasi-Experiment  Sumit Bhansali, Erik Brynjolfsson	1635
The Knowledge Factory: Innovation and IT Investment in Manufacturing	1652
Analysis of the Impact of Movie Broadcasts on DVD Sales and Internet Piracy	1653
Conflict of Interest Regarding Information Transparency in a Business-to-Business Electronic Market with Two-Sided Competition  Zach Zhou, Kevin Zhu	1667
Service-Oriented Architecture and Organizational Integration: An Empirical Study of IT- Enabled Sustained Competitive Advantage	1683
Online Customer Retention: The Resistance to Change Perspective	1700
The Value of E-Business: How Web Assimilation Leads to Better Organizational Performance Barney Tan, Shan ling Pan, Ray Hackney	1718
The Impact of Competition and Reputation Feedback Systems on Internet Trading	1736
Understanding the Antecedents and Consequences of E-Government Service Quality: An Empirical Investigation	1751
E-Government and Corruption: A Cross-Country Analysis	1772
Estimating Menu Costs in Electronic Markets  Anindya Ghose, Bin Gu	1773
The Acceptance of Product Recommendations from Web-Based Word-of-Mouth Systems:  Effects of Information, Informant and System Characteristics  Xinwei Wang, Hock-Hai Teo, Kwok-Kee Wei	1785
An Analysis of the Differential Impact of Reviews and Reviewers at Amazon.com	1802
Online Sponsored Search Advertising as a Quality Signal and its Impact on Consumer Behavior	1819
Design and Effects of Information Feedback in Continuous Combinatorial Auctions	1834
Moderated Online Communities	1851
Formation of B2C Channel Blending Decisions: Trust vs. Efficiency	1866