

Curriculum Vitae

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Tan Chuan Hoo (Dr.)

A. Education

2008 Doctor of Philosophy (Information Systems), NUS

2002 Master of Science (Information Systems) - Accelerated Masters, NUS

2001 Bachelor of Science (Computer and Information Sciences) - First Class Honours, NUS

2000 Bachelor of Science (Computer and Information Sciences) - Pass with Merit, Software Engineering Specialization, NUS

B. University Positions

2016.01~now Associate Professor (tenured), NUS

2014.07~2016.01 Associate Professor (tenured), City University of Hong Kong (CityU)

2008.08~2014.06 Assistant Professor, CityU

2005.07~2008.06 Instructor, NUS

2003.01~2005.06 Teaching Assistant, NUS

1.1 Research Profile

My primary research focus centers on digital transformation, particularly designing, deploying, and evaluating technological innovations. Through past and ongoing projects, I conduct comprehensive analyses and assessments of digital technologies utilizing various scientific methodologies (e.g., field experiments and mixed methods). These efforts aim to elucidate their roles in reshaping business operations and enhancing societal well-being. As new technologies and applications continue to emerge and evolve, I concentrate my inquiries on two key streams: digital commerce (i.e., the provision of digital services such as online shopping aids) and digital organization (i.e., ensuring operational efficiency and performance). This focus yields valuable insights into the implications of digital advancements, both within organizations and at their interfaces. Collaborative initiatives with public and private entities further amplify the impact and relevance of my research. Through these endeavors, I aim to deepen our understanding of the intersection between technology and organizational effectiveness and its broader societal implications.

A. Research indicators (as of March 1, 2025)

Google Scholar Citation Analysis

Citations	4,559 (all), 2,301 (since 2020)
h-index	32 (all), 25 (since 2020)
I10-index	66 (all), 40 (since 2020)

Peer-reviewed Publications

Journals	57 (all), 22 (since I joined NUS in 2016)
Top 5% Journal Publications by CiteScore	77.8% (5-year window from 2020~2024)
Conferences/Workshops	68 (all), 21 (since I joined NUS in 2016)

B. Research Awards

Journal Editorial Awards

2020	JAIS Reviewer Hall of Fame, Top reviewer with over 50+ papers reviewed
2016	Outstanding Associate Editor Award, MIS Quarterly
2016	Best Reviewer Award, Journal of the Association for Information Systems (JAIS)
2016	Outstanding Reviewer Award, Electronic Commerce Research and Applications
2015	Honorable Mention, JAIS

Research Awards

2023	Information Management Research Award, China Information Economics Society
2018	Best Paper Award, AIS SIGHealth
2014	Best 12 Research Papers at HCI International
2014	Best European Paper Nominee
2013	INFORMS ISS Design Science Award, Outstanding Design Science Project
2013	Best Conference Paper Nominee, the 17th PACIS
2006	Best Paper Award at World Congress on Intellectual Capital (WCIC)
2006	Dean's Graduate Award for Excellence in Research, NUS

C. Research Standing

Key Journal Editorial Board Activities

2023.01~now	Associate editor, Information Systems Research
2016.01~2020.12	Associate editor, MIS Quarterly
2017.01~2019.06	Associate editor, Electronic Commerce Research and Application
2012.02~2024.12	Editorial review board member, JAIS
2011.08~now	Editorial review board member, IEEE Transactions on Engineering Management

Key Conference Program Committee Activities

2026/23	Program co-chair, PACIS
2024	Doctorate consortium co-chair, PACIS
2015~2017	Program co-chair, HCI International (HCI in Business, Government, and Organizations)
2024	Track co-chair, International Conference on Service Science and Innovation (ICSSI)
2016/21/24	Track co-chair, ICIS
2011~8/20/21	Track co-chair, PACIS
2009~11/3~5/7~9/20	Associate editor, ICIS

D. Research Engagement with Industry

Collaboration

2022~now	Research on Digital Transformation of Primary Care with Alexandra Hospital, co-supervising Ms. Yuchen Wang (PhD candidate)
2020~now	Research on Digitalization for Disaster Response with non-profit organizations (including the United Nations and Indonesia's National Disaster Management Agency), supervising Ms. Puspa Indahati Sandhyaduhita (PhD candidate)
2021.06~2021.12	Research on Digitalization of Healthcare Services, with the Ministry of Defence of Singapore (MINDEF), co-supervised Mr. Ng Boon Wee (Master of Computing Student)
2020.12~2021.04	Research on Digital Inclusion – A study on the Hawkers Go Digital Scheme in Singapore, with the SG Digital Office from Singapore Infocomm Media Development Authority (IMDA), co-supervised Lucie Donne (Master of Computing Student)

Engagement

Nov 22, 2022	Invited expert panel member on digitization and automation, organized by the Singapore Accreditation Council
2020-12~2021.11	Digital transformation consultation for HaiDiLao Group

E. Research Grants

Principal Investigator

- [1] IT Use in Disaster Response Mission, AcRF Tier 1 (Jan 2023 ~ Dec 2025) – SG\$189,000
- [2] Garnering Open Source Development Contribution Through Firm and Community Partnership, AcRF Tier 1 (Jan 2020 ~ Dec 2022) – SG\$145,000
- [3] IT and Innovation: An Investigation of Small and Medium Enterprises, National University of Singapore, AcRF Tier 1 (Oct 2016 ~ Sep 2019) – SG\$116,000
- [4] Open Source Software Project and its Community of Projects and People: Implications on Innovation Performance, AcRF Tier 1 (March 2016 ~ February 2019) – SG\$150,000
- [5] SSRTG - RIDE (Research on Innovating in a Digital Economy), MOE Social Science Research Thematic Grant (SSRTG) (Oct 2018 ~ Sep 2021) – SG\$5,188,640 [*co-PI; co-lead thrusts 1 and 2 (out of 3 thrusts)*]

Co-Investigator

- [6] SIA-NUS Digital Aviation Corporate Laboratory - SG\$45 million [co-lead work package 2 on pilot competency assessment]
- [7] National Science Foundation of China, Technology-enabled Firm-Consumer Interaction in Online Professional Services: A Social Perception Perspective (RMB 400,000; 2024.08 ~ current; Huazhong University of Science and Technology)
- [8] National Science Foundation of China, 在线个性化定制系统的设计特性对消费者定制行为的影响研究 (RMB 2,152,000; 2014 ~ 2018; Renmin University as the hosting university)
- [9] Institutional partnership, Sino-Swiss Science and Technology Cooperation (IP-14-092009; 2010 ~ 2011)

F. Selected Major Publications

- [1] Wei, S. B., Ke, W. L., and Tan, C. H., "Routine and Innovative Use of Enterprise System: Intricacy of Change Management Levers, System Characteristics, and Regulatory Focus," **Information Systems Research**, forthcoming.
- [2] Bardhan, I., Kohli, R., Oborn, E., Mishra, A., Tan, C. H., Tremblay, M. C., and Sarker, S., "Human-Centric Information Systems Research on the Digital Future of Healthcare," **Information Systems Research**, editorial, March 2025.
- [3] Yu, T., Tan, C. H., Sia, C. L., Shi, Y., and Teo, H. H., "Healthcare Rural-Urban Access Inequality Challenge: Transformative Roles of Information Technology," **MIS Quarterly**, Vol. 46, Issue 4, 2022, 1937-1985. *(Information Management Research Award 2023, China Information Economics Society)*
- [4] Ke, W. L., Kang, L. L., Tan, C. H., and Peng, C. H., "User Competence with Enterprise Systems: The Effects of Work Environment Factors," **Information Systems Research**, Volume 32, Issue 3, 2021, 850-875.
- [5] Jiang, Q. Q., Tan, C. H., Sia, C. L., and Wei, K. K., "Followership in an Open-source Software Project and Its Significance in Code Reuse," **MIS Quarterly**, Volume 43, Issue 4, 2019, 1303-1319.
- [6] Tong, Y., Tan, C. H., and Teo, H. H., "Direct and Indirect Information System Use: A Multi-Method Exploration of Social Power Antecedents in Healthcare," **Information Systems Research**, Volume 28, Issue 4, December 2017, 690-710. *(Best Paper Award 2018, AIS SIGHealth)*
- [7] Li, M., Tan, C.H., Wei, K.K., and Wang, K.L. "Sequentiality of Product Review Information Provision: An Information Foraging Perspective," **MIS Quarterly**, Volume 41, Issue 3, September 2017, 867-892.
- [8] Tan, C. H., Sutanto, J., Phang, C. W., and Gasimov, A., "Using Personal Communication Technologies for Commercial Communications: A Cross-Country Investigation of Email and SMS," **Information Systems Research**, Volume 25, No. 2, June 2014, 307-327.
- [9] Sutanto, J., Palme, E., Tan, C. H., and Phang, C. W., "Addressing the Personalization-Privacy Paradox: An Empirical Assessment from a Field Experiment on Smartphone Users," **MIS Quarterly**, Volume 37, Issue 4, December 2013, 1141-1164.
- [10] Tan, C. H., Teo, H. H., Benbasat, I., "Assessing Screening and Evaluation Decision Support Systems: A Resource-Matching Approach," **Information Systems Research**, Volume 21, Issue 2, June 2010, 305-326.

1.2 Teaching Performance

A. Teaching Awards

- 2024 Faculty Teaching Excellence Award, NUS
- 2017 Faculty Teaching Excellence Award, NUS
- 2004 Faculty Best Teaching Assistant for the Year, NUS

B. Teaching (Lecture) Ratings

AY/Sem	Course	Class Size Feedback Response No.)	Feedback Score (Overall Effectiveness) <i>Full score of 5</i>	AY/Sem	Course	Class Size Feedback Response No.)	Feedback Score (Overall Effectiveness) <i>Full score of 5</i>
15/16 S2	IS6103 Design Science Research	10 (6)	4.625	19/20 S1	IS6002 Quantitative Methods for IS Research	12 (8)	5.0
16/17 S2	in Information Systems	10 (8)	4.5	20/21 S1		18 (14)	4.8
17/18 S1	IS5002 Digital Transformation	51 (25)	4.7	21/22 S1		10 (10)	4.8
18/19 S1		38 (17)	4.4	22/23 S1		11 (5)	5.0
19/20 S2		40 (24)	4.3	23/24 S1		23 (3)	5.0

20/21 S2		62 (26)	4.7	19/20 S2	IND5004 Digital Infrastructure and Transformation	38 (29)	4.7
21/22 S2		54 (26)	4.4	21/22 S2		68 (52)	4.5
22/23 S2		47 (24)	4.7	22/23 S2		63 (44)	4.4
23/24 S2		100 (43)	4.5	23/24 S2		78 (49)	4.5
17/18 S1	IL5204 Stakeholder Relationship	15 (7)	4.6	16/17 S1	IS3242 Software Quality Management	21 (11)	4.46
18/19 S1	Management in the IT Eco-system	10 (4)	4.5	18/19 S2	IS1103 IS Innovations in Organisations and Society	412 (147)	3.9

Average Student Feedback Score since joining NUS in 2016: 4.82/5.0 (PhD level), 4.53/5.0 (Master level), 4.18/5.0 (undergraduate level).

C. PhD Students Supervised and Placement

Name	Period	Role (Main/Co)	Placement (if known/ applicable)
Mariya Tsyganova	Graduated in fall 2023	Main	Accepted Assistant Professorship position from City University of New York, US, but could not secure a work visa; hence, had to pursue an industry job in Russia.
Aseem Pahuja	Graduated in winter 2021	Main	Lecturer (equivalent to Assistant Professor) at the University of Manchester, UK
Yuxin Huang	Graduated in Spring 2019	Main	Associate Professor at Soochow University, China
Lele Kang	Graduated Summer 2015	Co-supervisor (primary)	Assistant Professor at Nanjing University, China [Current: Professor at Nanjing University]
Qiqi Jiang	Graduated in Spring 2014	Co-supervisor (primary)	Assistant Professor at Tongji University, China [Current: Associate Professor at Copenhagen Business School, Denmark]
Liqiang Huang	Graduated in Fall 2013	Co-supervisor (primary)	Assistant Professor at Zhejiang University, China [Current: Professor at Zhejiang University]
Mengxiang Li	Graduated in Fall 2013	Co-supervisor (primary)	Lecturer (equivalent to Assistant Professor) at the University of Wollongong, Australia [Current: Associate Professor at Baptist University of Hong Kong]

D. Executive Workshop Teaching for Senior Management and Professionals

- [1] Digital Transformation – Leadership and Agility (2-day executive workshop, 20~21 September 2023)
- [2] Digital Transformation – Use Case Generation, Selection, and Prioritization (2-day executive workshop, 24~25 August 2023)
- [3] Digital Transformation – Getting It Right from the Start (1-day executive workshop, 10 August 2023)
- [4] BVI Fintech training Programme (1/2 day training tailored for British Islands, 14 March 2022)
- [5] APAC Leaders Digital Alliance (1-day program, organized by NUS LKY School of Public Policy for Corporate client: Microsoft, 01 December 2021)
- [6] Leadership Agility in the Digital Economy (2-day executive workshop for a corporate client: Howden, 14~15 October 2021)
- [7] Digital Transformation – Leadership and Agility (2-day executive workshop for corporate client: NCSS, 30 September ~ 1 October 2021)
- [8] Digital Transformation – Use Case Generation, Selection, and Prioritization (2-day executive workshop for a corporate client: NCSS, 23~24 September 2021)
- [9] Digital Transformation – Getting It Right from the Start (1-day executive workshop for a corporate client: NCSS, 16 September 2021)
- [10] Digital Transformation (1-day training for all AI Singapore employees, 2021.01)
- [11] Marketing Analytics on Digital Platforms – 3rd launch (3-day executive workshop for middle and senior managers, jointly conducted with ESSEC Business School, Singapore, 25-27 September 2013)

- [12] Marketing Analytics on Digital Platforms - 2nd launch (3-day executive workshop for middle and senior managers, jointly conducted with ESSEC Business School, Singapore, 1-3 April 2013)
- [13] How to boost marketing and sales through digital platforms (1-day executive workshop tailored for Resort World Sentosa, jointly conducted with ESSEC Business School, Singapore, 08 January 2013)
- [14] Marketing Analytics on Digital Platforms (3-day executive workshop for middle and senior managers, jointly conducted with ESSEC Business School, Singapore, 19-21 September 2012).

E. Research Seminar-based Teaching

- [1] Merging Research and Business Venture in Mobile Commerce – Theories and Practices (Ph.D. Students, ETH Zurich, April 2010)
- [2] Conducting Experiment for Information Systems Research – How to Apply to Mobile Commerce Study (Ph.D. students, ETH Zurich, November 2010)

1.3 Service Leadership

A. University Services

Research	
2024.10~2026.10	URC Expert Panel, NUS
2022.10~2024.09	URC Expert Panel for Accountancy, Business, Humanities and Social Science, NUS
2019.10~2022.09	Resident member of the URC Informatics and Mathematics (IM) Expert Panel, NUS
Education	
2016.07~2021.06	Curriculum Chair, DISA, NUS
Administrative	
2022.09~2024.08	NUS Project Prioritization Committee Member, NUS
2021.07~2024.07	Deputy Head (Research and Administration), DISA, NUS
2016.07~2021.06	Deputy Head (Degree Programs and Teaching), DISA, NUS

B. Industry Engagements

- July 23~24 2019 Invited panel moderator for 5th annual Chief Data & Analytics Officer Singapore on the topic of “Data Skills Recruitment Interactive – Bridging the Data Talent Gap- How Universities and Industry Can Partner to Unlock Deep Insights and Recruit, Develop and Retain Top Talent”
- 2018~2020.09 Business Excellence Assessor, Enterprise Singapore
- May 25~26 2019 Invited keynote speaker for Huawei ICT Competition 2018-19 Global Final and Award Ceremony at Huawei headquarters in Shenzhen, China
- 2018.03~2019.02 Distinguished Professional, Republic Polytechnic (primary role: to evaluate Diploma in Business Application’s curriculum)

C. Media Coverage

[Research]

- [1] Mastering the Beast that is the Company-wide IT System, NUS news (<https://www.comp.nus.edu.sg/features/2022-enterprise-systems-tan-chuan-hoo/>), 9 July 2022
- [2] Using Big Data to Understand Human Behavior, NUS news (<https://news.nus.edu.sg/using-big-data-to-understand-human-behaviour/>), 16 August 2021
- [3] Building Better IT Systems with Prof Chuan-Hoo Tan, NUS Computing (<https://www.comp.nus.edu.sg/news/features/2020-2018-tan-chuan-hoo/>), 01-March-2019.

[Education – Curriculum Design]

- [4] Times Higher Education Reveals Academia is Adopting Blockchain Technology, ETH News (<https://www.ethnews.com/times-higher-education-reveals-academia-is-adopting-blockchain-technology>), 08-Sep-2017.
- [5] NUS Computing and Standard Chartered to Equip Students with Digital Transformation Skills, MIS Asia (<https://www.mis-asia.com/tech/industries/nus-computing-and-standard-chartered-to-equip-students-with-digital-transformation-skills/>), 11-May-2017.
- [6] Standard Chartered, NUS Partner to Offer Digital Transformation Module, Fintech Innovation (<https://www.enterpriseinnovation.net/article/standard-chartered-nus-partner-offer-digital-transformation-module-1791370663>), 10-May-2017.
- [7] S’pore’s Tertiary Bodies Revamp Courses to Meet Needs of Future Economy, The Business Times (<http://www.businesstimes.com.sg/government-economy/spores-tertiary-bodies-revamp-courses-to-meet-needs-of-future-economy>), 28-Mar-2017.

Journal Article (57)

1. Bardhan, I., Kohli, R., Oborn, E., Mishra, A., Tan, C. H., Tremblay, M. C., & Sarker, S. (2025). Human-Centric Information Systems Research on the Digital Future of Healthcare. *Information Systems Research*, 36(1), 1-20. doi:10.1287/isre.2025.editorial.v36.n1
2. Burton-Jones, A., Tan, C. H., & Xiao, B. (2025). Navigating digital turbulence and seizing new possibilities: Special issue from the Pacific Asia Conference on Information Systems. *Information and Management*. doi:10.1016/j.im.2025.104158
3. Tong, Y., Tan, C. H., Sia, C. L., Shi, Y., & Teo, H. H. (2022). Rural-Urban Healthcare Access Inequality Challenge: Transformative Roles of Information Technology. *MIS Quarterly: Management Information Systems*, 46(4), 1937-1982. doi:10.25300/MISQ/2022/14789
4. Cui, T., Ye, J. H., & Tan, C. H. (2022). Information technology in open innovation: A resource orchestration perspective. *Information and Management*, 59(8). doi:10.1016/j.im.2022.103699
5. Cui, T., Tong, Y., & Tan, C. H. (2022). Open innovation and information technology use: Towards an operational alignment view. *Information Systems Journal*, 32(5), 932-972. doi: 10.1111/isj.12375
6. Huang, Y., Chen, Y., & Tan, C. H. (2021). Regulating new digital market and its effects on the incumbent market: Investigation of online peer-to-peer short-term rental. *Information and Management*, 58(8). doi:10.1016/j.im.2021.103544
7. Ke, W., Kang, L., Tan, C. H., & Peng, C. H. (2021). User competence with enterprise systems: The effects of work environment factors. *Information Systems Research*, 32(3), 860-875. doi: 10.1287/ISRE.2020.0989
8. Chen, Y., Huang, Y., & Tan, C. H. (2021). Short-term rental and its regulations on the home-sharing platform. *Information and Management*, 58(3). doi:10.1016/j.im.2020.103322
9. Sutanto, J., Jiang, Q., & Tan, C. H. (2021). The contingent role of interproject connectedness in cultivating open source software projects. *Journal of Strategic Information Systems*, 30(1). doi:10.1016/j.jsis.2020.101598
10. Kang, L., Tan, C. H., & Zhao, J. L. (2020). Do cognitive and affective expressions matter in purchase conversion? A live chat perspective. *Journal of the Association for Information Science and Technology*, 71(4), 436-449. doi:10.1002/asi.24254
11. Jiang, Q., Phang, C. W., Tan, C. H., & Chi, J. (2019). Retaining clients in B2B e-marketplaces: What do SMEs demand?. *Journal of Global Information Management*, 27(3), 19-37. doi: 10.4018/JGIM.2019070102
12. Jiang, Q., Tan, C. H., Sia, C. L., & Wei, K. K. (2019). Followership in an open-source software project and its significance in code ReUse. *MIS Quarterly: Management Information Systems*, 43(4), 1303-1319. doi:10.25300/MISQ/2019/14043

13. Yang, X., Tan, C. H., Li, Y., & Teo, H. H. (2018). Psychological paradox of game software trial. *Information and Management*, 55(5), 608-620. doi:10.1016/j.im.2018.01.002
14. Liu, Y., Tan, C. H., & Sutanto, J. (2018). A media symbolism perspective on the choice of social sharing technologies. *Electronic Commerce Research and Applications*, 29, 19-29. doi: 10.1016/j.elerap.2018.03.001
15. Purao, S., Bolloju, N., & Tan, C. H. (2018). A modeling language for conceptual design of systems integration solutions. *ACM Transactions on Management Information Systems*, 9(2). doi:10.1145/3185046
16. Huang, L., Tan, C. -H., Ke, W., & Wei, K. K. (2018). Helpfulness of Online Review Content: The Moderating Effects of Temporal and Social Cues.. *J. Assoc. Inf. Syst.*, 19, 3.
17. Tong, Y., Tan, C. H., & Teo, H. H. (2017). Direct and indirect information system use: A multimethod exploration of social power antecedents in healthcare. *Information Systems Research*, 28(4), 690-710. doi:10.1287/isre.2017.0708
18. Li, M., Tan, C. H., Wei, K. K., & Wang, K. (2017). Sequentiality of product review information provision: An information foraging perspective. *MIS Quarterly: Management Information Systems*, 41(3), 867-892. doi:10.25300/MISQ/2017/41.3.09
19. Kang, L., Jiang, Q., & Tan, C. H. (2017). Remarkable advocates: An investigation of geographic distance and social capital for crowdfunding. *Information and Management*, 54(3), 336-348. doi:10.1016/j.im.2016.09.001
20. Li, M., Wei, K. K., Tayi, G. K., & Tan, C. H. (2016). The moderating role of information load on online product presentation. *Information and Management*, 53(4), 467-480. doi: 10.1016/j.im.2015.11.002
21. Liu, Y., Tan, C. H., & Sutanto, J. (2016). Selective Attention to Commercial Information Displays in Globally Available Mobile Application. *Journal of Global Information Management*, 24(2), 18-38. doi:10.4018/JGIM.2016040102
22. Tan, C. H., Sutanto, J., & Tan, B. C. Y. (2015). Empirical investigation on relational social capital in a virtual community for website programming. *Data Base for Advances in Information Systems*, 46(2), 43-60. doi:10.1145/2795618.2795622
23. Kang, L., Wang, X., Tan, C. H., & Zhao, J. L. (2015). Understanding the Antecedents and Consequences of Live Chat Use in Electronic Markets. *Journal of Organizational Computing and Electronic Commerce*, 25(2), 117-139. doi:10.1080/10919392.2015.1033935
24. Goh, K. Y., Tan, C. H., & Teo, H. H. (2015). Stated choice analysis of conditional purchase and information cue effects in online group purchase. *Journal of the Association for Information Systems*, 16(9), 738-765. doi:10.17705/1jais.00410
25. Chan, H. C., Tan, C. H., & Teo, H. H. (2014). Data modeling: An ontological perspective of pointers. *Journal of Database Management*, 25(4), 17-37. doi:10.4018/JDM.2014100102
26. Phang, C. W., Sutanto, J., Tan, C. H., & Ondrus, J. (2014). Mobile social networking application viability: A research framework. *International Journal of Accounting and Information*

Management, 22(4), 321-338. doi:10.1108/IJAIM-04-2013-0028

27. Li, M., Jiang, Q., Tan, C. H., & Wei, K. K. (2014). Enhancing user-game engagement through software gaming elements. *Journal of Management Information Systems*, 30(4), 115-150. doi: 10.2753/MIS0742-1222300405
28. Tan, C. H., Goh, K. Y., Teo, H. H., & Yang, X. (2014). Response to buyout options in internet auctions. *IEEE Transactions on Engineering Management*, 61(2), 285-297. doi: 10.1109/TEM.2013.2282866
29. Wei Phang, C., Tan, C. H., Sutanto, J., Magagna, F., & Lu, X. (2014). Leveraging O2O commerce for product promotion: An empirical investigation in Mainland China. *IEEE Transactions on Engineering Management*, 61(4), 623-632. doi:10.1109/TEM.2014.2354056
30. Huang, L., Tan, C. H., Ke, W., & Wei, K. K. (2014). Do we order product review information display? How?. *Information and Management*, 51(7), 883-894. doi:10.1016/j.im.2014.05.002
31. Tan, C. H., Sutanto, J., Phang, C. W., & Gasimov, A. (2014). Using personal communication technologies for commercial communications: A cross-country investigation of email and sms. *Information Systems Research*, 25(2), 307-327. doi:10.1287/isre.2014.0519
32. Li, Y., Tan, C. H., & Yang, X. (2013). It is all about what we have: A discriminant analysis of organizations' decision to adopt open source software. *Decision Support Systems*, 56(1), 56-62. doi:10.1016/j.dss.2013.05.006
33. Tong, Y., Wang, X., Tan, C. H., & Teo, H. H. (2013). An empirical study of information contribution to online feedback systems: A motivation perspective. *Information and Management*, 50(7), 562-570. doi:10.1016/j.im.2013.02.009
34. Li, M., Huang, L., Tan, C. H., & Wei, K. K. (2013). Helpfulness of online product reviews as seen by consumers: Source and content features. *International Journal of Electronic Commerce*, 17(4), 101-136. doi:10.2753/JEC1086-4415170404
35. Li, Y., & Tan, C. H. (2013). Matching business strategy and CIO characteristics: The impact on organizational performance. *Journal of Business Research*, 66(2), 248-259. doi: 10.1016/j.jbusres.2012.07.017
36. Sutanto, J., Palme, E., Tan, C. H., & Phang, C. W. (2013). Addressing the personalization-privacy paradox: An empirical assessment from a field experiment on smartphone users. *MIS Quarterly: Management Information Systems*, 37(4), 1141-1164. doi: 10.25300/MISQ/2013/37.4.07
37. Li, Y., Tan, C. H., & Yang, X. (2013). OSS adoption: Organizational investment in internal human capital. *Journal of Computer Information Systems*, 54(1), 42-52. doi: 10.1080/08874417.2013.11645670
38. Huang, L., Tan, C. H., Ke, W., & Wei, K. K. (2013). Comprehension and assessment of product reviews: A review-product congruity proposition. *Journal of Management Information Systems*, 30(3), 311-343. doi:10.2753/MIS0742-1222300311

39. Jiang, Q., Tan, C. H., Phang, C. W., Sutanto, J., & Wei, K. K. (2013). Understanding Chinese online users and their visits to websites: Application of Zipf's law. *International Journal of Information Management*, 33(5), 752-763. doi:10.1016/j.ijinfomgt.2013.05.006
40. Li, Y., Tan, C. H., & Teo, H. H. (2012). Leadership characteristics and developers' motivation in open source software development. *Information and Management*, 49(5), 257-267. doi: 10.1016/j.im.2012.05.005
41. Tan, W. K., Tan, C. H., & Teo, H. H. (2012). Conveying information effectively in a virtual world: Insights from synthesized task closure and media richness. *Journal of the American Society for Information Science and Technology*, 63(6), 1198-1212. doi:10.1002/asi.22600
42. Tan, C. H., Sutanto, J., & Phang, C. W. (2012). An empirical assessment of second life vis-à-vis chatroom on media perceptual assessment and actual task performance. *IEEE Transactions on Engineering Management*, 59(3), 379-390. doi:10.1109/TEM.2010.2089798
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