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Education

Ph.D. in Information Systems, National University of Singapore.

Thesis Title: Understanding Contribution and Seeking Behavior in Electronic Knowledge Repositories
(winner of ACM SIGMIS Best Doctoral Dissertation Award)

M.S. in Electrical Engineering, Rensselaer Polytechnic Institute, Troy, New York, U.S.A.

B. Tech. in Electrical Engineering, Indian Institute of Technology, New Delhi, India.

Academic Experience

Jan 2010 – present: Associate Professor, Dept. of Information Systems, National University of Singapore

July 2004 - Dec 2009: Asst. Professor, Dept. of Information Systems, National University of Singapore

Jan 2004 - June 2004: Visiting Scholar, Haas School of Business, University of California Berkeley

Jan 1999 - Dec 2003: Fellow, Teaching Assistant, Research Assistant, Dept. of Information Systems, National University of Singapore

Industry Experience

1997 - 1998: Project Consultant, Multimedia Systems Laboratory, Supercomputer Education and Research Centre, Indian Institute of Science, Bangalore, India.

1990 - 1996: R & D Engineer, Institute of Systems Science, Singapore.

Research Interests

- Knowledge management, IT innovation adoption and change management, IT-enabled innovation in service sectors (e.g., Government, Healthcare)

Publications

34 journal papers, 72 conference papers, 18 book chapters

Journal Publications:

1. Bok, H.S., A. Kankanhalli, K.S. Raman, and V. Sambamurthy (forthcoming), “Revisiting Media Choice: A Behavioral Decision-Making Perspective”, *International Journal of e-Collaboration*, Best Paper Nominee.
2. Kim, H.W., H.C. Chan, and A. Kankanhalli (forthcoming), “What Motivates People to Purchase Digital Items on Virtual Community Websites? The Desire for Online Self-presentation”, *Information Systems Research*.

3. Kankanhalli, A., L.G. Pee, G.W. Tan, and S. Chhatwal (2012), "Interaction of Individual and Social Antecedents of Learning Effectiveness: A Study in the IT Research Context", *IEEE Transactions on Engineering Management*, 59(1), 115-128
4. Yang, Z., B.Y. Ng, and A. Kankanhalli (2012) "Workarounds in the Use of IS in Healthcare: A Case Study of an Electronic Medication Administration System", *International Journal of Human Computer Studies*, 70(1), 43-65
5. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2011), "Eliciting a Sense of Virtual Community among Knowledge Contributors", *ACM Transactions on Management Information Systems*, 2(3), 14.
6. Kankanhalli, A., O.K. Lee, and K. Lim (2011), "Knowledge Reuse through Electronic Repositories: A Study in the Context of Customer Service Support", *Information and Management*, 48(2-3), 106-113.
7. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2011), "Deriving IT-Mediated Task Coordination Portfolios for Global Virtual Teams", *IEEE Transactions on Professional Communication*, 54(2), 133-151.
8. Xu, Y., H.W. Kim, and A. Kankanhalli (2011), "Task and Social Information Seeking: Whom Do We Prefer and Whom Do We Approach?" *Journal of Management Information Systems*, 27(3), 211-240.
9. Pee, L.G., A. Kankanhalli, and H.W. Kim (2010), "Knowledge Sharing in IS Development Projects: A Social Interdependence Perspective", *Journal of AIS*, 11(10), 550-575.
10. Phang, C.W., A. Kankanhalli, K. Ramakrishnan, and K.S. Raman (2010), "Customers' Preference of Online Store Visit Strategies: An Investigation of Demographic Variables", *European Journal of Information Systems*, 19, 344-358.
11. Pee, L.G., A. Kankanhalli, and V.C.Y. On Show (2010), "Bridging the Digital Divide: Use of Public Internet Kiosks in Mauritius", *Journal of Global Information Management*, 18(1), 15-38.
12. Phang, C.W., A. Kankanhalli, and R. Sabherwal (2009), "Usability and Sociability in Electronic Communities: A Comparative Study of Knowledge Seekers and Contributors", *Journal of AIS*, 10(10), 721-747. (Top 10 Downloads, AIS Electronic Library 11/30/2009)
13. Kim, H.W., and A. Kankanhalli (2009), "Investigating User Resistance to Information Systems Implementation: A Status Quo Perspective", *MIS Quarterly*, 33(3), 567-582.
14. Pee, L.G., and A. Kankanhalli (2009), "A Model of Organizational Knowledge Management Maturity based on People, Process, and Technology", *Journal of Information and Knowledge Management*, 8(2), 1-21.
15. Ng, B.Y., A. Kankanhalli, and Y. Xu (2009), "Studying users' computer security behavior using the health belief model", *Decision Support Systems*, 46(4), 815-825
16. Sutanto, J., A. Kankanhalli, J.Y. Tay, K.S. Raman, and B.C.Y. Tan (2008-2009), "Change Management in Inter-Organizational Systems for the Public", *Journal of Management Information Systems*, 25(3), 137-178.
17. Phang C.W., A. Kankanhalli, and C.Z. Ang (2008), "Investigating Organizational Learning in eGovernment Projects: A Multi-Theoretic Approach", *Journal of Strategic Information Systems*, 17(2), 99-123.
18. Phang, C.W., and A. Kankanhalli (2008), "A Framework of ICT Exploitation for E-Participation Initiatives", *Communications of ACM*, 51(12), 128-132.

19. Pillai, B.P., A. Kankanhalli, and K.S. Raman (2008), "Development of IT Clusters: A Study of Silicon Valley and Bangalore", *CSI Communications*, 32(2), 27-31.
20. Pee, L.G., I.M.Y. Woon, and A. Kankanhalli (2008), "Explaining Non-Work-Related Computing in the Workplace: A Comparison of Alternative Models", *Information and Management*, 45(2), 120-130.
21. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2007), "Conflict and Performance in Global Virtual Teams", *Journal of Management Information Systems*, 23(3), 237-274.
22. Woon, I.M.Y., and A. Kankanhalli (2007), "Investigation of IS Professionals' Intention to Practise Secure Development of Applications", *International Journal of Human Computer Studies*, 65(1), 29-41.
23. Phang, C.W., J. Sutanto, A. Kankanhalli, L. Yan, B.C.Y. Tan, and H.H. Teo (2006), "Senior Citizens' Acceptance of Information Systems: A Study in the Context of E-Government Services", *IEEE Transactions on Engineering Management*, 53(4), 555-569.
24. Bock, G.W., A. Kankanhalli, and S. Sharma (2006), "Are Norms Enough?: The Role of Collaborative Norms in Promoting Organizational Knowledge Seeking", *European Journal of Information Systems*, 15(4), 357-367.
25. Chan, M., I. M. Y. Woon, and A. Kankanhalli (2005), "Perceptions of Information Security at the Workplace: Linking Information Security Climate to Compliant Behavior", *Journal of Information Privacy and Security*, 1(3).
26. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2005), "Understanding Seeking from Electronic Knowledge Repositories: An Empirical Study", *Journal of the American Society for Information Science and Technology*, 56(11), 1156-1166.
27. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2005), "Contributing Knowledge to Electronic Knowledge Repositories: An Empirical Investigation", *MIS Quarterly*, 29(1), 113-143.
28. Kankanhalli, A., and B.C.Y. Tan (2005), "Knowledge Management Metrics: A Review and Directions for Future Research", *International Journal of Knowledge Management*, 1(2), 20-32.
29. Kankanhalli, A., B.C.Y. Tan, K.K. Wei, and M.C. Holmes (2004), "Cross-cultural Differences and Information Systems Developer Values", *Decision Support Systems*, 38(2), 183-195.
30. Kankanhalli, A., H.H. Teo, B.C.Y. Tan and K.K. Wei (2003), "An Integrative Study of Information Systems Security Effectiveness", *International Journal of Information Management*, 23(2), 139-154.
31. Kankanhalli, A., F. Tanudidjaja, J. Sutanto, and B.C.Y. Tan (2003), "Role of Information Technology in Successful Knowledge Management Initiatives", *Communications of ACM*, 46(9), 69-73.
32. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2002), "Managing Knowledge Workers: A Technological Perspective", *Journal of Information and Knowledge Management*, 1(1), 1-9.
33. Lee, C.M., and A. Kankanhalli (1995), "Automatic Extraction of Characters in Complex Scene Images", *International Journal of Pattern Recognition and Artificial Intelligence*, 9(1), 67-82.
34. Zhang, H.J., A. Kankanhalli, and S.W. Smoliar (1993), "Automatic Partitioning of Full-Motion Video", *Multimedia Systems*, ACM-Springer, 1(1), 10-28. This work has been acknowledged as pioneering research in the area of video processing and multimedia systems

Conference Publications and Presentations (underlined):

35. Taher, M., Yang, Z., and A. Kankanhalli (2012), "Public-Private Partnerships in E-Government: Insights from Singapore Cases," *Pacific Asia Conference on Information Systems*, Ho Chi Minh city, Vietnam.
36. Ye.,H., Kankanhalli, A., Huber, M, Blohm, I., Bretschneider, U., Goswami, S., Leimeister, J. M., Krcmar, H. (2012), "Collaboration and the Quality of User Generated Ideas in Online Innovation Communities," *Academy of Management Meeting*, Boston.
37. Yang, Z., A. Kankanhalli (2011), "Open Innovation in eGovernment: The Case for Open Data", pre-ICIS SIG eGov workshop, Shanghai.
38. Ng, B.Y., A. Kankanhalli, and J.W.L., Yip (2011), "Use of Healthcare IS by Multiple User Groups: An Empirical Study of a Medication Management System", *International Conference on Information Systems*, Shanghai.
39. Hua, Y., A. Kankanhalli, K.Y. Goh, and J. Sun (2011), "Investigating Value Co-Creation in Innovation of IT-enabled Services: An Empirical Study of Mobile Data Services", *International Conference on Information Systems*, Shanghai.
40. Kankanhalli, A., and Y. Hua (2011), "Investigating Value Co-Creation in Mobile Data Service Innovation", *ISES Global Conference of Service Excellence*, Singapore.
41. Hua, Y., and A. Kankanhalli (2011), "Leveraging Structural Holes for Innovation: The Moderating Effects of IT-Enabled Absorptive Capacity", *Pacific Asia Conference on Information Systems*, Brisbane.
42. Hua, Y., and A. Kankanhalli (2011), "Investigating Antecedents of IT-enabled Service Innovation", *Academy of Management Meeting*, San Antonio.
43. Ng, B.Y., A. Kankanhalli, K.K. Koo, and J.W.L., Yip (2011), "Mobile Messaging Services in Healthcare Organizations", *SRII Global Conference*, San Jose.
44. Saya, S., L.G. Pee, and A. Kankanhalli (2010), "The Impact of Institutional Influences on Perceived Technological Characteristics and Real Options in Cloud Computing Adoption", *International Conference on Information Systems*, St. Louis.
45. Ng, B.Y., A. Kankanhalli, K.K. Koo and J.W.L. Yip (2010), "Mobile Messaging in Healthcare Organizations: Investigating Use from a Power Perspective", *International Conference on Information Systems*, St. Louis.
46. Yip, J.W.L., B.Y. Ng, A. Kankanhalli, and K.K. Koo (2010), "Beep! Doc, You Have Messages", *Healthcare Information and Management Systems Society Asia10 Health IT Congress*, Daegu, South Korea.
47. Pee, L.G., Kankanhalli, A., Ong, L.L., and M.K. Vu (2010), "Antecedents and Impact of Knowledge Management Capability in Public Organizations", *Pacific Asia Conference on Information Systems*, Taipei (**Best Paper**)
48. Hua, Y., Kankanhalli, A., and Y. Feng (2010), "Why do they return help? Examining the motives of reciprocity in online communities", *Pacific Asia Conference on Information Systems*, Taipei (**Best Paper Nominee**)
49. Chew, B.H., Hua, Y., and A. Kankanhalli (2010), "From users' perspective: Exploring the value proposition in mobile data service innovation", *ISES Global Conference on Service Excellence*, Singapore.
50. Ho, Z.W., Chang, T.T., and A. Kankanhalli (2010), "The Impact of Individual Centrality and Helping on Knowledge Sharing: A Study of Fit", *Americas Conference on Information Systems*, Lima.

51. Pee, L.G. and A. Kankanhalli (2009), "Knowledge Management Capability: A Resource-Based Comparison of Public and Private Organizations", *International Conference on Information Systems*, Phoenix.
52. Phang, C.W. and A. Kankanhalli (2009), "How Do Perceptions of Virtual Worlds Lead to Enhanced Learning? An Empirical Investigation", *International Conference on Information Systems*, Phoenix.
53. Ng, B.Y. and A. Kankanhalli (2009), "IT Impact on Individual Work: A Study in the Context of Healthcare Services", *International Conference on Information Systems*, Phoenix.
54. Kankanhalli, A. and Kohli, R. (2009) "Does Public or Private Sector Matter? An Agenda for IS Research in E-Government", *PACIS 2009 Proceedings*, Hyderabad.
55. Hua, Y., and A. Kankanhalli (2009), "Assessing e-service performance: a customer value perspective", *Inaugural Global Conference on Service Excellence*, Singapore.
56. Kankanhalli A. (2008), "Research Opportunities in Service Systems", *SIG-SVC Workshop*, Paris.
57. Pee, L.G., A. Kankanhalli, H.W. Kim and H.S. Kok (2008), "Examining Knowledge Sharing in Information System Development Projects: A Social Interdependence Perspective", *International Research Workshop on IT Project Management*, Paris.
58. Sutanto, J., A. Kankanhalli, L. Peng, and B.C.Y. Tan (2008), "The Effects of OSS Community Network Configuration on OSS Success", *Organizations and Society in Information Systems (OASIS) Workshop*, Paris.
59. Pee, L.G., and A. Kankanhalli (2008), "Understanding the Drivers, Enablers, and Performance of Knowledge Management in Public Organizations", *International Conference on Electronic Government*, Cairo.
60. Tham, G.Z.C., L.G. Pee, A. Kankanhalli, and G.W. Tan (2008), "Turnover in Information Systems Development Projects: Managing Forgetting", *Pacific Asia Conference on Information Systems*, Suzhou, China. (**Best Paper Nominee**)
61. Phang, C.W., and A.Kankanhalli (2008), "E-Participation Research: Current State and Future Directions", *pre-ECIS Workshop on Egov Research*, Galway, Ireland.
62. Ng, B.Y., and A. Kankanhalli (2008), "Processing Information Security Messages: An Elaboration Likelihood Perspective", *Proc. European Conference on Information Systems*, Galway, Ireland.
63. Dutta, A., A. Kankanhalli, and R. Roy (2007), "The Dynamics of Sustainability of Electronic Knowledge Repositories", *Proc. International Conference on Information Systems*, Montreal.
64. Phang, C.W., A. Kankanhalli, Z. Chua, and K.Y. Goh (2007), "Investigating Participation in Online Policy Discussion Forums over Time: Does Network Structure Matter?" *Proc. International Conference on Information Systems*, Montreal.
65. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2007), "Business-IT Knowledge Integration in Offshore Software Requirement Analysis", *International Conference on Knowledge Management*, Vienna.
66. Pee, L.G., A. Kankanhalli, and T. Ravichandran (2007), "Knowledge Transfer between External IT Consultants and Business Professionals in IS Development - Impact of Social Interdependence", *Pacific Asia Conference on Information Systems*, Auckland.
67. Tang, Q., B.Y. Ng, and A. Kankanhalli (2007), "Individuals' Response to Security Messages: A Decision Making Perspective", *International Conference on Decision Support Systems*, AIS SIG-DSS, Kolkata, India.

68. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2006), "Investigating Task Coordination Effectiveness in Global Virtual Teams", *International Symposium of Information Systems*, Hyderabad, India.
69. Sutanto, J., and A. Kankanhalli (2006), "Investigating ICT-Mediated Task Coordination Modes in Global Virtual Teams", *Proc. International Conference on Information Systems*, Milwaukee.
70. Nguyen, T.L., A. Kankanhalli, L.G. Pee, and G.W. Tan (2006), "Managing Organizational Forgetting: Empirical Evidence from an Information Systems Implementation", *Organizations and Society in Information Systems (OASIS) Workshop*, Milwaukee.
71. Phang, C.W., C.Z. Ang, and A. Kankanhalli (2006), "A Structural Analysis of IT-induced Organizational Change in a Public Organization", *OCIS Division, Academy of Management*, Atlanta.
72. Phang, C.W., and A. Kankanhalli (2006), "Engaging Youths via E-Participation Initiatives: An Investigation in the Context of Online Policy Discussion Forum", *IFIP 8.2 Working Conference on Social Inclusion*, Ireland.
73. Pee, L.G., H.Y. Teah, and A. Kankanhalli (2006), "Development and Application of a General Knowledge Management Maturity Model", *Pacific Asia Conference on Information Systems*, Kuala Lumpur.
74. Phang, C.W., and A. Kankanhalli (2006), "Motivations for Individual's E-Participation", *Workshop on Understanding eParticipation at International Conference on Digital Government Research*, San Diego.
75. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2005), "Assessing and Resolving Suboptimal Outcomes in Global Virtual Team Task Coordination", *First International Conference on Management of Globally Distributed Work*, Bangalore.
76. Phang, C.W., and A. Kankanhalli (2005), "Organizational Culture, Learning, Politics, and Institutions: A Structural Framework of IT-Induced Organizational Change", *Proc. International Conference on Information Systems*, Las Vegas.
77. Sutanto, J., Kankanhalli, A., and B.C.Y. Tan (2005), "Task Coordination in Global Virtual Teams: A Study in the Context of Software Development", *Organizations and Society in Information Systems (OASIS) Workshop*, Las Vegas.
78. Lim, C.Y., A. Kankanhalli, and L. Land (2005), "Investigating Knowledge Reuse in IS Development: An Empirical Study in the Singapore context", *IS/IT in Asia Pacific Conference*, Las Vegas.
79. Phang, C.W., and A. Kankanhalli (2005), "A Research Framework for Citizen Participation via E-Consultation", *Americas Conference on Information Systems*, Omaha, NE.
80. Ong, A., G.W. Tan, and A. Kankanhalli (2005), "Team Expertise and Performance in Information Systems Development Projects", *Pacific Asia Conference on Information Systems*, Bangkok.
81. Chen, T., I.M.Y. Woon, and A. Kankanhalli (2005), "Impact of Security Measures on the Usefulness of Knowledge Management Systems", *Pacific Asia Conference on Information Systems*, Bangkok.
82. Rangamani, B., J.E. Fountain, S.L. Pan, H.W. Kim, K.S. Raman, and A. Kankanhalli (2005), "Structurational Analysis of e-Government (a Case from Andhra Pradesh in India)", *International Conference on e-Government*, Ottawa.
83. Phang, C.W., J. Sutanto, L. Yan, and A. Kankanhalli (2005), "Senior Citizens' Adoption of E-Government: In Quest for the Antecedents of Perceived Usefulness", *Hawaii International Conference on Systems Sciences*, Hawaii.

84. Sutanto, J., C.W. Phang, K.H. Huang, A. Kankanhalli, B.C.Y. Tan (2005), "Role Coordination in Global Virtual Teams", *Hawaii International Conference on Systems Sciences*, Hawaii.
85. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan (2004), "Task Coordination in Global Virtual Teams", *Proc. International Conference on Information Systems*, Washington D.C.
86. Lim, C.Y., A. Kankanhalli, and K.S. Raman (2004), "A Framework for Knowledge Reuse Success", *International Conference on Knowledge Management*, Singapore.
87. Tang, C., A. Kankanhalli, and B.C.Y. Tan (2004), "Evaluation of Electronic Knowledge Repositories", *Pacific Asia Conference on Information Systems*, Shanghai.
88. Basu, C., M.C. Holmes, B.C.Y. Tan, A. Kankanhalli, and K.K. Wei (2004), "A Proposed Framework for Cross-Cultural Differences and the Values of Information Systems Professionals", *Global Information Technology Management World Conference*, San Diego.
89. Sutanto, J., Phang, C. W., Kankanhalli, A., and Tan, B. C. Y. (2004), "Towards a Process Model of Media Usage in Global Virtual Teams", *European Conference on Information Systems*, Turku, Finland.
90. Raman K.S., A. Kankanhalli, and S. Venkataraju (2004), "Computer Assisted Learning Centers (CALC) in the Indian State of Karnataka", *Attaining the Millennium Goals in India: The Role of Public Policy and Service Delivery*, World Bank Conference, Delhi.
91. Sutanto, J., A. Kankanhalli, and Tan, B.C.Y. (2004), "A Conceptual Framework for Coordination in Global Virtual Teams", *Information Resources Management Association International Conference*, New Orleans, U.S.A.
92. Kankanhalli, A. and B.C.Y. Tan (2004), "A Review of Metrics for Knowledge Management Systems and Knowledge Management Initiatives", *Hawaii International Conference on Systems Sciences*, Hawaii.
93. Venkataraju, S., A. Kankanhalli, and K.S. Raman (2003), "Building the Digital Bridge: A Longitudinal Study of Community Learning Centres", *Proc. International Conference on Information Systems*, Seattle.
94. Woon, I. and A. Kankanhalli (2003), "Measures for Maximizing Information Systems Security in Organizations", *Proc. Workshop on Information Technology and Systems*, Seattle.
95. Tanudidjaja, F., A. Kankanhalli, and B.C.Y. Tan (2003), "Knowledge Integration in Global Virtual Teams", *Proc. Pacific Asia Conference on Information Systems*, Adelaide.
96. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2001), "Seeking Knowledge in Electronic Knowledge Repositories: An Exploratory Study", *Proc. Twenty-Second International Conference on Information Systems*, New Orleans.
97. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2001), "Seeking Knowledge in Electronic Knowledge Repositories", *ELab @ Insead Research Conference on Management in the Information Economy*, Singapore.
98. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2000), "Technology, Culture, and Conflict in Virtual Teams: A Case Study", *Proc. Eleventh Australasian Conference on Information Systems*, Brisbane. **(Best Paper Nominee)**
99. Wu, J.K., A. Kankanhalli, Y. Li, Z. Dong, and W. Zhang (1997), "NeuroVec: A Novel Map Digitization Technique", *Proc. MINDEF-NUS Joint R&D Seminar*.

100. Zhang, H.J., S.W. Smoliar, J. H. Wu, C. Y. Low, and A. Kankanhalli (1994), "A Video Database System for Digital Libraries", *Proc. Workshop on Digital Libraries: Current Issues*, Newark.
101. Kankanhalli, A., H.J. Zhang, and C.Y. Low (1994), "Using Texture for Image Retrieval", *Proc. International Conference on Automation, Robotics, and Computer Vision*, Singapore.
102. Zhang, H.J., Y. Gong, D. Patterson, and A. Kankanhalli (1994), "Moving Object Detection, Tracking and Recognition", *Proc. International Conference on Automation, Robotics, and Computer Vision*, Singapore.
103. Zhang, H.J., A. Kankanhalli, and S.W. Smoliar (1993), "Automated Temporal Segmentation of Video Sequences", *Proc. IEEE Workshop on Visual Signal Processing and Communications*, Melbourne, 191-194.
104. Zhang, H.J., A. Kankanhalli, and S.W. Smoliar (1993), "Automatic Video Partitioning and Indexing", **invited paper**, *Proc. IFAC World Congress*, Sydney, 209-212.
105. Ruan, L.Q., S.W. Smoliar, and A. Kankanhalli (1992), "An Analysis of Low-resolution Segmentation Techniques for Animate Video", *Proc. International Conference on Automation, Robotics, and Computer Vision*, Singapore, 1:CV, 16.3.1-16.3.5.
106. Chakraverti, A., and M.J. Chung (1988), "Routing Algorithm for Gate Array Macro Cells", *Proc. ACM/IEEE Design Automation Conference*, Anaheim, CA, 658-662.

Books:

- *ICT and Our Society* (2nd ed.), McGraw-Hill, Singapore, 2004. (with Yeo, G.K., Oh, L.B., Koh, C.H. and Santosa, P.I.)

Book Chapters:

107. Pee, L.G., A. Kankanhalli, and V.C.Y. On Show (2012), "ICT for Digital Inclusion: A Study of Public Internet Kiosks in Mauritius", *International Comparisons of Information Communication Technologies: Advancing Applications*, F.B. Tan (Ed.), IGI Global, Hershey, PA.
108. Phang, C.W. and A.Kankanhalli (2011), "A Service Systems Perspective of E-government Development", *Service Systems Implementation in the Service Science: Research and Innovations in the Service Economy Series*, Demirkan, H., Spohrer, J.C., Krishna, V. (Eds.), Springer.
109. Phang, C.W., and A. Kankanhalli (2010), "Emerging IT Infrastructures for E-Government: A Status Report on China, Japan, Singapore, and South Korea", *Electronic Government: Information, Technology, and Transformation in the Advances in Management Information Systems*, H.J. Scholl (Ed.), M.E., Sharpe, NY.
110. Lee, M.S., Sutanto, J., Kankanhalli, A. and Tan, B.C.Y. (2008) "Virtual Community Models in Relation to E-Business Models", in *Electronic Business: Concepts, Methodologies, Tools and Applications, vol II*, In Lee (Ed.), Idea Group, Hershey, PA.
111. Phang, C.W., and A. Kankanhalli (2008), "Current State and Future of E-Participation Research" in *Handbook of Research on Public Information Technology*, G.D. Garson and M. Khosrow-Pour (Eds.), Idea Group, Hershey, PA.
112. Lee, M.S., Sutanto, J., Kankanhalli, A. and Tan, B.C.Y. (2008) "Virtual Community Models in Relation to E-Business Models: Creating Value", in *Electronic Commerce: Concepts, Methodologies, Tools, and Applications*, S.A. Becker (Ed.), Idea Group Inc., Hershey, PA.

113. Kankanhalli, A., and B.C.Y. Tan (2008), "Knowledge Management Metrics: A Review and Directions for Future Research", in *Knowledge Management: Concepts, Methodologies, Tools, and Applications*, M. Jennex (Ed.), Idea Group Inc., Hershey, PA.
114. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2008) "Knowledge Producers and Consumers", in *Knowledge Management: Concepts, Methodologies, Tools, and Applications*, M. Jennex (Ed.), Idea Group Inc., Hershey, PA.
115. Pee, L.G., and A. Kankanhalli (2007) "Development of Knowledge Management Capability in an Institution of Higher Learning in Singapore", in *Knowledge Management: Singapore Perspectives*, S.N. Kan (Ed.), iKMS, Singapore.
116. Kankanhalli, A., L.G. Pee, and B.C.Y. Tan (2007), "Evaluation of Knowledge Management: A Review and Agenda for Future Research", in *Knowledge Management in Modern Organizations*, M.E. Jennex (Ed.), Idea Group Inc., Hershey, PA.
117. Kankanhalli, A., B.C.Y. Tan, and K.K. Wei (2007), "Communication Media and Knowledge Sharing in Global Virtual Teams", in *Global Entrepreneurship: Local Innovations and Value Creation*, R.A. Ajami and M.M. Bear (Eds.), Haworth Press: Binghamton, NY.
118. Phang, C.W., and A. Kankanhalli (2007), "Success Factors for Electronic Tax Filing in Singapore", in *E-Taxation: State and Perspectives*, J. Makolm and G. Orthofer (Eds.), Institute of Informatics in Business and Government, Linz, Austria.
119. Tang, Q., B.Y. Ng, and A. Kankanhalli (2007), "Individuals' Response to Security Messages: A Decision Making Perspective", in *Decision Support for Global Enterprises*, U. Kulkarni and D. Power (Eds.), Springer.
120. Phang, C.W., and A. Kankanhalli (2006), "Promoting Citizen Participation via Digital Government", in *Encyclopedia of Digital Government*, A. Anttiroiko and M. Mälkiä (Eds.), Idea Group Inc., Hershey, PA.
121. Sutanto, J., Phang, C.W., Kankanhalli, A., and B.C.Y. Tan (2006) "Towards a Process Model of Media Usage in Global Virtual Teams", in *Collaborating Virtually: Concepts & Applications*, ICFAI University Press, Hyderabad, India.
122. Lee, M.S., Sutanto, J., Kankanhalli, A. and Tan, B.C.Y. (2005) "Converting Online Community Visitors into Online Consumers", in *Encyclopedia of Virtual Communities and Technologies*, S. Gupta (Ed.), Idea Group Inc., Hershey, PA.
123. Zhang, H.J., A. Kankanhalli, and S.W. Smoliar (1995), "Automatic Partitioning of Full-Motion Video", in *A Guided Tour to Multimedia Systems and Applications*, IEEE Computer Society Press.
124. Zhang, H.J., S.W. Smoliar, J. H. Wu, C. Y. Low, and A. Kankanhalli (1994), "A Video Database System for Digital Libraries", in *Advance in Digital Libraries*, Lecture Notes in Computer Science, Springer-Verlag.

Research in Progress:

1. **Pee, L.G., A. Kankanhalli, G.W. Tan, and Tham G.Z.C, "Managing the Impact of Team Member Turnover in IS Development Projects"**
2. **Li, M., S.H. Kim, and A. Kankanhalli, "Organizational Adoption of User Innovation Ideas in Online Brand Communities"**
3. **Phang, C.W., A. Kankanhalli, and B.C.Y. Tan "What Motivates Contributors versus Lurkers? An Investigation of Online Policy Deliberation Forums", 2nd round ISR**

4. Hua Y., A. Kankanhalli and H.H. Teo, "User Generated Service Innovation: A Comparison between Potential and Actual User Innovators", 2nd round MISQ
5. **Ng, B.Y., A. Kankanhalli, J.T-Y. Lim, "Understanding the Process of Healthcare IT Pre-Adoption: A Case Study of Vital Signs Monitoring Systems"**
6. *Hua, Y., and A. Kankanhalli, "Leveraging Crowdsourcing for Value Co-Creation", 2nd round CAIS*
7. Ng, B.Y., and A. Kankanhalli, "Information Systems for Large-scale Event Management: A Case Study", 2nd round PAJAIS
8. Kim, H.W., Kankanhalli, A., Choi, S. "Examining Online Gifting as Symbolic Action: A Study in the Context of Social Network Services", 1st round MISQ
9. Sutanto, J., A. Kankanhalli, and B.C.Y. Tan, "Impacts of Centralization of OSS User Support Networks on OSS Success", 1st round IEEE-TOEM
10. Hua, Y., and A. Kankanhalli "Investigating Impacts of Design Autonomy and Creativity Tool Support: A Field Study of Mobile Data Services Innovation", 1st round ISR
11. **Yang, Z., B.Y. Ng, A. Kankanhalli, and J. Lim, "Analyzing the Enabling Factors of Organizational Adoption of Emerging Healthcare IS"**
12. **Sutanto, J., A. Kankanhalli, and B.C.Y. Tan, "Task Coordination in Globally Dispersed Software Development Teams"**

Invited Presentations

- Deriving Value from IT-enabled and Open Innovation, Auckland University of Technology, New Zealand, 2012
- Keynote Speaker, Iranian Knowledge Management Conference, 2012
- "Purchase of Digital Items in Online Communities", National Sun Yat Sen University, Taiwan, 2011
- "Envisioning IT-Enabled and Open Innovation", Korea University-NUS Management of Technology Workshop, Singapore, 2011
- "Mobile Messaging Services in Healthcare Organizations", *SRII Global Conference*, San Jose, 2011
- "Government 2.0 and E-participation", *MIS Asia & Computerworld eGovernment Seminar*, Singapore, 2010
- Panel on "Development and Trends of E-Business in Asia", *Asia Pacific Workshop on E-Business*, Taipei, 2009
- "Perspectives on E-participation", *GovTech*, Singapore, 2009
- "Research Opportunities in Service Systems", *IIEE Post Conference Symposium on Research and Practice Challenges in the Service Era*, Singapore, 2008
- "Enabling KM in Large Decentralized Organizations: A Case Study of an Institution of Higher Learning", *KMtalk.net*, Malaysia, 2008
- "Doing a Ph.D.: Why, How, and What Happens After?", *School of Computing*, NUS, Singapore, 2008

- "Building KM Capabilities Across a University", KM Singapore *Fourth Annual iKMS Practitioner's Conference*, 2007
- "Global Virtual Team Case Study", *Institute of Systems Science*, Singapore, 2007
- "IS in China", *Pacific Asia Conference on Information Systems*, Kuala Lumpur, 2006
- "The Singapore E-Government Context", *International Conference on Digital Government Research*, San Diego, 2006
- "Development of a General Knowledge Management Maturity Model", *Korean Knowledge Management Society Conference*, Seoul, 2006
- "Categorizing Unstructured Information", *Ark Group Workshop on Identifying and Managing Unstructured Information*, Singapore, 2006

Research Grants

Industry

- 2010 IBM Faculty Award (USD 40,000)
- 2008 Principal Investigator, Fostering Knowledge Sharing in Virtual Teams and Communities (Bosch: \$171,256)

Government

- 2012 Principal Investigator, Open Innovation through Virtual Knowledge Intermediaries (NUS: \$65,000)
- 2008 Principal Investigator, Role of Information and Communication Technologies in Governance (MOE: \$181,600)
- 2006 Principal Investigator, Knowledge management and IT implementation in public sector (NUS: \$37,379)
- 2004 Principal Investigator, Knowledge management systems and applications (NUS: \$41,666)

Overseas

- 2011 Collaborator, Investigating the Mechanisms of Improving Participation Quality in Tertiary Online Educational Forums (MOE PR China: \$70,000)

Teaching

Courses:

Executive Education:

- Foundations of Service Science
- Introduction to Knowledge Management

Undergraduate:

- Service Systems
- Information Organization
- Telecommunications for Business
- Information Systems: Theory and Practice
- Introduction to Computing
- Computing and Society

Graduate:

- Electronic Government
- Quantitative Methods for IS Research

Teaching Cases and Materials:

- IT For Quality Healthcare: The Case of Vital Signs Monitoring Systems Use (SGH and CGH)
- "To Debate or Not to Debate: Facilitating Active Learning in a Postgraduate Information Systems Module", *CDTLink*, 11(3), Nov 2007.
- Information and Communications Technology for Critical Event Management: The Singapore 2006 Project (Infocomm Development Authority)
- A Structural Analysis of IT-induced Organizational Change in a Public Organization (National Library Board)
- Change Management in Complex Inter-Organizational and Public Systems (EzLink, Land Transport Authority)
- Computer Assisted Learning Centers (CALC) in the Indian State of Karnataka (Azim Premji Foundation)
- "Trust, Controls, and Information Systems Security" in *Readings and Cases in the Management of Information Security*, M.E. Whitman & H.J. Mattord (Eds.), Course Technology, Thomson Learning. (with I. Woon)

Consulting Projects / Industry Partners

- IBM, Service Innovation
- National University Hospital,
 - Closed Loop Medication Management System
 - Electronic Medication Administration System
 - Web-based Messaging System
- Singapore General Hospital and Changi General Hospital, Vital Signs Monitoring System
- Bosch, SEA, Knowledge Sharing in Virtual Teams and Communities
- Infocomm Development Authority
 - IT For Quality Healthcare
 - Emerging Infrastructures & Technologies for e-Government
 - IPv6 Current State and Future Developments
- World Bank as part of the Millennium Development Goals on the Community Learning Center (CLC) initiative in Karnataka, India
- Virtual Team Studies with Barclays Capital, Standard Chartered
- Knowledge Management studies with industry partners AStar, CSC, Citibank, DSTA, Exxon Mobil, ITE, JTC, NLB, SCS, SPS.
- Electronic Government studies with CPF e-Withdrawal, EZ Link (LTA, SBS, TIBS, and SMRT), Feedback Unit.

Professional Service

- Membership and Service (Professional Association)

- AIS Member
- AIS Member of Finance Committee (2010 – present)
- AIS Women's Mentoring Program
- AIS SIGEGOV Nominating Committee
- AIS SIGSVC Country Representative
- Member of iKMS committee on KM Standards
- Member ICKM Council
- Member SSME Council (2009-present)
-
- OCIS Exco Member and International Representative at Large (2010 – present)
- OCIS Member of Best Paper Award Committee

- Grant Agency and Book Publisher

- External Reviewer, Academy of Finland Research Council
- External Reviewer, Hong Kong Research Grants Council
- External Reviewer, Canada Research Grants Council
- Editorial Advisory Board, Encyclopedia of Knowledge Management (2nd ed), IGI Global.
- Reviewer for Book Proposals, World Scientific Press
- Reviewer for Book Proposals, CRC Press, Taylor and Francis

- External Examiner

- PhD Thesis External Examiner, Auckland University of Technology
- PhD Thesis External Examiner, Australian National University
- PhD Thesis External Examiner, HEC Lausanne
- PhD External Panel Member, Queensland University of Technology

- Journal

Editor:

- Guest Editor, EJIS Special Issue on "Transforming Decision-Making Processes: The Next IS Frontier", 2012

Associate Editor:

- Associate Editor, MIS Quarterly, from Jan 2009 – Dec 2012
- Associate Editor, MIS Quarterly Special Issue on "Co-Creating IT Value: New Capabilities and Metrics for Multi-Firm Environments.", 2009

- Associate Editor, MIS Quarterly Special Issue on “Digital Business Strategy: Toward a Next Generation of Insights”, 2010
- Associate Editor, Journal of Information Privacy and Security, from Jan 2010
- Associate Editor, Information and Management, from Nov 2011

Editorial Board Member:

- IEEE Transactions on Engineering Management, 2009-present
- International Journal of Knowledge Management
- Journal of Database Management, 2010-present
- Journal of Global Information Management
- Journal of Information and Knowledge Management

Reviewer:

- California Management Review
- Communications of ACM
- Decision Support Systems
- Information Systems Research
- Journal of the Association for Information Systems
- Journal of Management Information Systems
- Management Science
- Omega

- Conference

Track Chair:

- Pacific Asia Conference on Information Systems (PACIS) 2013, Service Science and IS Track
- American Conference on Information Systems (AMCIS) 2012, Crowdsourcing Innovation, Knowledge, and Creativity in Virtual Communities Minitrack
- Pacific Asia Conference on Information Systems (PACIS) 2012, Service Science and IS Track
- Australasian Conference on Information Systems (ACIS) 2011, Crowdsourcing, Value Co-Creation, and Innovation in the Digital Economy Track
- International Conference on Information Systems (ICIS) 2011, Knowledge Management and Business Intelligence Track
- Pacific Asia Conference on Information Systems (PACIS) 2011, Knowledge Management and Business Intelligence Track
- International Conference on Information Systems (ICIS) 2010, Online Community and Group Collaboration Track
- Pacific Asia Conference on Information Systems (PACIS) 2009, Knowledge Management Track

- Pacific Asia Conference on Information Systems (PACIS) 2006, Electronic Government Track

Advisory Committee:

- International Conference ISCO (Intelligent Systems and Control), 2011

Doctoral Consortium Faculty:

- Pacific Asia Conference on Information Systems (PACIS) 2006

Junior Faculty Consortium Counselor:

- International Conference on Information Systems (ICIS) 2010

Faculty Mentor:

- OCIS International Paper Development PDW, AOM 2012
- OCIS International Paper Development PDW, AOM 2011
- OCIS-Sponsored PACIS paper development workshop, PACIS 2011
- OCIS International Paper Development PDW, AOM 2010

Associate Editor:

- International Conference on Information Systems (ICIS) 2012
- European Conference on Information Systems (ECIS) 2011
- OCIS, Academy of Management Meeting, 2010
- OCIS, Academy of Management Meeting, 2009
- International Conference on Information Systems (ICIS) 2009
- International Conference on Information Systems (ICIS) 2008
- International Conference on Information Systems (ICIS) 2007
- International Conference on Information Systems (ICIS) 2006

Program Committee:

- IFIP 8.6 Working Conference, Grand Successes and Failures in IT: Private and Public Sectors, 2013
- International Conference on Electronic Governance (ICEGOV) 2012
- International Conference on Knowledge Management (ICKM) 2011
- International Conference on Electronic Governance (ICEGOV) 2011
- International Conference on Services in Emerging Markets (ICSEM) 2011
- Service Modelling and Representation Techniques - SMART 2010
- International Conference on Services in Emerging Markets, (ICSEM) 2010
- International Conference on Knowledge Management (ICKM) 2010
- International Conference on Electronic Governance (ICEGOV) 2010
- INFORMS Conference on Information Systems and Technology (CIST) 2010
- INFORMS Conference on Information Systems and Technology (CIST) 2009

- IEEE/ACM International Conference on Information and Communication Technologies and Development (ICTD) 2009
- International Conference on Electronic Governance (ICEGOV) 2009
- International Conference on Electronic Commerce (ICEC) 2009
- International Conference on Knowledge Management (ICKM) 2009
- International Conference on Electronic Commerce (ICEC) 2008
- International Conference on Electronic Governance (ICEGOV) 2008
- International Conference on Knowledge Management (ICKM) 2008
- IEEE/ACM International Conference on Information and Communication Technologies and Development (ICTD) 2008
- International Conference on Knowledge Management (ICKM) 2007
- IEEE/ACM International Conference on Information and Communication Technologies and Development (ICTD) 2007
- International Conference on Knowledge Management (ICKM) 2006
- IEEE Innovations in Information Technology Conference 2006
- International Conference on Knowledge Management (ICKM) 2005
- First International Conference on Management of Globally Distributed Work (GDW) 2005
- Pacific Asia Conference on Information Systems (PACIS) 2005
- Pacific Asia Conference on Information Systems (PACIS) 2004
- Information Resource Management Association Conference (IRMA) 2004
- First Knowledge Management Conference in Asia Pacific (KMAP) 2004
- International Conference on Knowledge Management (ICKM) 2004

Reviewer

- ACM SIGGroup2001
- ICIS (2001, 2003, 2004, 2005)
- HICSS (2005, 2006)

University Service

- Assistant Dean, Undergraduate Studies (2011- present)
- Member Executive Masters Committee (2012)
- Member, MComputing Revision Comittee (2012)
- Member Exco, Felicitous Computing Institute (2011-present)
- Member School Exco (2011-present)
- Member URC Expert Panel - Informatics and Mathematics (2010 – present)

- Member Department Evaluation Committee (2010 – present)
- Member Department Exco (2009 – present)
- Felicitous Computing Institute Exco (2011 – present)
- Area Leader and Lab Coordinator, Service Systems Innovation (2008 – present)
- Dept. Pro-tem Committee (2011)
- SOC Summer School Organizing Committee (2011)
- Member Department Search Committee (2010 – 2011, 2012-present)
- Member School Curriculum Committee (2009 – 2011)
- SOC-Vietnam Workshop Coordination Committee (2009 – present)
- Member Graduate Studies Committee (2006- 2011)
- Member Discretionary Admissions Interview Board (2007- present)
- SOC-Open House Coordination (2009)
- PhD Curriculum Restructuring Committee (2009)
- Doctoral Qualifying Exam Coordinator (2007)
- Member School of Computing Annual Research Report Editorial Board (2006-2008)
- Member School of Computing Strategy Review Task Force (2006)

Awards

- IBM Smarter Planet Industry Skills Innovation Awards, 2010 (USD 10,000)
- IBM Faculty Award, 2010 (USD 40,000)
- Best Paper Award, PACIS 2010
- Most Popular Papers (top 10 downloads) in AIS Electronic Library
<http://aisel.aisnet.org/topdownloads.html> (11/30/09)
- Listed among Top 100 IS Researchers around the World, <http://www.vvenkatesh.com/ISranking/> 2009, 2010
- Listed among Leading Researchers in the Pacific Asia Region in Lin, A., and Gregor, S. (2009), “Publication Productivity in Information Systems 2003-2007”, Pacific Asia Journal of the Association for Information Systems, 1(1), 1-16.
- Best Paper Nominee, PACIS 2008, 2010
- Fast breaking paper in the field of Economics and Business, Feb 2007, Thomson ESI Essential Science Indicators
- Honorable mention (Runner-up) for Reviewer of the Year Award, MIS Quarterly 2005
- ACM SIGMIS Best Doctoral Dissertation Award at ICIS 2003.
- IDA Gold Medal and Prize for Best Thesis, 2003, School of Computing, National University of Singapore

- President's Graduate Fellowship 2002-2003, National University of Singapore.
- Dean's Graduate Award 2002, School of Computing, National University of Singapore.
- ICIS Doctoral Consortium Participant 2000, Brisbane, Australia.
- Rajiv Bambawale Award for Best B.Tech. Project in the Electrical Engineering Department, IIT, New Delhi, 1986.
- Merit Certificate under National Scholarships Scheme for performance in C.B.S.E. Class X Examination, 1980.

Media Mentions

- “Businesses Open Up to Social Innovation”, ZDNet Asia, August 2011,
<http://www.zdnetasia.com/businesses-open-up-to-social-innovation-62301486.htm>
- Students Worldwide to Collaborate on Projects to Improve Cities, Transportation and Health Care, IBM News, June 2011
<http://www.ibm.com/news/ph/en/2011/06/03/w176636k33285x84.html>
<http://www.smbworldasia.com/en/content/ibm-grant-helps-schools-address-real-world-challenges>
- “Are We There Yet”, MIS Asia, March-April 2010, p. 37
- “Welcome to Utube,” Straits Times, Nov 15, 2009
<http://www.asiaone.com/News/Education/Story/A1Story20091116-180148.html>
- “Govt, education bodies behind Silicon Valley of India,” Deccan Herald, Sept 12, 2008.
- “How Bangalore got inspiration from Silicon Valley,” Deccan Herald, Sept 11, 2008
- Article featured in ACM TechNews, Volume 7, Issue 844, September 21, 2005
"Understanding Seeking From Electronic Knowledge Repositories: A Empirical Study", Journal of the American Society for Information Science and Technology (2005) Vol. 56, No. 11, p. 1156; Kankanhalli, Atreyi; Tan, Bernard C.Y.; Wei, Kwok-Kee
- Leveraging on Knowledge, Knowledge Enterprise, April 2004.
- NUS Student Bags Prestigious Award, Straits Times, March 8, 2004.

Students

7 PhD theses as supervisor, 14 PhD theses as committee member/examiner, 5 M.S. theses as supervisor/committee member, Over 40 undergraduate theses as supervisor

Current graduate students:

- Yang Yang (Ph.D) Social Media and Web 2.0
- Yang Zhen Bin (Ph.D.) IT-Enabled Service Innovation
- Ye Hua (Ph.D.) Online Knowledge Brokering and Open Innovation

Past graduate students:

1. Ye Hua (Ph.D.) – first placement Lecturer, Univ. of Auckland

2. Ng Boon Yuen (Ph.D.) – first placement Lecturer, National University of Singapore
3. Pee Loo Geok (Ph.D.) – first placement Asst Professor, Tokyo Institute of Technology
4. Juliana Sutanto (Ph.D.) – first placement Asst. Professor, ETH, Zurich
5. David Phang Chee Wei (Ph.D.) – first placement Asst Professor, Fudan Univ., China
6. Surya Ramkumar (M.Comp.) - Citibank
7. Fransiska Tanudidjaja (M.S.) – Accenture

Thesis Committee:

1. Kamarul Hashim (Ph.D., Auckland University of Technology, external examiner)
2. Satish Krishnan (Ph.D.)
3. Ulysse Rosselet (PhD, HEC Lausanne, external examiner)
4. Nor Hidayati Zakaria (PhD, QUT, external examiner)
5. Faezah Karimi (Ph.D.)
6. Imran Ahmed (Ph.D, ANU, external examiner)
7. Sha Xiqing (Ph.D.)
8. Awie Foong (Ph.D.)
9. Melvyn Kuan (Ph.D.)
10. Ng Ee Hong (Ph.D.)
11. Sumeet Gupta (Ph.D.)
12. Ravishankar Mayasandra Nagaraj (Ph.D.)
13. Mamata Bhandar (Ph.D.)
14. Suparna Goswami (Ph.D.)
15. Khet Khet Oo Tha (M.S.)
16. Wang Chenyu (M.S.)
17. Brojo Pillai (M.S.)

Research Assistants :

1. Mahdieh Taher
2. Jolly Jacob
3. Ashley Markose
4. Wu Di