

**List of Publications
Apr 2004 to Mar 2005**

Department : **INFORMATION SYSTEMS**

ARTICLE IN JOURNAL

INTERNATIONAL REFEREED

PUBLISHED

1. Bock*, G W, R W Zmud, Y G Kim and J N Lee, "Behavioral Intention Formation in Knowledge Sharing: Examining the Roles of Extrinsic Motivators, Social-Psychological Forces and Organizational Climate". *MIS QUARTERLY*, 29, no. 1 (Special Issue on Information Technologies and Knowledge Management) (March 2005): 87-112. (United States).
Publication no. 0216948
- @ 2. Oshri, I, S L Pan* and S Newell, "Trade-Offs between Knowledge Exploitation and Exploration Activities". *Knowledge Management Research and Practice*, 3, no. 1 (2005): 10-23. (United Kingdom).
Publication no. 0306699
3. Jiang, Z and I. Benbasat, "Virtual Product Experience: Effects of Visual & Functional Control of Products on Perceived Diagnosticity and Flow in Electronic Shopping". *JOURNAL OF MANAGEMENT INFORMATION SYSTEMS*, Vol. 21, no. 3 (Winter 2004 - 2005): 111-147. (United States).
Publication no. 0218859
4. Jiang, Z, W. Wang and I. Benbasat, "Multimedia-based Interactive Advising Technology for Online Consumer Decision Support". *COMMUNICATIONS OF THE ACM*, Vol. 48, no. 8 (2005): 92-98. (United States).
Publication no. 0218858
5. Kankanhalli*, A M, B C Y Tan and K K Wei, "Contributing Knowledge to Electronic Knowledge Repositories: An Empirical Investigation". *Management Information Systems Quarterly*, 29, no. 1 (2005): 113-143. (United States). (Rank 1).
Publication no. 0194816
6. Setiono, R, S L Pan, M H Hsieh and A Azcarraga, "Automatic knowledge extraction from survey data: learning M-of-N constructs using a hybrid approach". *JOURNAL OF THE OPERATIONAL RESEARCH SOCIETY*, (2005): 3-14. (United Kingdom).
Publication no. 0188707

7. Kankanhalli*, A M, B C Y Tan, K K Wei and M.C. Holmes, "Cross Cultural Differences and Information Systems Developer Values". *DECISION SUPPORT SYSTEMS*, 38, no. 2 (2004): 183-195. (Netherlands). (Rank 2).
Publication no. 0172840

8. Kim*, HW, Y Xu and JOON Koh, "A comparison of online trust building factors between potential customers and repeat customers". *Journal of the AIS*, 5, no. 10 (2004): 392-420. (United States).
Publication no. 0220717

9. Azcarraga, A, M.H. Hsieh, S L Pan and R Setiono, "Extracting salient dimensions for automatic SOM labeling". *IEEE Transactions on Systems, Man and Cybernetics Part C - Applications and Reviews*, 35, no. 4 (2005 2004): 595-600. (United States).
Publication no. 0196352

10. Ein-dor*, P., M. D. Myers, K S Raman and P. F. Vishzanyo, "IT Industry Development and the Knowledge Economy: A Four Country Study". *Journal of Global Information Management*, 12, no. 4 (2004): 23-49. (United States). (Rank 3).
Publication no. 0181580

11. Pan, G. S. C, S L Pan* and D Flynn, "De-escalation of Commitment to Information Systems Projects: A Process Perspective". *JOURNAL OF STRATEGIC INFORMATION SYSTEMS*, 13, no. 3 (2004): 247-270. (United States).
Publication no. 0190401

12. Pan*, S L, C W Tan* and TZE KUAN Lim, "Customer Relationship Management (CRM) in E-Government: A Relational Perspective". *DECISION SUPPORT SYSTEMS*, 42, no. 1 (2004): 237-250. (Netherlands).
Publication no. 0190392

13. Sia, CHOON LING, H H Teo*, B C Y Tan and K K Wei, "Effects of Environmental Uncertainty on Organizational Intention to Adopt Distributed Work Arrangements". *IEEE TRANSACTIONS ON ENGINEERING MANAGEMENT*, 51, no. 3 (2004): 253-267. (United States). (Rank 1).
Publication no. 0190902

14. Hsieh, M H, S L Pan and R Setiono, "Product-, corporate-, and country-image dimensions and purchase behavior: A multicountry analysis". *JOURNAL OF THE ACADEMY OF MARKETING SCIENCE*, 32, no. 3 (2004): 251-270. (United States).
Publication no. 0188686

15. Kim, HW, N.H. Yim*, NH Yim*, SH Kim and KY Kwahk, "Knowledge-based decision making on higher level strategic concerns: System dynamics approach". *EXPERT SYSTEMS WITH APPLICATIONS*, 27, no. 1 (2004): 143-158. (United States).
Publication no. 0188136

- @ 16. Komarjaya*, JEFFRY, H Ler and G W Bock, "Consulting from Students' Perspective". *C2M Consulting to Management*, 15, no. 2 (June 2004): 29-33. (United States).
Publication no. 0188988
17. Setiono*, R and J Thong, "An approach to generate rules from neural networks for regression problems". *EUROPEAN JOURNAL OF OPERATIONAL RESEARCH*, (2004): 239-250. (Netherlands).
Publication no. 0154136
- @ 18. Mayasandra, R and S L Pan*, "Knowledge Management Initiatives in a Global IT outsourcing Company: A Case Study of Infosys Technologies". *Journal of Information and Knowledge Management*, 3, no. 1 (2004): 1-16. (Singapore).
Publication no. 0306702
19. Kim, HW and GY Kwahk*, "A simulation based approach for group decision-making support". *International Journal of Management Science*, 10, no. 1 (2004): 1-23. (United Kingdom).
Publication no. 0188140
20. Duch, W, R Setiono and JACEK Zurada, "Computational intelligence methods for rule-based data understanding". *PROCEEDINGS OF THE IEEE*, (2004): 771-805. (United States).
Publication no. 0171816

SUBMITTED FOR PUBLICATION

21. Lee, T S and Z. Meng, "Competition between Proprietary Software and Open Source Software". *Management Science*, (2004). (United States). (under review).
Publication no. 0189550
22. Lee, T S and WAYNE Fu, "Software-Platform Compatibility and Integration, Competition and Foreclosure". *INFORMATION ECONOMICS AND POLICY*, (2004). (Netherlands). (under review).
Publication no. 0189549
23. Lee, T S, H H Teo and X. Zeng, "Alleviating Software Piracy: The Role of Online Renting". *JOURNAL OF MANAGEMENT INFORMATION SYSTEMS*, (2004). (United States). (under review).
Publication no. 0189548

NON-REFEREED

PUBLISHED

24. Kim, HW, "A process model for the successful development of CRM systems". *IEEE SOFTWARE*, (July/August 2004): 22-28. (United States).
Publication no. 0188133

NOT CLASSIFIED

PUBLISHED

25. Chan*, H C, H H Teo* and X.H. Zeng, "An evaluation of novice end-user computing performance: data modeling, query writing and comprehension". *JOURNAL OF THE AMERICAN SOCIETY FOR INFORMATION SCIENCE AND TECHNOLOGY*, 56, no. 8 (2005): 843-853. (United States).
Publication no. 0190083
26. Kankanhalli*, A M, B C Y Tan and K K Wei, "Understanding Seeking from Electronic Knowledge Repositories: An Empirical Study". *JOURNAL OF THE AMERICAN SOCIETY FOR INFORMATION SCIENCE AND TECHNOLOGY*, 56, no. 11 (Special Issue on Knowledge Management in Asia) (2005): 1156-1166. (United States). (Rank 1).
Publication no. 0174072

@ - indicates journal classification is based on the proposed classification of the author(s)

SHORTER ARTICLE/COMMENT IN JOURNAL

INTERNATIONAL REFEREED

PUBLISHED

1. Padmanabhan*, V. and I P L PNG*, "Reply: Do Returns Policies Intensify Retail Competition?". *MARKETING SCIENCE*, 23, no. 4 (2004): 614-618. (United States).
Publication no. 0323415

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CONFERENCE PAPER

INTERNATIONAL

ORAL PRESENTATION

PUBLISHED

1. Wang*, Q.H. and K L Hui*, "To Launch or Not to Launch: An Economic Analysis of Delayed Product Introduction". *Proceedings of the 38th annual Hawaiian International Conference on System Sciences* (2005) (Hawaiian International Conference on System Sciences (HICSS), 3 - 6 Jan 2005, Hilton Waikoloa Village, Waikoloa, Hawaii, United States)
Publication no. 0216514

2. Xu*, H, H Wang and H H Teo, "Predicting the Usage of P2P SharingSoftware: The Role of Trust and Perceived Risk". *Proceedings of 38th Hawaii International Conference on System Sciences* (2005): 201a. United States. (Proceedings of 38th Hawaii International Conference on System Sciences, 3 - 6 Jan 2005, Hilton Waikoloa Village, Big Island, Hawaii, United States)
Publication no. 0190910

3. Vathanophas, V, G W Bock and H H KUAN*, "Comparing the Effects of Usability on Customer Conversion and Retention at E-Commerce Websites". *Proceedings of Hawaii International Conference on System Sciences* (2005). Las Alamitos: IEEE Computer Society Press. (Hawaii International Conference on System Sciences, 3 - 6 Jan 2005, Hilton Hotel, Hawaii, Big Island, United States)
Publication no. 0343050

4. Santosa, P. I., K K Wei and H C Chan, "Student Involvement with Online Forum and Its Effects on Intention to Seek and Intention to Share: An Exploratory Study". *Pacific Asia Conference on Information Systems* (2005): 1172-1184 (Pacific Asia Conference on Information Systems, 1 Jan 2005)
Publication no. 0218061

5. Lim*, L H and Y P Yang, "Multilingual NSS: Concepts and an Experiment". *Proceedings of the Thirty-eighth Hawaii International Conference on Systems Sciences* (2005) (Hawaii International Conference on Systems Sciences, 3 - 6 Jan 2005, Hawaii, United States)
Publication no. 0213309

6. Lim*, L H and Y Zhong, "An experimental study of the effects of culture, leadership, and group size in the CLS environment". *Proceedings of the Thirty-eighth Hawaii International Conference on Systems Sciences* (2005) (Hawaii International Conference on Systems Sciences, 3 - 6 Jan 2005, Hawaii, United States)
Publication no. 0213306

7. Guo, X and L H Lim, "Coalition Formation in Negotiations: Interacting Effects of Cultural Diversity and Negotiation Support Systems". *Proceedings of the 2005 Information Resources Management Association (IRMA) International Conference* (2005) (Information Resources Management Association (IRMA) International Conference, 15 - 18 May 2005, San Diego, California, United States)
Publication no. 0213302

8. Yang, Y P, Y Zhong, X Guo and L H Lim, "Negotiators' Perceived Control and System Anxiety towards Agent-based Negotiation Support Tool". *Proceedings of the Group Decision and Negotiation (GDN) conference 2005* (2005) (Group Decision and Negotiation (GDN) conference, 10 - 13 Jul 2005, Vienna, Austria)
Publication no. 0213299

9. Yang, Y P and L H Lim, "Impact of Degree of NSS and Cultural Diversity on Dyadic Negotiation Process and Outcome". *Proceedings of the Group Decision and Negotiation (GDN) conference 2005* (2005) (Group Decision and Negotiation (GDN) conference, 10 - 13 Jul 2005, Vienna, Austria)

10. Phang*, C W, J Sutanto, L Yan and A M Kankanhalli, "Senior Citizens' Adoption of E-Government: In Quest for the Antecedents of Perceived Usefulness". *Hawaii International Conference on Systems Sciences* (2005). Washington DC: IEEE Computer Society. (Hawaii International Conference on Systems Sciences, 3 - 6 Jan 2005, Hilton Waikoloa Village, Hawaii, United States)
Publication no. 0189147
11. Sutanto, J, C W Phang, H H KUAN, A M Kankanhalli and B C Y Tan, "Vicious and Virtuous Cycles in Global Virtual Team Role Coordination". *Hawaii International Conference on Systems Sciences* (2005). Washington D.C.: IEEE Computer Society. (Hawaii International Conference on Systems Sciences, 3 - 6 Jan 2005, Hilton Waikoloa Village, Hawaii, United States) (Rank 2).
Publication no. 0189134
12. Kuan*, H H, G W Bock and V Vathanophas, "Comparing the Effects of Usability on Customer Conversion and Retention at E-Commerce Websites". *HICSS* (2005). Hawaii: HICSS. (HICSS, 3 - 6 Jan 2005, Hilton Waikoloa Village, Hawaii, United States)
Publication no. 0189013
13. Qian*, Z and G W Bock, "An Empirical Study on Measuring the Success of Knowledge Repository Systems". *HICSS* (2005). Hawaii: AIS. (HICSS, 3 - 5 Jan 2005, Hilton Waikoloa Village, Hawaii, United States)
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14. Chen*, Z and Y Xu*, "User-Oriented Relevance Judgment: A Conceptual Model". *The Proceedings of 38th Hawaii International Conference on System Sciences* (2005). Big Island: HICSS. (Hawaii International Conference on System Sciences, 3 - 6 Jan 2005, Big Island, Big Island, Hawaii, United States)
Publication no. 0188172
15. Lim, C Y, A M Kankanhalli and K S Raman, "A Framework for Knowledge Reuse Success". *International Conference on Knowledge Management* (2004) (International Conference on Knowledge Management, 13 Dec 2004)
Publication no. 0215342
16. Kim*, HW, H C Chan, YEEPIA Chan and SUMEET Gupta, "Understanding the balanced effects of belief and feeling on IS continuance". *International conference on information systems* (2004). United States. (International conference on information systems, 1 Dec 2004, Washington DC, United States)
Publication no. 0188157
17. Xu*, H and H H Teo, "Alleviating Consumer's Privacy Concern in Location-Based Services: A Psychological Control Perspective". *Proceedings of the Twenty-Fifth Annual International Conference on Information Systems* (2004): 793-806. United States. (Proceedings of the Twenty-Fifth Annual International Conference on Information Systems, 12 - 15 Dec 2004)

18. Lai*, Y L and K L Hui*, "Opting-In or Opting-Out on the Internet: Does It Really Matter?". *Proceedings of the International Conference on Information Systems* (2004). United States. (International Conference on Information Systems, 12 - 15 Dec 2004, Grand Hyatt Washington, Washington, DC, United States)
Publication no. 0189501
19. Lu*, Y, B C Y Tan* and K L Hui*, "Inducing Consumers to Disclose Personal Information to Internet Businesses with Social Adjustment Benefits". *Proceedings of the International Conference on Information Systems* (2004). United States. (International Conference on Information Systems, 12 - 15 Dec 2004, Grand Hyatt Washington, Washington, DC, United States) (Rank 1).
Publication no. 0189500
20. Tan*, H P and M T K Tan, "Adoption and Diffusion of IT in Early Childhood Pedagogy - Crossing the Invisible Chasm". *Proceedings Twenty-Fifth International Conference on Information Systems* (2004): 53-64. United States. (Twenty-Fifth International Conference on Information Systems, 12 - 15 Dec 2004) (Rank 1A).
Publication no. 0187924
21. Tan*, C H, Y P Chan*, X Yang*, H C Chan and H H Teo, "Effects of Choice Contrast and Order Sequence on Consumer Judgment and Decision in Comparison-Shopping Assisted Environment". *Proceeding of the 3rd Annual Workshop on HCI Research in MIS (SIGHCI)* (2004) (Proceeding of the 3rd Annual Workshop on HCI Research in MIS (SIGHCI), 10 - 11 Dec 2004, Washington, DC, United States)
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22. Chan, H C, "Spreadsheet visualization effects on error correction". *Proceedings of the 3rd Annual Workshop on HCI Research in MIS* (2004): 100-104. Washington, DC: SIGHCI. (Annual Workshop on HCI Research in MIS, 10 - 11 Dec 2006, Washington, DC, United States)
Publication no. 0325122
23. Bock*, G W and H H KUAN, "Theoretical Framing on Motivational Issues for Proactive and Passive Human Action in IS Research". *Pre-ICIS SIG Philosophy of IS Academic Workshop* (2004). Washington D.C: Pre-ICIS SIG Philosophy of IS Academic Workshop. (Pre-ICIS SIG Philosophy of IS Academic Workshop, 11 Dec 2004, Hilton Hotel, Washington D.C, United States)
Publication no. 0310141
24. Kim, HW and SUMEET Gupta*, "Enhancing the Commitment to Virtual Community". *Proceeding of ICIS 2004* (2004). Washington: na. (International Conference on Information Systems, 1 Dec 2004, Washington, United States)
Publication no. 0218088

25. Woon, I M Y and L.G. Pee, "Behavioral Factors affecting Internet Abuse in the Workplace". *Annual Conference on HCI Research in MIS* (2004). US: SIGHCI. (Annual Conference on HCI Research in MIS, 10 - 11 Dec 2004, Grand Hyatt Hotel, Washington, United States)
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Publication no. 0193821
27. Sutanto*, J, A M Kankanhalli and B C Y Tan, "Task Coordination in Global Virtual Teams". *International Conference on Information Systems* (2004). Atlanta: AIS. (International Conference on Information Systems, 12 Dec 2004, Grand Hyatt Washington, Washington DC, United States) (Rank 1).
Publication no. 0189124
28. Shu*, J, G W Bock, S Michailova and K Husted, "An Empirical Study on Determinants of Individuals' Knowledge Transferring Behavior". *KMAP* (2004). Taiwan: National Taiwan Univ.. (KMAP, 7 - 8 Dec 2004, National Taiwan Univ., Taipei, Taiwan)
Publication no. 0189025
29. Kim*, HW and Y Xu, "Internet Shopping: Is It A Matter of Perceived Price or Trust?". *The Proceedings of International Conference on Information Systems* (2004): 297-309. Washington, D.C.: AIS. (International Conference on Information Systems, 9 - 12 Dec 2004, Washington, D.C., United States)
Publication no. 0188215
30. Poo*, C C D and K C I Tan, "Design of an Automatic Annotation Framework for Corporate Web Content". *11th Asia Pacific Software Engineering Conference* (2004). Los Alamitos: IEEE Computer Society. (11th Asia Pacific Software Engineering Conference, 30 Nov - 3 Dec 2004, Haeundae Grand Hotel, Busan, South Korea)
Publication no. 0190263
31. Chen*, X and G K Yeo, "Using Scenarios in Business Simulation Games". *35th Annual Conference of the International Simulation And Gaming Association (ISAGA) and Conjoint Conference of SAGSAGA* (2004) (35th Annual Conference of the International Simulation And Gaming Association (ISAGA), 6 - 10 Sep 2004, Ludwig Maximilians University, Munich, Germany)
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32. Komarjaya*, J, C C D Poo and M Kan, "Corpus-Based Query Expansion in Online Public Access Catalogs". *European Conference on Digital Libraries (ECDL '04)* (2004). United Kingdom. (European Conference on Digital Libraries (ECDL '04), 1 Sep 2004, Bath, United Kingdom) (Ranking: Other).
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33. Wu, W, X Liu, M Xu, J R Peng and R Setiono, "A hybrid SOM-SVM method for analyzing zebra fish gene expression". *Proceedings of ICPR 2004*. Proceedings of ICPR2004 (2004). United States: IEEE Computer Society. (17th International Conference on Pattern Recognition, 23 - 26 Aug 2004, Cambridge, United Kingdom)
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34. Tam, V, R Setiono and A Santoso, "Applying the conjugate gradient method for text document categorization". *Proceedings of ICPR2004*. Proceedings of the 17th International Conference on Pattern Recognition (2004). United States: IEEE Computer Society. (The 17th International Conference on Pattern Recognition, 23 - 26 Aug 2004, Cambridge, United Kingdom)
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35. Tan*, M T K, K S Raman and K K Wei, "The influence of Initiator-Adopter Complementarity on IOS Adoption: The Case of BookNet in Singapore". *Proceedings of Academy of Management Meeting 2004* (2004) (Academy of Management Meeting 2004, 9 - 11 Aug 2004, New Orleans, Louisiana, United States)
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36. Tan*, M T K, K S Raman and K K Wei, "A Relational Perspective of Inter-Organizational Systems". *Proceedings of Academy of Management Meeting 2004* (2004) (Academy of Management Meeting 2004, 9 - 11 Aug 2004, New Orleans, Louisiana, United States)
Publication no. 0189085
37. Tan*, M T K and W Hall, "A Call for Theoretical-Methodological Congruence in Interpretive IS Research". *Proceedings of Academy of Management Meeting 2004* (2004) (Academy of Management Meeting 2004, 9 - 11 Aug 2004, New Orleans, Louisiana, United States)
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38. Devadoss, P R and S L Pan*, "Managing Knowledge Integration in a National healthcare Crisis: Lessons Learned from Combating SARS in Singapore". *Academy of Management Annual Meeting (AOM)* (2004) (Academy of Management Annual Meeting (AOM), 6 - 11 Aug 2004, New Orleans, United States)
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39. Devadoss, P R and S L Pan*, "Leveraging E-government Infrastructure for Crisis Management: Lessons from managing SARS Outbreak in Singapore". *Americas Conference on Information Systems* (2004) (Americas Conference on Information Systems, 6 - 8 Aug 2004, New York, United States)
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40. Tan*, H P and Y Tien, "Diffusion of IT in childhood pedagogy - extending the RIPPLES model to kindergartens". *Proceedings Tenth Americas Conference on Information Systems* (2004): 2895-2902. United States. (Tenth Americas Conference on Information Systems, 5 - 8 Aug 2004, New York City, New York, United States) (Rank 2B).
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41. Sutanto*, J, S Agarwal and K S Raman, "Does CRM System Really Matter?: An Exploratory Study of CRM System in the Hotel Industry in Singapore". *Americas Conference on Information Systems* (2004). New York: Americas Conference on Information Systems. (Americas Conference on Information Systems, 6 - 8 Aug 2004, New York City, New York, United States)
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42. Kim, HW and SUMEET Gupta*, "Virtual Community: Concepts, Implications, and Future Reesarch Directions". *American Conference on Information Systems* (2004). United States. (American Conference on Information Systems, 1 Aug 2004)
Publication no. 0188164
43. Azcarraga, A, M Hsieh, S L Pan and R Setiono, "Knowledge acquisition and revision using neural networks". *Proceedings of the 2004 IJCNN* (2004): 1365-1370. United States: IEEE. (2004 IEEE International Joint Conference on Neural Networks, 25 - 29 Jul 2004, Budapest, Hungary)
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44. Tan, C W, E. T. K Lim, S L Pan* and C M L Chan, "Enterprise System as an Orchestrator for Dynamic Capability Development: A Case Study of the IRAS and TechCo". *IFIP 2004* (2004) (IFIP 2004, 15 - 17 Jul 2004)
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45. Mayasandra, R N and S L Pan*, "Expressions of Group Identities in a Strategic KM Implementation". *Pacific Conference on Information Systems* (2004) (Pacific Conference on Information Systems, 8 Jul - 11 Aug 2004)
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46. Liu*, X and H H Teo, "Impact of Telepresence on Consumer Learning: A Consumer Information Processing Approach". *Proceedings of the 8th Pacific-Asia Conference on Information Systems* (2004): 1254-1268. China. (Proceedings of the 8th Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004)
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47. Yang*, X, L Yan*, C H Tan* and H H Teo, "What Motivates a Student to Participate in Electronic Discussion Forum: A Survey Study of Students' Participation Intention". *Proceedings of the 8th Pacific-Asia Conference on Information Systems* (2004): 701-712. China. (Proceedings of the 8th Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004)
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48. Yan*, L, C H Tan* and H H Teo, "The Dynamic Transformation of an Open Source Software Project Leader: A Micro-Organizational Behavioral Perspective". *Proceedings of the 8th Pacific-Asia Conference on Information Systems* (2004). China. (Proceedings of the 8th Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004)
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49. Sathish, S, S L Pan* and K S Raman, "Using Stakeholder Theory to Analyse Knowledge Sharing During ES Implementations". *Pacific Conference on Information Systems* (2004) (Pacific Conference on Information Systems, 8 Jul - 11 Aug 2004)
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50. Goh*, J M, C C D Poo and K Chang, "Incorporating Contextual Cues into Electronic Repositories". *Proceedings of the 8th Pacific-Asia Conference on Information Systems* (2004): 472-484 (Proceedings of the 8th Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004, Shanghai, China)
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51. Tang*, C, A M Kankanhalli and B C Y Tan, "Evaluation of Electronic Knowledge Repositories". *Pacific Asia Conference on Information Systems* (2004) (Pacific Asia Conference on Information Systems, 8 Jul 2004, Shanghai, China) (Rank 2).
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52. Bock*, G W and W L Ng, "A Leader's Influence on Members' Commitment in Non-Work Related Virtual Communities". *Proceedings of the Eighth PACIS*, ed. Chih-Ping Wei (2004). Shanghai: EC Research Center, Fudan Univ., China. (PACIS, 8 - 11 Jul 2004, Shanghai, China)
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53. Xu*, B and G W Bock, "ERP implementation: a technological diffusion and knowledge transfer perspective". *Proceedings of the Eighth of PACIS*, ed. Chih-Ping Wei (2004). Shanghai: EC Research Center, Fudan Univ., China. (PACIS, 8 - 11 Jul 2004, Shanghai, China)
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54. Cai*, S and Y Xu, "The Relationship of Online Customer Value, Satisfaction, and Loyalty: An Empirical Study". *the Proceedings of the The Eighth Pacific-Asia Conference on Information Systems* (2004). China. (Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004, Shanghai, China)
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56. Tan, C H, "Battle for Dominance in the Word-Processing Software Market in Korea: How and Why Microsoft tipped the market as an entrant? Is it by chance?". *Proceeding of the 8th Annual Pacific-Asia Conference on Information Systems* (2004): 1641-1653. Shanghai, China: Annual Pacific-Asia Conference on Information Systems. (Proceeding of the 8th Annual Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004, Shanghai, China)
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57. Gwee*, Y T and K L Hui, "The Influence of Technology on Internet Brand Loyalty: An Exploratory Study". *Proceedings of the Pacific Asia Conference on Information Systems* (2004) (Pacific Asia Conference on Information Systems, 8 - 11 Jul 2004, Oriental Riverside Hotel, Shanghai, China)
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58. Xu*, B and G W Bock, "Overcome knowledge barriers in ERP implementation". *APDSI* (2004) (APDSI, 1 - 4 Jul 2004, COEX Intercontinental Hotel, Seoul, South Korea)
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59. Kim, HW and HENDRY SUMILO Santoso*, "Understanding IT-enabled organizational change". *European Conference on Information Systems* (2004). Finland. (European Conference on Information Systems, 1 Jul 2004)
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60. Guo*, RUI and Y Xu*, "Determinants of Organizational Participation of Internet-Based Business-to-Business Electronic Marketplace". *The Proceedings of the Eighth Pacific-Asia Conference on Information Systems* (2004). Shanghai: PACIS. (Pacific-Asia Conference on Information Systems, 8 - 11 Jul 2004, Shanghai, China)
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61. Devadoss, P R and S L Pan*, "E-Governments as Adaptive Organizations: An Exploratory Case Study of Singapore's Management of SARS Outbreak". *IFIPWG 8.4* (2004) (IFIPWG 8.4, 18 - 19 Jun 2004, Salzburg, Austria)
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62. Tan, C W, E. T. K Lim*, S L Pan* and C M L Chan, "Conflicts in Knowledge Management: Visiting the Hidden Partner". *European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 - 16 Jun 2004, Turku, Finland)
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63. Mayasandra, R N and S L Pan*, "Consequences of Implementing Knowledge Management Initiatives in Different Organizational Subcultures". *European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 - 16 Jun 2004)
Publication no. 0190439
64. Sutanto*, J, C W Phang, A M Kankanhalli and B C Y Tan, "Towards a Process Model of Media Usage in Global Virtual Teams". *European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 Jun 2004, Turku, Finland) (Rank 2).
Publication no. 0189104
65. Wang*, X, M T K Tan, K K Wei and K S Raman, "The development of an Augmented Constrained-Efficiency Framework for the Adoption of Electronic Interorganizational Governance". *Proceedings of Twelfth European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 - 16 Jun 2004, Turku, Finland)
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66. Ho, X X and M T K Tan, "Leveraging Methodological Pluralism in interpretive IS research: The example of ERP as a complex phenomenon". *Proceedings of Twelfth European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 - 16 Jun 2004, Turku, Finland)
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69. Ng, M M T and M T K Tan, "Symbolic Processes in ERP versus Legacy Systems Support". *Proceedings of Twelfth European Conference on Information Systems* (2004) (European Conference on Information Systems, 14 - 16 Jun 2004, Turku, Finland)
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