



**ICIS 2017**  
SEOUL · KOREA

*Transforming Society  
with Digital Innovation*

Coex, Seoul

2017. 12. 10 ▶ 12. 13

# Welcome to Seoul

Dear friends and colleagues of the AIS Community:

It is our great pleasure to welcome you for ICIS 2017 to Seoul, a vibrant city that has been the capital city of Korea, for more than 600 years! ICIS 2017 promises to be an exciting and intellectually stimulating event, with a program that features 406 paper presentations and 42 ancillary meetings of SIGs and chapters. The conference is also introducing a number of innovations. We are inaugurating the first paper-a-thon with 46 papers where co-authors will meet and create new knowledge in real-time, during the conference. In addition to the continuing tradition of the doctoral consortium, the conference includes a doctoral student corner and doctoral student reunion for the first time. The junior faculty consortium, mid-career faculty workshop, and senior scholar's college will help colleagues at every stage of career development. We hope that the diverse spectrum of activities at ICIS 2017 will be an invaluable experience, enriching your interactions and knowledge exchange, and providing numerous opportunities to renew old relationships and build new ones.

The theme of ICIS2017 is "Transforming Society with Digital Innovation." All countries across the globe are moving in this direction. Korea has also been growing fast based on its manufacturing and operational capability for the past 50 years, and the Korean government and companies have expended considerable effort in developing digital capability to make the country grow further to benefit its citizens. Germany has initiated the industry 4.0 and platform industry 4.0, the U.S.A. has launched Advanced Manufacturing Partnership, and Japan developed policies such as smart society 5.0 and 'JAPAN is BACK.' This trend reflects the understanding of and acknowledgement by government in that the digital capability is the most important resource to enable change in societies and accelerate future growth. We as conference chairs hope that ICIS 2017 in Seoul will be the venue for discussing these issues related to the digitalization of everything and its impact on societal changes.

In Korea, you will be struck by the fascinating development of the city from a rural economy to a highly industrialized and urban center, where the old and the new co-exist. We hope that you will enjoy Korea's acclaimed hospitality, history, culture and friendliness, along with its wide range of excellent restaurants, pubs and entertainment such as Gangnam style. The scholars of the Korean Society of Management Information System have been looking forward to hosting ICIS and are delighted to have this opportunity now to welcome you here. We hope you also have an opportunity to learn about and enjoy the Korean style life even through the brief time period of the conference.

This conference is the fruit of the hard work of many volunteers who have worked tirelessly over the past 18 months. We are extremely grateful to our dedicated program co-chairs, doctoral consortium co-chairs, junior faculty consortium co-chairs, ancillary meeting chairs, and the terrific team of track chairs, associate editors, reviewers, AIS Leadership Team and staff, meeting planners and volunteers who have given hours of their time to bring together all the pieces of the ICIS experience. We do not list all of their names here due to the lack of space, but please take a moment to thank them for their wonderful service to the ICIS community.

We are also extremely grateful to our sponsors for their financial support of the conference. Without their generous assistance, many of the amenities that the conference features would not have been possible. Please join us in thanking them.

Above all, we would like to thank you for making the long journey to Seoul to join this celebration of our community. We truly hope that ICIS 2017 will be both rewarding and memorable, and your experience here will bring you back to Seoul!

Yong Jin Kim  
Sogang University

Ritu Agarwal  
University of Maryland

Jae Kyu Lee  
KAIST and Yonsei University

# ICIS 2017 Conference Committee

## Conference co-chairs

Yong Jin Kim, Sogang University  
Ritu Agarwal, University of Maryland  
Jae Kyu Lee, KAIST and Yonsei University

## Program co-chairs

Christina Soh, Nanyang Technological University  
Ola Henfridsson, University of Warwick  
Youngjin Yoo, Case Western Reserve University

## Local Coordinating Team

Seung Hye Jin, Sogang University  
Nan-Hee Jung, Sogang University

## Doctoral Consortium co-chairs

Guy Gable, Queensland University of Technology  
Varun Grover, University of Arkansas

## Junior Faculty Workshop co-chairs

Alain Pinsonneault, McGill University  
Kunsoo Han, McGill University

## Local Organizing Committee

Hee-Woong Kim, Yonsei University  
Kyoung Jun lee, Kyung Hee University  
Il Im, Yonsei University  
Sung-Byung Yang, Kyung Hee University  
Jae-Yeol Son, Yonsei University

## Poster Chair

Hyunjeong Kang, Hongik University

## Digital Communications co-chairs

Sung Hun Chung, University of Queensland  
Byung Gu Choi, Kookmin University

## Ancillary Meeting co-chairs

Jae Yun Moon, Korea University  
Lakshmi Iyer, Appalachian State University  
Ryan Wright, University of Virginia

## Review Coordinator Chair

Yongsuk Kim, Hong Kong University of Science and Technology

## Social Arrangements

Jung Hoon Moon, Seoul National University

## Volunteer Coordinator

Young Ok Kwon, Sookmyung Women's University

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Jae-In Oh, Dankook University  
Nam Jae Cho, Hanyang University  
K. T. Hwang, Dongguk University  
Sang-Yong Tom Lee, Hanyang University

## Treasurer

Seung Hye Jin, Sogang University

# Schedule at a Glance

## Registration

*Conference Room South 300 Lobby*

Friday, Dec 8.	3:00 PM to 6:00 PM
Saturday, Dec 9.	7:00 AM to 6:00 PM
Sunday, Dec 10.	7:30 AM to 8:00 PM
Monday, Dec 11.	7:00 AM to 6:00 PM
Tuesday, Dec 12.	8:00 AM to 6:00 PM
Wednesday, Dec 13.	8:00 AM to 11:00 AM

## Friday, December 8

Time	Event	Location
8:30 AM	11:00 AM AIS Executive Committee Meeting	Intercontinental Seoul Coex Hotel - Apollo (30F)
1:00 PM	6:00 PM Bright Internet Global (BIG) Summit	Grand Ballroom 103
9:00 AM	6:00 PM AIS Council Meeting	Intercontinental Seoul Coex Hotel - Apollo (30F)

## Saturday, December 9

Time	Event	Location
7:30 AM	5:00 PM OASIS (Organization and Society in Information Systems)2017 Workshop	308
8:00 AM	5:00 PM SIGOPEN Pre-ICIS Workshop	301A
8:00 AM	6:00 PM Workshop on Information Security and Privacy (WISP) 2017	308C
8:30 AM	5:00 PM AIS Council Meeting	Intercontinental Seoul Coex Hotel - Apollo (30F)
9:00 AM	12:00 PM SIG Culture Workshop	301B
9:00 AM	6:00 PM Bright Internet Global (BIG) Summit	307AB
9:00 AM	6:00 PM Pre-ICIS Workshop on Accounting Information Systems	311
10:00 AM	12:00 PM Meeting of MENA Chapter of AIS	318
1:00 PM	11:59 PM Paper-a-Thon – continues until 1:00 PM, Sunday	317
2:00 PM	5:00 PM IRWITPM (12th Annual Research Workshop on Information Technology Project Management)	301B
5:30 PM	9:00 PM SIGMIS Forum and Reception	307C
6:30 PM	8:30 PM SIGOPEN Business Meeting	301A

## Sunday, December 10

Time	Event	Location
12:00 AM	3:00 PM Paper-a-Thon - continues from 1:00 PM, Saturday	317
7:30 AM	1:30 PM AIS SIGED International Conference on IS Education and Research	325
7:30 AM	6:00 PM SIG GlobDev 10th Annual Pre-ICIS Workshop	320
8:00 AM	6:00 PM Bright Internet Global(BIG) Summit	307AB
8:30 AM	1:00 PM Artificial Intelligence and Cognitive Systems Applications	324A
8:30 AM	6:00 PM Pre-ICIS Workshop on e-Government	307C
9:00 AM	12:00 PM Mid-Career Faculty Workshop	310
9:00 AM	12:00 PM AMCIS Executive Committee	E2

9:00 AM	3:00 PM	DIGIT 2017 Workshop	208B
9:00 AM	3:00 PM	SIGGIS pre-ICIS Workshop on Location Analytics	314
9:00 AM	5:00 PM	SIG Enterprise Systems Pre-ICIS Workshop 2017	324B
9:00 AM	5:30 PM	Junior Faculty Consortium	E5
9:00 AM	5:30 PM	CNoW (Changing Nature of Work with ICT)	E6
9:00 AM	6:00 PM	The 16th Annual Pre-ICIS Workshop on HCI Research in MIS	318AB
9:00 AM	6:00 PM	SIGDSA: Analytics for Societal and Organizational Transformations	308B
9:30 AM	4:00 PM	Service Science: Towards Digital Service Innovation	311
10:00 AM	12:00 PM	EJIS Editorial Board Meeting	321
10:00 AM	4:00 PM	SIM MISQE Academic Workshop	318C
10:00 AM	5:00 PM	JPAIS/JASMIN International Meeting 2017	E3
11:30 AM	1:00 PM	MIS Quarterly Awards Luncheon	201
1:00 PM	5:00 PM	ICIS Executive Committee	E2
1:00 PM	5:30 PM	JAIS Theory Development Workshop	301A
1:00 PM	5:30 PM	Workshop on the Digitization of the Individual (DOTI)	308C
1:00 PM	5:30 PM	SIG Health Pre-ICIS Workshop	208A
1:30 PM	5:00 PM	MIS Quarterly Editorial Board	203
4:00 PM	8:00 PM	SIG on Big Data Application Annual Meeting	325
5:00 PM	6:00 PM	New Member Reception	201
5:30 PM	6:30 PM	ICIS 2018 Track Chair Meeting	208B
6:30 PM	8:00 PM	Welcome Reception	Grand Ballroom 101-105
8:00 PM	9:30 PM	Doctoral Consortium Reunion	201

## Monday, December 11

Time	Event	Location	
7:00 AM	9:00 AM	Early AM Coffee and Muffins	Coex – Lu Restaurant
7:00 AM	8:30 AM	AIS Community Leaders Breakfast Meeting	301A
7:30 AM	9:00 AM	CAIS Editorial Board Meeting	310A
7:00 AM	8:30 AM	THCI Editorial Board Meeting	324
9:00 AM	10:30 AM	Parallel Presentation Session 1	Various
10:30 AM	11:00 AM	Coffee Break	Conference Room South 3F Lobby
11:00 AM	1:45 PM	Keynote Session & Awards Lunch	Grand Ballroom 101-105
2:00 PM	3:30 PM	Parallel Presentation Session 2	Various
2:00 PM	4:00 PM	ICIS 2019 Committee Meeting	310
3:30 PM	4:00 PM	Coffee Break	Conference Room South 3F Lobby
4:00 PM	5:30 PM	Parallel Presentation Session 3	Various
4:00 PM	5:30 PM	JAIS Advisory Board Meeting	324
5:00 PM	6:00 PM	Past President's Reception	201
6:00 PM	8:00 PM	Appreciation Reception	TBD
6:30 PM	8:30 PM	Region 3 Scholars Reception	301A
6:30 PM	9:00 PM	MIS Quarterly Senior Editors Meeting	317C

## Tuesday, December 12

Time	Event	Location
7:00 AM	9:00 AM Early AM Coffee and Muffins	Coex – Lu Restaurant
7:00 AM	8:30 AM JAIS Editorial Board Meeting	208A
7:30 AM	8:30 AM Future Track Chair Meeting	208B
7:30 AM	9:00 AM AIS College of Academic Leadership Breakfast Meeting	311
7:30 AM	9:00 AM AIS Women's Networking Event	308
9:00 AM	10:30 AM Parallel Presentation Session 4	Various
9:00 AM	12:00 PM Digital Leadership Summit (formerly CIO Symposium)	307
9:30 AM	11:00 AM ICIS 2018 Committee Meeting	320
10:30 AM	11:00 AM Coffee Break	Conference Room South 3F Lobby
10:45 AM	11:45 AM PACIS 2019 Meeting	312
11:00 AM	12:30 PM Parallel Presentation Session 5	Various
11:30 AM	3:30 PM PACIS Executive Committee	208A
12:30 PM	2:00 PM Networking Lunch	Conference Room South 300 Lobby
12:00 PM	2:00 PM Information Systems Journal Editorial Board Meeting	324
2:00 PM	3:30 PM Parallel Presentation Session 6	Various
2:00 PM	4:00 PM AMCIS 2019 Committee Meeting	325
2:00 PM	4:00 PM ICIS 2020 Committee Meeting	320
3:30 PM	4:30 PM Coffee Break	Conference Room South 3F Lobby
4:00 PM	5:30 PM Parallel Presentation Session 7	Various
5:40 PM	7:00 PM Social Event Transportation	Coex North Gate
7:00 PM	10:00 PM Social Event	Floating Island at Hangang River See App for Details

## Wednesday, December 13

Time	Event	Location
7:00 AM	9:00 AM Early AM Coffee and Muffins	Coex – Lu Restaurant
9:00 AM	10:30 AM Parallel Presentation Session 8	Various
9:00 AM	6:00 PM Smart Fintech Seminar	308A
12:30 PM	6:00 PM KrAIS Workshop	318
9:00 AM	6:00 PM KMIS Conference 2017 Fall	307
10:30 AM	11:00 AM Coffee Break	Conference Room South 3F Lobby
11:00 AM	12:30 PM Parallel Presentation Session 9	Various
11:00 AM	12:30 PM Paper-a-Thon Winner Presentations	317C
11:00 AM	12:30 PM Senior Scholar's Forum	317B
12:00 PM	6:00 PM International Workshop on Grounded Theory Research	301A
12:30 PM	6:00 PM Social Inclusion Research Workshop	317A
12:45 PM	3 :45 PM Senior Scholar Lunch	317B
1:00 PM	5:00 PM MIS Quarterly Reviewer Development	308B
2:30 PM	4:00 PM College of Senior Scholars Annual Meeting	327BC

## Paper a Thon

**Saturday, December 9**

1:00 PM to 11:59 PM

Coex 317

**Sunday, December 10**

12:00 AM to 3:00 PM

## Exhibits

**Saturday, December 9**

2:00 PM to 5:00 PM

Conference Room South 3F Lobby

**Sunday, December 10**

9:00 AM to 6:00 PM

**Monday, December 11**

9:00 AM to 6:00 PM

**Tuesday, December 12**

9:00 AM to 5:30 PM

## Doctoral Student Corner

**Sunday, December 10**

4:00 PM to 6:00 PM

Coex 308A

**Monday, December 11**

9:00 PM to 6:00 PM

**Tuesday, December 12**

9:00 PM to 5:00 PM

## Career Connect

**Sunday, December 10**

10:00 AM to 6:00 PM

Coex 327

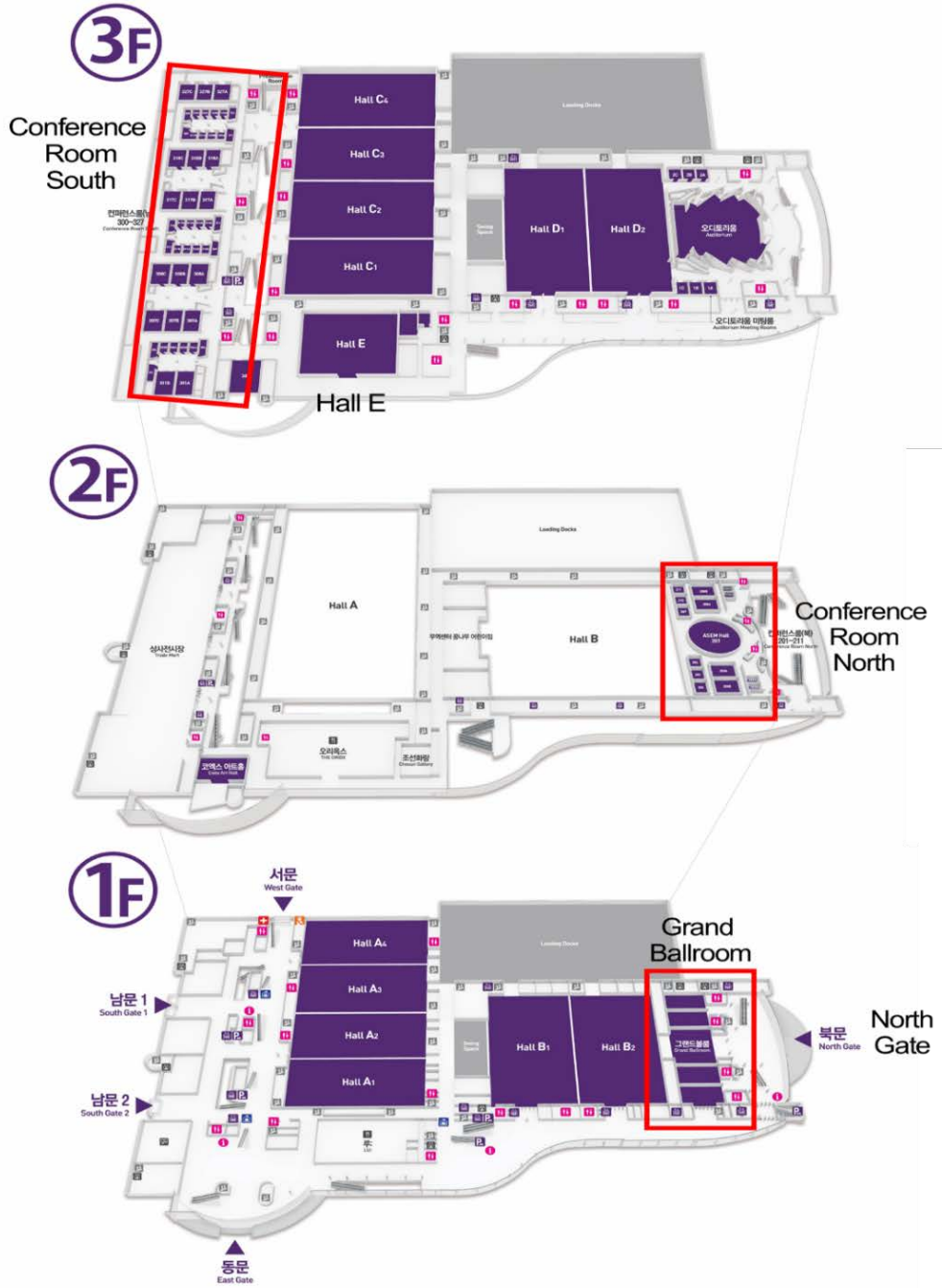
**Monday, December 11**

9:00 AM to 6:00 PM

**Tuesday, December 12**

9:00 AM to 5:00 PM

# COEX MAP





# COEX 3F Conference Rooms South



# Sponsors

Platinum

# Seoul



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Doctoral Consortium Reunion Sponsor

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Doctoral Consortium Reunion Sponsor

# Exhibitors

AIS's industry partners provide valuable resources and services you can use in your research, your classroom, and your career.

The Exhibit Hall will be held in the lobby of the third floor:

Sunday, December 10 2 p.m. to 6 p.m.

Monday, December 11 9 a.m. to 6 p.m.

Tuesday, December 12 10:30 a.m. to 5:30 p.m.



ASSOCIATION FOR  
INFORMATION SYSTEMS



**SPRINGER  
NATURE**



BLUECANVAS



**SOGANG UNIVERSITY  
Smart Fintech  
Research Center**

# Doctoral Student Corner

The doctoral student corner is a dedicated space for doctoral students attending the conference to orient to the ICIS experience and to connect with others in the field. This space will be available throughout the conference as a place for doctoral students to network and relax between conference events. All students are free to relax in the designated doctoral corner space through-out the conference.



## Schedule of Events

### Sunday

#### Kick-off

Drop by during the doctoral student corner kick-off and get information about our activities planned for the conference. If you're participating in the buddy-system, this is a great place to arrange to meet your buddies. Catch up with old friends and make some new ones before heading out to the conference welcome reception. Snacks and beverages provided for as long as they last.

### Monday

Meet and Greet – Start off ICIS 2017 with a Bingo!

Morning Break

Stop by during your break and meet other students, fill out your scavenger hunt cards, and take your selfies! We will also be holding Trivia Bingo with the chance of winning prizes! Past prizes have included Kindles and gift cards!

Talking Effectively about Your Teaching & Research

Afternoon Break

Stop by during your break and participate in some round table discussions or meet other students and fill out your scavenger hunt cards. The suggested round table topic of this break is how the job application and interview process works when applying to academic positions, as well as what institutions look for in a candidate. Various faculty will be around to contribute to the discussion.

### Tuesday

The Job Application and Interview Process

Morning Break

Submissions to ICIS 2017 must be original; submissions cannot have been published or accepted in a journal or conference proceedings, nor presented at another conference. Further, submissions must not be concurrently under consideration for publication or presentation elsewhere. If your paper has previously been published as a working paper or a pre-print, you will be asked to describe this as part of the submission process.

Closing Remarks and Prize Drawing

Afternoon Break

As the doctoral student corner draws to a close, we invite everyone to stop by for the closing remarks. Make sure to get your completed scavenger cards in, as well as your pics of you and your buddy at the Doctoral Student Corner, as we'll do the big drawing for our prizes!!

# How to Access Information About ICIS 2017

Check out the ICIS 2017 App! This app includes networking, schedules, social media and much more at the palm of your hand! Visit the web version of the ICIS 2017 mobile app or download it today! <https://event.crowdcompass.com/2017icis>

To Download:

For Apple:

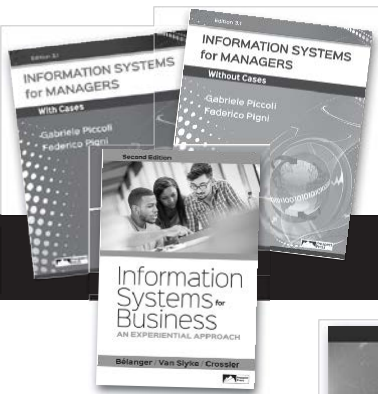
- 1) Type <https://crowd.cc/s/1cWZe> in web browser
- 2) Click "Download iPhone/iPad App" to load Apple's App Store and download the app.

For Android:

- 1) Type <https://crowd.cc/s/1cWZe> in web browser
- 2) Click "Download Android App" to load the Google Play Store and download the app.

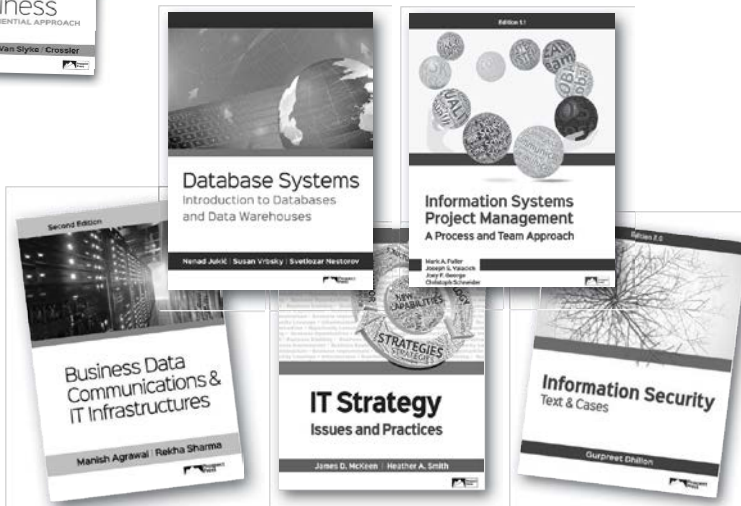
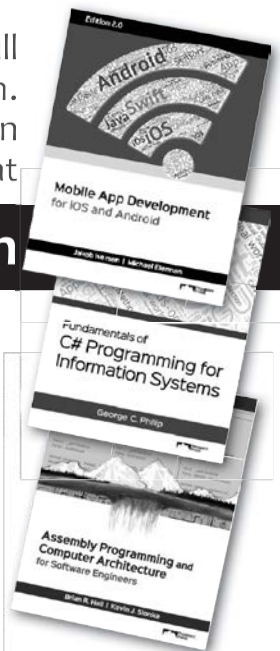
For Blackberry:

- 1) You'll be using the web version of the app. Open the web browser, click the BlackBerry menu button, select "Go To" and type <https://crowd.cc/2017icis>.



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## List of Doctoral Consortium participants

Liliane Ableitner	ETH Zurich	Vitali Mindel	Georgia State University
Jiye Baek	Boston University	Manja Nikolovska	University of Jyväskylä
Mark Bremhorst	University of Queensland	Mairead O'Connor	National University of Ireland, Galway
Wallace Chipidza	Baylor University	Khet Khet Oo Tha	University of New South Wales
Ruth Cruz	Catholic University of Korea	Mahya Ostovar Ravari	ESSEC Business School
Chaoqun Deng	Rensselaer Polytechnic Institute	Dandan Qiao	Tsinghua University
Ersin Dincelli	University at Albany, SUNY	Tapani Rinta-Kahila	Aalto University School of Business
Thomas Frick	Erasmus University	Narges Safari	Auckland University of Technology
Deepa Gopal	Case Western Reserve University	Carolina Salge	University of Georgia
Emmy Hoang	Singapore Management University	Sagar Samtani	University of Arizona
Yael Inbar	Tel Aviv University	Abdul Sesay	University of Colorado Denver
Lennart Jaeger agement & Law	German Graduate School of Man-	Kalina Staykova	Copenhagen Business School
Mina Jafarijoo	Washington state University	Martin Stojanov	Uppsala Universitet
Jinglu Jiang	HEC Montreal	Ruonan Sun	Australian National University
Tae Hun Kim	Michigan State University	Tianhui Tan	National University of Singapore
Yeong-in Kim	University of Texas at Dallas	Yang Wang	University of Utah
Eric Kwon	College of Business at Korea Advanced Institute of Science and Technology	Michal Gaziel Yablowitz	Bar-Ilan University
Sebastian Lins	University of Kassel	Mochen Yang	University of Minnesota
Chewei Liu	University of Maryland	Stella Zafeiropoulou	Lund University School of Economics and Management
Jake London	Clemson University	Melody Zou	City University of Hong Kong

# ICIS 2017 Keynote

Ji-Hoon Rim, CEO of Kakao



Since being named CEO of Kakao in September 2015, Rim has emphasized innovation in the use and development of information systems in various key business areas, particularly communication, commerce and advertising. Kakao's content business has also been a strong point for the company both domestically and inter-nationally. MelOn has solidified its position as the premier music streaming service in Korea, while Kakao Games' publishing arm has produced a number of blockbuster titles for both PC and mobile. Additionally, Kakao Japan's Piccoma has been an unqualified success, ranking among the highest-grossing and most downloaded content platforms in Japan. Through these efforts, Kakao reported record quarterly revenues for both second and third quarter of 2017.



Rim's concerted efforts to strengthen the company's signature platform Kakao Talk have produced meaningful results. Kakao Talk Store, a commerce channel that allows for effortless buying and selling utilizing the company's Plus Friend platform, is preparing for its official launch. In addition, users have quickly embraced the simple yet reliable shopping and delivery experience offered by Kakao Talk Order and Kakao Talk Mart, commerce services launched in early 2017. A reservation service that offers similar convenience is expected to launch within the year, as Kakao Talk continues to evolve into an all-in-one business solution.

Building a vibrant artificial intelligence platform has also been one of Rim's key focuses. Kakao's A.I. ecosystem is comprised of three major components. Kakao I, a comprehensive platform that serves as the brain, Kakao I Open Builder, which allows businesses and users to create custom AI services, and Kakao I Inside, an authentication mark for products and services utilizing Kakao I. The company is currently co-operating with several key partners, including Samsung Electronics and Hyundai/Kia Motors, to incorporate its A.I. technology into a wide variety of fields including automobiles, consumer electronics, home services, and brick and mortar stores, with plans to make Kakao I available to business of all sizes beginning next year.

Born in Seoul, Korea, Ji-Hoon Rim had an itinerant childhood as his father's job with a trading company took him around the globe from an early age. Before returning to Korea at the end of 1988, Rim lived in a number of diverse countries including Panama, Chile, Brazil, and the United States.

Inspired by Bill Gates and his world-changing innovations, Rim applied to the Korea Advanced Institute of Science and Technology (KAIST) and pursued his interest in science and engineering. After briefly majoring in Computer Science, Rim switched majors at his junior year and graduated with a B.S. in Industrial Engineering.

Rim worked as an IT analyst following graduation before moving to NHN (now Naver Corporation) to work in the budding tech industry. Soon after, he joined the Boston Consulting Group where he specialized in IT firms for over a year.

Due to his unique qualifications and extensive understanding of the tech industry, a chance meeting with a SoftBank Ventures executive led to a career in venture capital. As a VC, the chance to invest in innovative startups, and the collaboration required to achieve success were immediately attractive to Rim.

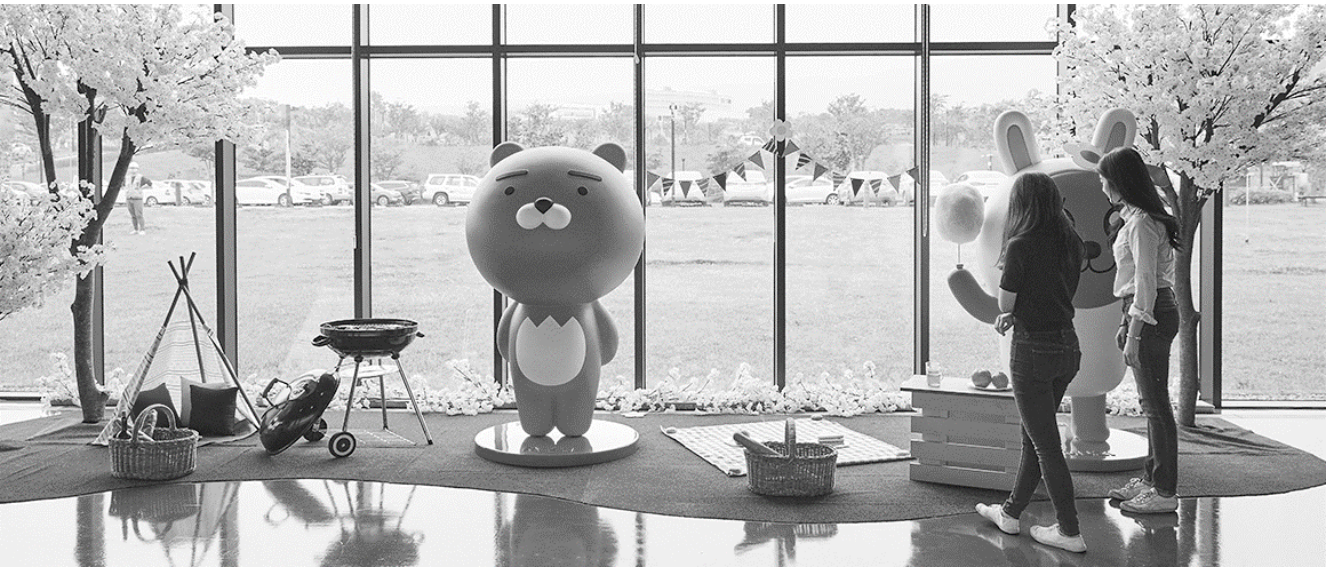
Rim first met Beom-Su Kim, the current Chairman of Kakao, during the company's acquisition of Lotiple, a company SoftBank had invested in. When Kim asked why Rim took a risk on a company that offered no services at the time of the investment, Rim's answer was "The main thing I look at when making an investment is the people".

Investing in people was, and is, a core belief shared by both men, and when Kim began K-Cube Ventures, Korea's first VC specifically focused on early stage startups, he tabbed Rim as the inaugural CEO.



“Connect Everything”

Innovating the way we connect for a better tomorrow



Kakao dreams of creating a more comfortable and exciting world by innovating the way we connect. We believe that we can make a better tomorrow by discovering ways to strengthen interpersonal connection and intensify connection between people and technology.

## KAKAO FRIENDS



# ICIS 2017 Conference Paper Session

Monday, December 11, 2017, 09:00-10:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T01-1	Transforming Society with digital Innovation: A technology focus	308B
T21-P1	Break Your Shackles! Emancipating Information Systems From The Tyranny of Peer Review	308C
T03-S1	IS and Economics - Incentive systems I	317A
T04-S1	E-business and E-government: Social Media and E-Commerce	317B
T05-S1	IS Curriculum & Education	317C
T06-S1	Peer-to-Peer and Crowd Markets - Crowdfunding	318A
T15-S1	Data Science, Decision analytics and Visualization: Predictive Analytics	318B
T08-S1	Digital Platforms, On-line Communities, and Open Governance: Knowledge Collaboration in Online Communities	318C
T10-S1	IS and Healthcare: Designing IT Tools for Healthy and Independent Lifestyles	307B
T22-S1	General Topics: Services and Systems	307C

Monday, December 11, 2017, 14:00-15:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T11-S1	Research Methods, Theorizing and Philosophy - 'Real' Concepts	308B
T13-S1	Human Behavior and IS - Teams and Networks	308C
T04-S2	E-business and E-government: Financial Technology in E-Business	317A
T14-S1	Strategy, structure, and organizational impacts of IT : Building IT Capabilities for Business Performance	317B
T16-S1	Service Science and IS: Service Innovation and Design	317C
T17-S1	HCI, Design Issues and Design Science Research: Design Issues	318A
T18-S1	Social Media and Digital Collaboration - Using SNS within the enterprise	318B
T19-S1	IT and Social Change - The Dark Side of IT	318C
Poster	Poster Slam A	307B
T12-S1	IS Development & Project Management: From Knowledge to Digital Innovation	307C

Monday, December 11, 2017, 16:00-17:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T09-S1	Security, Privacy & Ethics of IS: Privacy in the Digital Age	308B
T21-P3	Leadership and Online Communities	308C
T03-S2	IS and Economics - Incentive systems II	317A
T13-S2	Human Behavior and IS - Impact of Digitalization	317B
T22-S2	General Topics: Work Systems	317C
T06-S2	Peer-to-Peer and Crowd Markets - Social Factors in Electronic Markets	318A
T14-S2	Strategy, structure, and organizational impacts of IT: Operational Aspects of Digital Business Strategy	318B
T15-S2	Data Science, Decision analytics and Visualization: E-Commerce	318C
T10-S2	IS and Healthcare: EHR Use und Performance	307B
T12-S2	IS Development & Project Management: Managing Complex IT Projects and Networks	307C
Poster	Poster Session Group A	Hallway

## Tuesday, December 12, 2017, 09:00-10:30

ID	Title	Location
T01-S2	Transforming Society with digital Innovation: A community focus	308B
T21-P4	Social Inclusion in the AIS Community	308C
T03-S3	IS and Economics - Public policy	317A
T13-S3	Human Behavior and IS - Strategic Behavior and IS	317B
T04-S3	E-business and E-government: Auctions and interactive pricing	317C
T14-S3	Strategy, structure, and organizational impacts of IT: Competitive Initiatives and Strategic Alignment	318A
T08-S2	Digital Platforms, On-line Communities, and Open Governance: Innovation Strategies for Digital Platforms	318B
T18-S2	Social Media and Digital Collaboration – Communities and Networks	318C
T19-S2	IT and Social Change - Agency in IS and Social Change: Power Asymmetries and Identities	301B
T22-S3	General Topics: Trust and Assistance	301A

## Tuesday, December 12, 2017, 11:00-12:30

ID	Title	Location
T09-S2	Security, Privacy & Ethics of IS: Security Management in Organizations	308B
T21-P5	Digital "x" - A new tune for IS research or old wine in new bottles	308C
T13-S4	Human Behavior and IS - IS Acceptance and Usage	317A
T14-S4	Strategy, Structure, and organizational impacts of IT: Revisiting Business IT Alignment: Theoretical Thoughts	317B
T15-S3	Data Science, Decision analytics and Visualization: Online Ratings	317C
T16-S2	Service Science and IS: Service Science	318A
T17-S2	HCI, Design Issues and Design Science Research: HCI and Modeling	318B
T20-S2	Doing Practice Oriented Research	318C
T22-S4	General Topics: IS Reviews and Ecosystems	301B
T10-S3	IS and Healthcare: Online Health Communities and Health Analytics	301A
T12-S3	IS Development & Project Management: Development Methods and Techniques in IT Projects	310

## Tuesday, December 12, 2017, 14:00-15:30

ID	Title	Location
T11-S2	Research Methods, Theorizing and Philosophy – 'Platform for Progress	308B
T21-P2	Internet of Things: Opportunities and Challenges to Business, Society, and IS Research	308C
T09-S3	Security, Privacy & Ethics of IS: Information Security and User Behavior	317A
T15-S4	Data Science, Decision analytics and Visualization: Customers	317B
T04-S4	E-Business and E-government: Mobile Commerce, mobile marketing, and location-based services	317C
T14-S5	Strategy, Structure, and Organizational impacts of IT: Digital Innovation Complexity	318A
T08-S3	Digital Platforms, On-line Communities, and Open Governance: Emergence and Evolution of Digital Platforms	318B
T18-S3	Social Media and Digital Collaboration – Sentiment And Branding	318C
T19-S3	IT and Social Change - Sustainable Business Strategies and Affordances for Change	301B
Poster	Poster Slam B	301A

## Tuesday, December 12, 2017, 16:00-17:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T15-S5	Data Science, Decision analytics and Visualization: Novel Data	308B
T21-P6	Time to Reconsider Time in the Digital Age	308C
T13-S5	Human Behavior and IS - Impact of IS on Human Behaviors	317A
T04-S5	E-Business and E-government: Online Marketplaces	317B
T10-S4	IS and Healthcare: Data Sharing, Privacy, and Trust in Health IT	317C
T14-S6	Strategy, structure, and organizational impacts of IT: Digital Entrepreneurship	318A
T07-S1	Global IS Issues	318B
Poster	Poster Session Group B	Hallway

## Wednesday, December 13, 2017, 09:00-10:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T01-S3	Transforming Society with digital Innovation: A Societal Focus	308C
T13-S6	Human Behavior and IS - IS design and Human Behaviors	301B
T03-S4	IS and Economics - Rating and Valuations	324AB
T04-S6	E-business and E-government: Mobile Applications and E-Government	310AB
T05-S3	IS Curriculum & Education - Teaching Cases	311AB
T06-S3	Peer-to-Peer and Crowd Markets – The Gig and Sharing Economy	314AB
T20-S1	Practice Oriented Research	315AB

## Wednesday, December 13, 2017, 11:00-12:30

<b>ID</b>	<b>Title</b>	<b>Location</b>
T11-S03	Research Methods, Theorizing and Philosophy - Advances in Design Research	308C
T08-S4	Digital Platforms, On-line Communities, and Open Governance: Governing Digital Platforms and Online Communities	301B
T15-S6	Data Science, Decision analytics and Visualization: Advertising and Revenue Lifting	324AB
T09-S4	Security, Privacy & Ethics of IS: Information Security in Mobile and Social Media	310AB
T18-S4	Social Media and Digital Collaboration - Teams And Roles	311AB
T19-S4	IT and Social Change - IS-Enabled Design of Market Change	314AB
T22-S5	General Topics: Green, persistent and boundary-spanning Systems	315AB

# Monday, December 11

Zuyin (Alvin) Zheng - Temple University; Jing Gong - Temple University Fox School of Business and Management; Paul Pavlou - Temple University

Monday, December 11, 2017 - 9:00 a.m. - 10:30 a.m.

## Panel: Break Your Shackles! Emancipating Information Systems From The Tyranny of Peer Review

Chair: Yolande Chan - Queen's University

### *Break Your Shackles! Emancipating Information Systems From The Tyranny of Peer Review*

Cecil Chua - University of Auckland; Jason Thatcher - Clemson University; Fred Niederman - University St. Louis; Yolande Chan - Queen's University; Elizabeth Davidson - University of Hawaii

## Transforming Society with Digital Innovation: A Technology Focus

Chair: Iris Lui - Ming Chuan University

### *Optimal Prepositioning and Fleet Sizing to Maximize Profits for One-Way Transportation Companies*

Micha Kahlen - Rotterdam School of Management; Wolfgang Ketter - Erasmus University; Thomas Lee - UC Berkeley, Haas; Alok Gupta - University of Minnesota

### *Unchaining Social Businesses – Blockchain as the Basic Technology of a Crowdfunding Platform*

André Schweizer - University Bayreuth; Vincent Schlatt - University Bayreuth; Nils Urbach - University of Bayreuth; Gilbert Fridgen - University of Bayreuth

### *Why Place Still Matters in Digital Innovation: Organizing 3D Printing in a UK Hospital*

Stavros Polykarpou - University of Cambridge; Michael Barrett - University of Cambridge

## Peer-to-Peer and Crowd Markets - Crowdfunding

Chair: Paul Pavlou - Temple University

### *A Potato Salad with a Lemon Twist: Using Supply-Side Shocks to Study the Impact of Low-Quality Actors on Crowd-funding Platforms*

Hilah Geva - Tel Aviv University; Ohad Barzilay - Tel Aviv University; Gal Oestreicher-Singer - Tel Aviv University

### *Launch on a High Note: How Prefunding Strategies Affect Crowdfunding Outcomes*

Aravinda Garimella - Foster School of Business, University of Washington; Ming Fan - University of Washington; Suresh Kotha - University of Washington; Weijia You - Beijing Forestry University

### *Investing or Gambling? Empirical Evidence on the Role of the Lottery in Reward-based Crowdfunding Platforms*

## IS and Economics - Incentive Systems 1

Chair: Wonseok Oh - Korea Advanced Institute of Science and Technology

### *"Marshmallow Pricing": Effects of "Wait-and-Not-Pay" Schemes on the Monetization of Hedonic Digital Content*

Angela Choi - Korea Advanced Institute of Science and Technology College of Business; KiEun Rhee - Korea Advanced Institute of Science and Technology College of Business; Wonseok Oh - Korea Advanced Institute of Science and Technology

### *An Analysis of Membership-Based Free Shipping Programs of Online Marketplaces*

Geng Sun - University of Texas at Dallas; Huseyin Cavusoglu - University of Texas at Dallas; Srinivasan Raghunathan - The University of Texas at Dallas

### *Binge Yourself Out: Impact of Binge Watching on Subscription of Video on Demand*

Miguel Godinho de Matos - Universidade Catolica Portuguesa; Pedro Ferreira - CMU

## E-Business and E-Government: Social Media and E-Commerce

Chair: Han Zhang - Georgia Institute of Technology

### *Online Complaints in the Eye of the Beholder: Optimal Handling of Public Consumer Complaints on the Internet*

Paul Marx - University Siegen; Frederic Nimmermann - University Siegen

### *Impact of Perspective Taking on Reviewer Behavior: A Multi-Method Exploration*

Chih-Hung Peng - City University of Hong Kong; Dezhi Yin - University of Missouri; Chih-Ping Wei - National Taiwan University; Han Zhang - Georgia Institute of Technology

### *Social Media Integration and E-commerce Platform Performance: A Randomized Field Experiment*

Ni Huang - Arizona State University; Tianshu Sun - University of Southern California; Pei-yu Chen - Arizona State University; Joseph M. Golden - Collage.com

## IS Curriculum & Education

Chair: Matthias Söllner - University of St. Gallen

### *Acceptance and Use of Interactive Whiteboards in Schools: The Teachers' Point of View*

Arian Karimzadeh - University of Cologne; Janek Richter - University of Cologne; Dirk Basten - University of Cologne; Bjoern Michalik - University of Cologne

### *Third Time is a Charm – Determining the Required Number of Assessors when Using Peer Assessment in Large-Scale Lectures*

Katja Lehmann - Kassel University; Matthias Söllner - University of St. Gallen; Ivo Blohm - University of St. Gallen; Jan Marco Leimeister - University of St. Gallen

### *Modeling and Measuring Social Media Literacy of Digital Natives in the Example of the Lake Constance Region*

Katarina Stanoevska-Slabeva - University of St. Gallen; Severina Mueller - University of St. Gallen; Sonia Lippe - SAP Schweiz (AG); Sabine Seufert - University of St. Gallen; Stephanie Hagel - PH-Weingarten; Thomas Lischeid - PH-Weingarten; Martina Ott - PH Vorarlberg; Jan vom Brocke - University of Liechtenstein

## Data Science, Decision Analytics and Visualization: Predictive Analytics

Chair: Tuan Phan - National University of Singapore

### *Sentiment Analysis and Google Trends Data for Predicting Car Sales*

Fons Wijnhoven - University of Twente; Olivia Plant - Universiteit Twente

### *Breakdown: Predictive Values of Tweets, Forums and News in EUR/USD Trading*

Dietmar Janetzko - Cologne Business School; Jonas Krauss - Univ. of Cologne; Stefan Nann - Univ. of Cologne; Delf Schoder - University of Cologne

### *Management Responses to Online Reviews: Helpful or Detrimental?*

Young Jin Lee - University of Denver; Karen Xie - University of Denver; Ali Besharat - University of Denver; Yong Tan - University of Washington

### *It's not a Bug, it's a Feature: How Visual Model Evaluation can help to incorporate Human Domain Knowledge in Data Science*

Dennis Eilers, Cornelius Köpp, Christoph Gleue, Michael H. Breitner - Leibniz University Hanover - Information Systems Institute

## Digital Platforms, Online Communities, and Open Governance: Knowledge Collaboration in Online Communities

Chair: Hani Safadi - University of Georgia

### *Engendering Virtual Communities of Practice: A Study of a Globally Distributed Grid Development Project*

Avgousta Kyriakidou-Zacharoudiou - University of Greenwich; Yingqin Zheng - Royal Holloway, University of London

### *Understanding the Emergence and Recombination of Distant Knowledge on Crowdsourcing Platforms*

Marcel Rhyn - University of St. Gallen; Ivo Blohm - University of St. Gallen; Jan Marco Leimeister - University of St. Gallen

### *How Users Perceive and Actualize Affordances: An Exploratory Case Study of Collaboration Platforms*

Tim Lehrig - University of Bern; Oliver Krancher - University of Bern; Jens Dibbern - University of Bern

## IS and Healthcare: Designing IT Tools for Healthy and Independent Lifestyles

Chair: Adrian Yeow - Singapore University of Social Services

### *Parental control reversed: Using ADR for designing a low-cost monitoring system for elderly*

Tobias Mettler - Universite de Lausanne; Michael Bächle - Baden-Wuerttemberg Cooperative State University Ravensburg; Stephan Daurer - Baden-Wuerttemberg Cooperative State University Ravensburg; Andreas Judt - Baden-Wuerttemberg Cooperative State University Ravensburg

### *Integrated Supporting Platform for the Visually Impaired : Using Smart devices*

Changbae Mun - Hanyang University; Ook Lee - Hanyang University

### *Efficacy of a Health App for Obesity and Overweight Management: A Hidden Markov Model*

Hyeokkoo Eric Kwon - Korea Advanced Institute of Science and Technology - College of Business; Sanjeev Dewan - University of California, Irvine; Wonseok Oh - Korea Advanced Institute of Science and Technology; Taekyung Kim - The University of Suwon

## General Topics: Services and Systems

Chair: Brian Pentland - Michigan State University

*Leveraging Digitalization of Services for Performance: Evidence from the Credit Union Industry*

Terence Saldanha - Washington State University; Abhishek Kathuria - The University of Hong Kong; Jiban Khuntia - University of Colorado Denver; Benn Konsynski - Emory University; Mariana Andrade Rojas - Nanyang Business School

*The Nature of Enterprise-Service-Fit in the Context of Digital Services*

Adrian Engelbrecht - Technische Universität Darmstadt; Jin Gerlach - Technische Universität Darmstadt; Thomas Widjaja - University of Passau; Peter Buxmann - Technische Universität Darmstadt

*From CRM-System-Effectiveness to Profitability*

Daniel Hein - University of Bamberg; Björn Ivens - University of Bamberg; Alexander Leischnig - Queen Mary University of London; Steffen Wölfl - University of Bamberg

### Keynote

11:00 a.m. - 12:30 p.m., Grand Ballroom

### Awards Luncheon

12:30 p.m. - 1:45 p.m., Grand Ballroom

## Monday, December 11, 2017 - 2:00 p.m. - 3:30 p.m.

### Research Methods, Theorizing and Philosophy - 'Real' Concepts

Chair: Benjamin Mueller - University of Groningen

*An Analysis of the 2016 American Presidential Nominees' Tweets: A Magical Realism Perspective*

Trevor Clohessy; Colin Callinan; Tom Acton; Eoin Whelan; Murray Scott - National University of Ireland, Galway

*The Morphogenesis of Socio(-)material Relations in Organizations*

Graham Winch - University of Manchester

*How to Survive and Thrive in Complex, Hypercompetitive, and Disruptive Ecosystems? The Roles of IS-enabled Capabilities*

Hüseyin Tanriverdi; Shi-Ying Lim - University of Texas at Austin

### Human Behavior and IS - Teams and Networks

Chair: Felix Ter Chian Tan - University of New South Wales

*Team Potency and Ethnic Diversity in Embodied Physical Action (EPA) Robot-Supported Dyadic Teams*

Sangseok You - Syracuse University; Teng Ye; Lionel Robert - University of Michigan

*Constructing Shared Context for Temporary Teams in Virtual Worlds with Informal Interaction*

Laura Kohonen-Aho; Sanna Tiilikainen - Aalto University School of Business

*Too Much of a Good Thing: Downsides of a Large Network in Tech Firms and Mitigating Effects of Political Skills*

Yi Chen; Wai Fong Boh; Sze Sze Wong - Nanyang Technological University; Jun Shao - Shanghai Lixin University of Accounting and Finance

### Strategy, Structure, and Organizational Impacts of IT: Building IT Capabilities for Business Performance

Chair: Xinlin Tang - Florida State University

*Dynamic Ambidexterity: Exploiting Exploration for Business Success in the Digital Age*

Jeffrey Dixon - Queen's University School of Business; Kathryn Brohman; Yolande Chan - Queen's University

*Does IT Capability Matter? The Influence of Slack Resources on Firm Performance*

Jiantao Zhu; Hefu Liu - University of Science and Technology of China; Meng Chen - School of Management; Yugang Yu - University of Science and Technology of China

*Strategic Swaying: How Startups Grow Digital Platforms*

Gongtai Wang; Joe Nandhakumar - Warwick Business School

## **HCI, Design Issues and Design Science Research: Design Issues**

Chair: Matti Rossi - Aalto University

### *Design Drift and Reflective Conversation in Design Science Research: A Case Study of Problem Formulation*

Alexis Amaye; Karen Neville; Andrew Pope - University College Cork

### *Designing Pervasive Information Systems: A Fashion Retail Case Study*

Matthias Hauser - Julius-Maximilian University of Wuerzburg; Sebastian Günther - University of Bamberg; Christoph Flath, Frederic Thiesse - Julius-Maximilian University of Wuerzburg

### *Blockchain to Rule the Waves - Nascent Design Principles for Reducing Risk and Uncertainty in Decentralized Environments*

Kristoffer Nærland - Brainbot Technologies AG; Christoph Müller-Bloch; Roman Beck; Søren Palmund - IT University of Copenhagen

## **IS Development & Project Management: From Knowledge to Digital Innovation**

Chair: Jonghyuk Cha - The University of Manchester

### *Trust and Dependence Model of Knowledge Sharing in Systems Development*

Jun-Gi Park; Jungwoo Lee - Yonsei University

### *Shared Experience, Outcome, and Forgetting: An Empirical Study*

Keumseok Kang - Florida International University; Inkyoung Hur - Nova Southeastern University

### *From Process to Practice: Towards a Practice-Based Model of Digital Innovation*

Raffaele Ciriello; Alexander Richter - IT University of Copenhagen; Gerhard Schwabe - University of Zurich

## **E-Business and E-Government: Financial Technology in E-Business**

Chair: Ling Ge - City University of Hong Kong

### *Does Online Credit Scoring Matter: An Empirical Analysis of the Effect of Zhima Credit on Short-Term Rental*

Jiang Wu -; Jingxuan Cai - Wuhan University; Karen Xie - University of Denver

### *What Do FinTechs Actually Do? A Taxonomy of FinTech Business Models*

Matthias Eickhoff; Jan Muntermann; Timo Weinrich - University of Goettingen

### *Scarcity Strategy in Crowdfunding: An Empirical*

### *Exploration*

Lusi Yang; Zhiyi Wang; Jungpil Hahn - National University of Singapore

## **Service Science and IS: Service Innovation and Design**

Chair: Dina Koutiskouri - University of Gothenburg

### *Datatization as the Next Frontier of Servitization – Understanding the Challenges for Transforming Organizations*

Ronny Schüritz; Stefan Seebacher; Gerhard Satzger; Lucas Schwarz - Karlsruhe Institute of Technology

### *Design of a Method for Service Systems Engineering in the Digital Age*

Benedikt Höckmayr; Angela Roth - Friedrich-Alexander-University Erlangen-Nurnberg

### *Quo Innovadis? The Who, the What and the How of Research at the Intersection of ICT and Service Innovation*

Sebastian Knop; Erdem Galipoglu; Aleksander Lubarski - University of Bremen; Jens Poepelbuss - Ruhr-Universität Bochum

## **Social Media and Digital Collaboration - Using SNS within the Enterprise**

Chair: David Murungi - Bentley University

### *Why Do You NOT Use the Enterprise Social Network? Analyzing Non-Users' Reasons Through the Lens of Affordances*

Lisa Giermindl; Franz Strich; Marina Fiedler - University Passau

### *Extending Social Capital through Online Social Networks (OSNs) in Rural Australian SMEs*

Rachelle Bosua - University of Melbourne; Nina Evans - University of South Australia

### *Self-Disclosure and SNS Platforms: The Impact of SNS Transparency*

Wenxi Pu; Siyuan Li; Jason Thatcher - Clemson University

### *Towards a Coordinative Theory for Flexible Work Collaboration*

Nick Russell - Queensland University of Technology - Gardens Point Campus; Alistair Barros - Queensland University of Technology Faculty of Science and Engineering; Arthur ter Hofstede - Queensland University of Technology - Gardens Point Campus



## IT and Social Change - The Dark Side of IT

Chair: Jason Chan - University of Minnesota

### *Race and Gender Bias in Online Ratings: An Origins Story*

Brad Greenwood - University of Minnesota Twin Cities;  
Idris Adjrid; Corey Angst - University of Notre Dame

### *A Depressing Internet Tale: Empirical Analysis of the Internet's Impact on Suicide*

Nakyung Kyung - Korea Advanced Institute of Science and Technology - College of Business; Sanghee Lim - The Johns Hopkins Carey Business School; Byungtae Lee - Korea Advanced Institute of Science and Technology - College of Business

### *Coping with Technostress: When Emotional Responses Fail*

Henri Pirkkalainen - Tampereen Teknillinen yliopisto;  
Markus Salo; Markus Makkonen - University of Jyväskylä;  
Monideepa Tarafdar - Lancaster University Management School

## Poster Slam Session 1

Chair: Aron Lindberg - Stevens Institute of Technology

### *Track 1: Transforming Society with Digital Innovation*

#### *People Analytics in the Age of Big Data: An Agenda for IS Research*

Uri Gal - University of Sydney; Tina Jensen; Mari-Klara Stein - Copenhagen Business School

#### *The Trajectories of Digital Entrepreneurship: Disentangling the Digital*

Julian Lehmann; Christoph Rosenkranz - University of Cologne

#### *IT Governance in Smart Cities: a Conceptual Framework*

Niall Connolly; Giovanni Maccani; Brian Donellan - National University of Ireland, Maynooth

#### *The Theory of Process Augmentability*

Jinsoo Yeo - Emory University Goizueta Business School

#### *Towards a Future Reallocation of Work between Humans and Machines – Taxonomy of Tasks and Interaction Types in the Context of Machine Learning*

Fabian Traumer; Sarah Oeste-Reiß; Jan Marco Leimeister - University of Kassel

## Track 3: Economic and Value of IS

### *The Impact of Social vs. Non-Social Referral Sources on Online News Consumption*

Sagit Bar-Gill - Massachusetts Institute of Technology; Yael Inbar; Shachar Reichman - Tel Aviv University

### *Ephemeral Returns: Social Network Valuations and Perceived Privacy*

Oliver Browne; Philip O'Reilly; Mark Hutchinson - University College Cork National University of Ireland

### *Customers' Response to Advantaged Grandfather Clause: a Natural Experiment*

Xiaoqing Zhang; Tuan Quang Phan - National University of Singapore

### *When Virtual Meets Real: The Effect of Pokémon Go on Local Restaurants*

Vandith Pamuru - Purdue University Krannert School of Management; Warut Khern-am-nuai - McGill University Desautels Faculty of Management; Karthik Kannan - Purdue University

### *Price Competition and Demand for Online Content: Uncovering the Role of Content Differentiation and Network Structure*

Ding Li; Khim Yong Goh; Cheng Suang HENG - National University of Singapore

### *Spillover Effect of Consumer Awareness on Third-Party Sellers' Selling Strategies on Retail Platforms*

Wen Song - Dalian University of Technology; Jianqing Chen - The University of Texas at Dallas; Wenli Li - Dalian University of Technology

## Track 4: E-Government and E-Business

### *Does Facial Expression Matter Even Online? An Empirical Analysis of Facial Expression of Emotion and Crowdfunding Success*

Jongho Kim; Jiyong Park - KAIST

### *It Takes Two to Tango: Power Dependence in the Governance of Public-Private E-Government Infrastructures*

Rony Medaglia; Jonas Hedman - Copenhagen Business School; Ben Eaton - Surrey Business School

### *"Grassroots Internet Celebrity Plus Live Streaming" Activating IT-Mediated Lifestyle Marketing Services at e-Commerce Websites*

Zhenjiao Chen - Beijing Institute of Technology; Izak Benbasat; Ronald Cenfetelli - University of British Columbia

### *e-WOM via Photo Sharing, Organizational Niche Width and Reputation: Empirical Tests from the Restaurant Domain –the Case of Yelp.com*

Jing Li; Xin Xu - Hong Kong Polytechnic University

### *Motivating Social Sharing in E-Business: Focus on Age or*

## *Gender?*

Olga Levina - Technische University Berlin Fakultät IV Elektrotechnik und Informatik; Iris Vilnai-Yavetz - Ruppin Academic Center

## *Developing a Conceptualization of Mobile Service Quality*

Christopher Kaatz -; Christian Brock - University of Rostock; Markus Blut - Aston Business School, Aston University

## *Ad-Blockers, Advertisers, and Internet: The Economic Implications of Ad-Blocker Platforms*

Abhishek Ray; Hossein Ghasemkhani; Karthik Kannan - Purdue University

## *Passing down the Experience: Exploring the Effects of Online Customer Reviews on Service Diagnosticity*

Fei Liu - Copenhagen Business School; Eric Lim - University of New South Wales; Chee-Wee Tan - Copenhagen Business School; Bo Xiao - University of Hawaii at Manoa

## *Investigating the Sales Spillover Effects of Online Product Sampling in E-Commerce*

Ying Zhang; Khim Yong Goh - National University of Singapore; Zhijie Lin - Nanjing University

## *Search Affordances and Constraints of Mobile Channel in e-Marketplace: An Empirical Investigation on Sales Distribution*

Yongjin Park - KAIST College of Business; Youngsok Bang - Chinese University of Hong Kong; Jae-Hyeon Ahn - KAIST

## *Exploring the implementation blind spots: Selective Decoupling of Freedom of Information*

George Kuk; Stephanie Giamporcaro; Jimmy Chim - Nottingham Trent University; Marjin Janssen - Delft University of Technology

## *Is Fake News Profitable? The Effect of Distorting Pre-IPO Financing on IPO Performance of Internet Firms*

Ya Hui Sun - Fudan University; Jin Zhou; Zhe Qu; Cheng Zhang - Fudan University

## **Track 5: IS Education**

### *Using a Traffic Light System to Provide Feedback to IS Masters Students*

Reeva Lederman; Dora Constantinidis - University of Melbourne; Tanya Linden - Swinburne University of Technology; Linda Corrin; Jon Pearce; Wally Smith; James Bailey - University of Melbourne

### *Evaluation of IS Curriculum Design: A Pilot Study using the California Critical Thinking Skills Test*

Pär Ågerfalk; Jonas Sjöström; Tuure Tuunanen - University of Oulu

## *Differential Effects of Instructor Feedback and Computerized Feedback in Online Learning*

Manli Wu - University of Science and Technology of China; Xunhua Guo - Tsinghua University; Leon Zhao - City University of Hong Kong; Liang Liang - University of Science and Technology of China

## **Track 6: Peer-to-Peer Crowd Markets**

### *I'll Have What S/he's Having: A Case Study of a Social Trading Network*

Matthias Pelster - University Paderborn Fakultät für Wirtschaftswissenschaften

### *Race and Rating on Sharing Economy Platforms: The Effect of Race Similarity and Reputation on Trust and Booking Intention in Airbnb*

Teng Ye, Ann Arbor; Rasha Alahmad; Casey Pierce; Lionel Robert - University of Michigan

### *An Empirical Study of Task Entry Decisions on Open Innovation Contests*

Jiahui Mo; Nila ZHANG - Nanyang Technological University

### *Milking the Social Network: A Chinese Indigenous Psychology Perspective on WeChat C2C Commerce*

Zhijie Li; Xixi Li; Xunhua Guo; Guoqing Chen - Tsinghua University

### *"What is it Good for – Absolutely Nothing?": Exploring the Influence of Task Meaning on Creativity in Crowdsourcing*

Thomas Goerzen - University of Paderborn

### *Exploring the Role of Learning in Crowdsourcing Creativity: The Value of Idea-Building in the Crowd*

Jie Ren - Fordham University; Yue Han - Stevens Institute of Technology; William Yeoh - Deakin University; Yegin Genc - Pace University

### *Deep Investment Behavior Profiling by Recurrent Neural Network in P2P Lending*

Xiao HAN - Shanghai University of Finance and Economics; Leye Wang - Hong Kong University of Science and Technology; Hailiang Huang - Shanghai University of Finance and Economics

### *Good Signals, Bad Signals: Performance and Trait Implications of Signaling in Online Labor Markets*

Christian Holthaus; Ruth Stock - Technische Universität Darmstadt

### *Learning from Project Failure in Kickstarter*

Xue Tan - Indiana University; Yingda Lu - University of Illinois Chicago; Lin Hao - University of Notre Dame; Yong Tan - University of Washington

### *How to Design an Internal Crowdsourcing System*

Nicolas Knop - University Sankt Gallen School of Management; David Durward - University of Kassel; Ivo Blohm - University of St. Gallen

*Get It before It's Gone? How Limited Rewards Influence Backers' Choices in Reward-Based Crowdfunding*

Markus Weinmann; Matthias Tietz; Alexander Simons; Jan vom Brocke - University of Liechtenstein

*Call for Bids to Improve Matching Efficiency: Evidence from Online Labor Markets*

Xue Guo; Jing Gong; Paul Pavlou - Temple University

**Track 7: Global IS Issues**

*IS Capabilities in the Development of an Innovation Ecosystem: A Case Study of the Hallyu (Korean Wave) Phenomenon*

Dongyeob Daniel Kim; Barney Tan - University of Sydney; Felix Ter Chian Tan - University of New South Wales; Jan Ondrus - ESSEC Business School - Singapore Campus; Jungsuk Oh - Seoul National University College of Business Administration

*Towards Methodological Support for Task Coordination in Global Product Software Engineering*

Carolus Borromeus Widiyatmoko; Sietse Overbeek; Sjaak Brinkkemper - Utrecht University

*Lending Motivation Meets Home and Cultural Bias: A Study on Kiva*

Jiaqi Yan - Nanjing University; Yi Liu - ESC Rennes School of Business; Yani Shi - Southeast University; Kaixin Wang - Nanjing University

**Track 8: Digital Platforms, Online Communities & Open Governance**

*APIs in Software Platform: Implications for Innovation and Imitation*

Peijian Song - Nanjing University; Ling Xue - Georgia State University; Cheng Zhang - Fudan University; Arun Rai - Georgia State University

*The Impact of Online Health Communities on Patients' Health Self-Management*

Roberta Bernardi; Philip Wu - Royal Holloway University of London

*Effects of Social Structures in Requirements Quality of Open Source Software Project Development*

Deepa Gopal; Kalle Lyytinen - Case Western Reserve University

*Service Innovation through Application Programming Interfaces - Towards a Typology of Service Designs*

Jochen Wulf; Ivo Blohm - University of St. Gallen

*Gender Differences in Enterprise Social Network Usage and Transformation over Time*

Johannes Schneider - Information Systems; Christian Meske - University Duisburg-Essen

*Visualizing Platform Hubs of Smart City Mobility Business Ecosystems*

Sven Rehm - WHU - Otto Beisheim School of Management; Anne Faber - Technical University of Munich; Lakshmi Goel - University of North Florida

*Fintech Platform Development: A Revelatory Case Study of a Chinese Microloan Startup*

Yat Sze Evelyn NG; Priyadharshini Muthukannan; Barney Tan - University of Sydney; Carmen Leong - University of New South Wales

*Exploring User-Created Digital Content Ecosystem: A Study of China's Digital Celebrity Industry*

Wilson Hua - UNSW; Carmen Leong - University of New South Wales; Jie Yu - Nottingham University Ningbo China

*The Effects of Programming Style on Open Source Collaboration*

Zhiyi Wang; Jungpil Hahn - National University of Singapore

*Digital Innovation, Platform Orientation and the Performance of IT Startups*

Divinus Oppong-Tawiah; Genevieve Bassellier - McGill University

**Track 10: IT & Healthcare**

*Predicting Exercise Behavior in Fitness Applications: A Multi-Group Study*

Ya Zhou; Atreyi Kankanalli; Ke-wei Huang - National University of Singapore

*Understanding Healthcare Digitalization: A Critical Realist Approach*

Marius Mihailescu; Daniela Mihailescu - Uppsala Universitet Campus Gotland; Sven Carlsson - Informatics

*The Impact of Introducing an Electronic Medical Record on the Use of Health Information Exchange in the Emergency Department*

Liran Politi - Ben-Gurion University of the Negev; Shlomi Codish; Iftach Sagy - Soroka University Medical Center; Lior Fink - Ben-Gurion University of the Negev

*Impact of IT Use by Older Adults on Their Outdoor Activities*

Joerg Leukel; Barbara Schehl - University of Hohenheim; Susanne Wallrafen - Sozial-Holding der Stadt Mönchengladbach GmbH; Marvin Hubl - University of Hohenheim

*Explaining Task Support Satisfaction on Electronic Patient Care Report (ePCR) in Emergency Medical Services (EMS): An Elaboration Likelihood Model Lens*

Chul Woo Yoo; Jahyun Goo; Derrick Huang; Ravi Behara - Florida Atlantic University

*Patient Involvement in Medical Decisions on Telemedicine Platforms: The Role of Social Presence and Mindfulness*

Iman Taani; Isam Faik - Natioanl University of Singapore

*Patient Privacy Decision Making in the Health Big Data Era*

Jieun Shin - National University of Singapore

*Theory-driven Persuasive Diet-based Application Design for Diabetic Patients*

Lin Qiu - School of Computing; Bernard Tan - National University of Singapore

*Self-Tracking Reconfigurations*

Martin Stojanov; Mats Edenius - Uppsala University

*The Paradoxical Effects of Impression Management on Subsequent Health Choices*

Oteng Ntsweng; Zhi Quan Ong; Iman Taani; Ahmad Aasdullah - National University of Singapore

*Battling Diabetes through Food photography: An Image-based Utility Maximization Framework for Diet Diagnostics*

Lin Qiu; Prasanta Bhattacharya; Tuan Phan - National University of Singapore

**Track 16: Service Science & IS**

*How do Fintech Service Platforms Facilitate Value Co-Creation? An Analysis of Twitter Data*

Christoph Breidbach; Sasitharan Ranjan - The University of Melbourne

*Exploring Design Principles for Business Model Transformation Tools*

Dominik Augenstein; Alexander Mädche - Karlsruher Institut für Technologie

*Service-Dominant Logic and Information Systems Research: A Review and Analysis Using Topic Modeling*

Leona Brust - RWTH Aachen University; Christoph Breidbach - The University of Melbourne; David Antons; Torsten-Oliver Salge - RWTH Aachen University

*Giving Customers Exactly What They Want: A Networked Perspective of IT-Enabled Mass Personalization*

Yat Sze Evelyn NG; Barney Tan - University of Sydney; Yuan Sun - Zhejiang Gongshang University; Felix Ter Chian Tan - University of New South Wales

*A Nice and Friendly Chat with a Bot: User Perceptions of AI-Based Service Agents*

Nancy Wuenderlich - University Paderborn Fakultät für Wirtschaftswissenschaften; Stefanie Paluch - RWTH Aachen University

**Track 18: Social Media and Digital Collaboration**

*Fueling Virtual Teams with Creativity through Composition of Private and Public Workspaces*

Xinlin Yao - Fudan University; Xixi Li - Tsinghua University; Cheng Zhang; Hong Ling - Fudan University

*Leveraging the Benefits of Multiple-Team Membership in Virtual Teams*

Xinlin Yao - Fudan University; Lionel Robert - University of Michigan

*Stated Neutrality in Voting Networks – The Case of Wikipedia's Request for Adminship*

Johannes Putzke; Hideaki Takeda - National Institute of Informatics

*Oops... I Did It Again! Accidental Embarrassing Exposures on Synchronous Social Messaging*

Madhur Verma - University of New South Wales School of Information Systems Technology and Management; Ben Choi - Nanyang Technological University

*Constructing an Applicability Framework for Organisational Social Media Use by Development NGOs*

Anand Sheombar - Manchester Metropolitan University

*Antecedents of Transactive Memory on Enterprise Social Media*

Michael Nelson; Wietske van Osch - Michigan State University

*Convergence of Crowdsourcing Ideas: A Cognitive Load perspective*

Shixuan Fu - University of International Business and Economics; Gert-Jan de Vreede - University of South Florida; Xusen Cheng - University of International Business and Economics; Isabella Seeber; Ronald Maier - University of Innsbruck; Barbara Weber - Danmarks Tekniske Universitet

*Charity or Investment: Linguistic Features of Identifiable Victim Effect in Microlending*

Semi Min; Natalia Levina - New York University Stern School of Business

*Customer Attitude from Social Media, Customer Satisfaction Index, and Firm Value*

Sunghun Chung - University of Queensland; Animesh Animesh; Kunsoo Han - McGill University

*Content Creators' Psychological Capital, Satisfaction, and Deep Usage of Social Media*

Anupriya Khan; Satish Krishnan - Indian Institute of Management Kozhikode

*Open Strategy: State of the Art Review and Research Agenda*

Anna-Sophie Saile - University of Cologne; Daniel Schlagwein - University of New South Wales Sydney; Detlef Schoder - University of Cologne

*Is Socializing Loyalty Programs a Good Idea? – Empirical Evidence from a Large Quick Service Restaurant Chain*

Guangrui Li; Mike K.P. So; Xiaojun Zhang; Kar Yan Tam - Hong Kong University of Science and Technology

*Human Degradation with the use of Social Media: A Theological Perspective*

Darshana D Sedera - Monash University Faculty of Information Technology; Sachithra Lokuge - Griffith University Griffith Business School; Dharshani Chandrasekara - Open University of Sri Lanka

**Track 19: IT and Social Change**

*The Impact of Online Platforms on Labor Markets*

Kartik Ganju; Genevieve Bassellier - McGill University

*Sustainability in Business Process Models: A Taxonomy-Driven Approach to Synthesize Knowledge and Structure the Field*

Thorsten Schoormann; Dennis Behrens; Ralf Knackstedt - University of Hildesheim

*Wild Animals in Daily Life*

Remo Frey - ETH Zurich; Gabriel Miller - San Diego Zoo Global; Alexander Ilic - ETH Zurich; Elgar Fleisch - University of St. Gallen; Alex Pentland - Massachusetts Institute of Technology

*Sharing Economy Disruption and the Quest for New Institutional Legitimacy*

Nila ZHANG; Siew Kien Sia - Nanyang Technological University; Gun-woong Lee - Sungkyunkwan University

*"A Paypal for the Un-Banked": Analyzing Mobile-Based Micro-Cash Transfers in a Large Developing Economy*

Xuesong LU; Alvaro Gonzalez Rivas - National University of Singapore; Prasanta Bhattacharya - Agency for Science, Technology and Research (A\*STAR); Tuan Phan - National University of Singapore

*"Don't Call Me Refugee!"; - The Role of Social Identity in the Adoption of Refugee-Specific Mobile Applications*

Florian Pethig; Markus Noeltner - University of Mannheim; Johana Cabinakova - Goethe University Frankfurt; Julia Krönung - University of Mannheim

**Monday, December 11, 2017 - 4:00 p.m. - 5:30 p.m.**

**Posters Group A**

4:00 p.m. - 5:30 p.m., Third Floor Hallway

**Panel: Leadership and Online Communities**

Chair: Steven Johnson - University of Virginia

*Leadership and Online Communities*

Steven Johnson - University of Virginia; Sirkka Jarvenpaa - University of Texas, Austin; Hind Benbya - Montpellier Business School; Michael Barrett - University of Cambridge; Samer Faraj - McGill University

**General Topics: Work Systems**

Chair: Karlheinz Kautz - RMIT University College of Business

*Transgressive Use of Technology*

Michael Klesel; Kristina Lemmer; Ulrich Bretschneider; Björn Niehaves - University Siegen

*Does Online Social Support Work in Stigmatized Chronic Diseases? A Study of the Impacts of Different Facets of Informational and Emotional Support on Self-Care Behavior in an HIV Online Forum*

Xunyi Wang; Srikanth Parameswaran; Darshan Bagul; Rajiv Kishore - University at Buffalo - The State University of New York

*Templates for Joined Work Systems – How Business Process Modularity and IT Flexibility Enable Mutual Understanding Among Business and IT*

Christian Jentsch - University of Bamberg; Daniel Beimborn; Andreas Reitz - Frankfurt School of Finance, Management

**IS and Healthcare: EHR Use und Performance**

Chair: Indranil Bardhan - The University of Texas at Dallas

*Dealing with Dissonance: Misfits Between an EHR System and Medical Work Practices*

Bart Van den Hooff; Loes Hafkamp - VU University Amsterdam

*"What You See is Not What You Get" - Challenges in Actualization of EHR Affordances*

Geir Hausvik; Devinder Thapa - University of Agder

*Measuring Relative Performance of Accountable Care Organizations: The Role of Health Information Technology*

Chenzhang Bao; Indranil Bardhan - The University of Texas at Dallas

## Security, Privacy & Ethics of IS: Privacy in the Digital Age

Chair: Pallab Sanyal - George Mason University

*Angels and Demons: Is More Knowledge better than Less Privacy? An Empirical Study on a K-Anonymized Openly Available Dataset*

Ferdinando Pennarola; Luca Pistilli - Università Commerciale Luigi Bocconi; Michael Chau - The University of Hong Kong

*Creating Value from Personal Data – On the Legitimacy of Business Practices in the Field of Internet-Enabled Services*

Patrick Cichy; Torsten-Oliver Salge - RWTH Aachen University

*When Risk Perceptions Are Nothing but Guesses – An Evaluability Perspective on Privacy Risks*

Hendrik Brakemeier; Amina Wagner; Peter Buxmann - Technische Universität Darmstadt

## IS and Economics - Incentive Systems 2

Chair: Jing Wang - Hong Kong University of Science and Technology

*Self-Governance of Online Communities: Evidence from a Regression Discontinuity Design*

Jens Förderer - University of Mannheim

*Does Monetary Incentive Lead to Better Stock Recommendations on Social Media?*

Hailiang Chen - City University of Hong Kong; Jeffrey Hu - Georgia Institute of Technology; Shan Huang - Massachusetts Institute of Technology

*Sponsored Data Services and Consumer Welfare on Mobile Broadband*

Liangfei Qiu - University of Florida; Chong (Alex) Wang - Peking University Guanghua School of Management; Jia Jia - Hong Kong University of Science and Technology

## Human Behavior and IS - Impact of Digitalization

Chair: Tat Koon Koh - Hong Kong University of Science and Technology

*The Impact of Digital Innovation on Path-Dependent Decision-Making: The Mediating Role of Risk Propensity and Opportunity-Threat Perception*

Madeleine Rauch; Matthias Wenzel - Europa-Universität Viadrina; Heinz-Theo Wagner - German Graduate School

*Digital Embeddedness and its Effect on Organizational Decision-Making*

Haris Krijestorac; Rajiv Garg; Prabhudev Konana - University of Texas at Austin

*Analyzing the ways IT has changed our TV consumption: Binge Watching and Marathon Watching*

Bikesh Upreti; Jani Merikivi; Johanna Bragge; Pekka Malo - Aalto University

## Peer-to-Peer and Crowd Markets - Social Factors in Electronic Markets

Chair: Keongtae Kim - Chinese University of Hong Kong

*Social Structure and Trust in Massive Digital Markets*

David Holtz - Massachusetts Institute of Technology Sloan School of Management; Diana MacLean - Facebook Inc; Sinan Aral - Massachusetts Institute of Technology

*When in Doubt Follow the Crowd: How Idea Quality Moderates the Effect of an Anchor on Idea Evaluation*

Thomas Goerzen; Dennis Kundisch - University of Paderborn

*What Drives the Competition of Cryptocurrency Exchanges? Examining the Role of the Market and Community*

Christian Janze; Ilya Gvozdevskiy - Goethe University Frankfurt

## Strategy, Structure, and Organizational Impacts of IT: Operational Aspects of Digital Business Strategy

Chair: Young Ki Park - George Washington University

*Total and Relative Value Gains in Business Process Outsourcing*

Sukruth Suresh - St. John Fisher College; T. Ravichandran - Rensselaer Polytechnic Institute

*From Digital Business Strategy to Market Performance: Insights into Key Concepts and Processes*

Alexander Leischnig - Queen Mary University of London; Steffen Wölfl - University of Bamberg; Björn Ivens; Daniel Hein - University of Bamberg

*Internally or Externally-Oriented IT Competencies: A Configuration Theory Perspective on How to Build Demand Management Agility*

Pankaj Setia; Kailing Deng - University of Arkansas; Rishikesh Jena - University of Alabama

## Data Science, Decision Analytics and Visualization: E-Commerce

Chair: Xitong Li - HEC Paris

*Pay Easy, Buy More: An Empirical Study of the Purchase Feature in Social Media Apps*

Chenhui Guo - Michigan State University; Bin Zhang - University of Arizona; Xi Chen - Zhejiang University; Paulo Goes - University of Arizona

*A Customized and Interpretable Deep Neural Network for*

*High-Dimensional Business Data - Evidence from an E-Commerce Application*

Patrick Urbanke - University of Munich; Alexander Uhlig - Universiteit Leiden CWTS; Johann Kranz - Ludwig-Maximilians-Universität München

**IS Development & Project Management: Managing Complex IT Projects and Networks**

Chair: Gloria Liu - National Central University Taiwan

*Forging a Double-Edged Sword: Resource Synergies and Dependencies in Complex IT Project Portfolios*

Sven Radszuwill; Gilbert Fridgen - FIM Research Center

*Getting a Grip on IT Project Complexity – Concluding to Underlying Causes*

Anna Neumeier; Thomas Wolf - University Augsburg

*The Process of Social Alignment and Misalignment within a Complex IT Project*

Alicia Gilchrist; Andrew Burton-Jones; Peter Green; Michelle Smidt - Queensland University of Technology Business School

## Tuesday, December 12

Tuesday, December 12, 2017 - 9:00 a.m. - 10:30 a.m.

**Panel: Social Inclusion in the AIS Community**

Chair: Emma Coleman - University of the Witwatersrand

*Social Inclusion in the AIS Community: What, Why and How?*

Emma Coleman - University of the Witwatersrand; Michelle Carter - Washington State University; Robert Davison - City University of Hong Kong; Wallace Chigona - University of Cape Town; Cathy Urquhart - Manchester Metropolitan University

**IS and Economics - Public Policy**

Chair: Zhiling Guo - Singapore Management University

*Energy Efficiency in the Cloud: An Empirical Analysis of Information Technology Outsourcing, Cloud Computing, and Energy Efficiency*

Jiyong Park - Korea Advanced Institute of Science and Technology; Kunsoo Han - McGill University; Byungtae Lee - Korea Advanced Institute of Science and Technology

*Data Portability on the Internet: An Economic Analysis*

Michael Wohlfarth - University of Passau

*The Impact of DNS Blocks on Digital Piracy Activity*

Filipa Reis - Carnegie Mellon University; Miguel Godinho de Matos - Universidade Catolica Portuguesa Faculdade de Ciencias Economicas e Empresariais; Pedro Ferreira - CMU

**Human Behavior and IS - Strategic Behavior and IS**

Chair: Barney Tan - University of Sydney

*Nudging Users Into Online Verification: The Case of Carsharing Platforms*

David Schneider - Technische Universität Darmstadt; Sebastian Lins - University of Kassel; Tillmann Grupp; Alexander Benlian - Technische Universität Darmstadt; Ali Sunyaev - University of Kassel

*Aligning ICT-enabled Availability and Individual Availability Preferences: Design and Evaluation of Availability Management Applications*

Katharina Schneider; Kathrin Reinke; Gisela Gerlach; Christoph Anderson; Sebastian Wojtek - University Kassel; Svenja Neitzel; Rahul Dwarakanath; Doreen Boehnstedt; Ruth Stock - Technische Universität Darmstadt

*From Free to Pay: A Three-Stage Freemium Strategy*

Pei-Fang Hsu; Wei-Chih Tsai - National Tsing Hua University

## **IT and Social Change - Agency in IS and Social Change: Power Asymmetries and Identities**

Chair: Harris Kyriakou - Universidad de Navarra IESE Business School

*Power in ICT4D projects: The case of an Indian Agricultural Marketing Board*

Ranjan Vaidya; Michael Myers - University of Auckland

*An Identity Driven Escalation of Commitment to Negative Spillovers*

Christine Abdalla Mikhaeil - Paris Dauphine University; Richard Baskerville - Georgia State University

*A Performative Identity Perspective of Cyberactivism: The Case of My Stealthy Freedom*

Mahya Ostovar Ravari- ESSEC; Ulrike Schultze - Southern Methodist University

## **Transforming Society with Digital Innovation: A Community Focus**

Chair: Marleen Huysman - VU Amsterdam

*The Role of Consumption-based Analytics in Digital Publishing Markets: Implications for the Creative Digital Economy*

Jinpyo Hong; Jaewon Lee - Korea Advanced Institute of Science and Technology College of Business

*The Generativity of Remixing: Understanding Knowledge Reuse Process for Innovation in Online Communities*

Yue Han - Le Moyne College; Jeffrey Nickerson - Stevens Institute of Technology

*The Emergence of Digital Infrastructures from the Bottom-up: A Communities as Systems Perspective*

Aljona Zorina - Leeds University Business School; Stan Karanasios - RMIT University

*Cooperation, Combat, or Competence Building – What Do We Mean When We Are ‘Empowering Children’ in and through Digital Technology Design?*

Marianne Kinnula; Netta Iivari; Tonja Molin-Juustila; Eino Keskitalo; Topi Leinonen; Eetu Mansikkamäki; Toni Käkela; Martti Similä - University of Oulu

## **E-Business and E-Government: Auctions and Interactive Pricing**

Chair: Zhongyun Phil Zhou - Tongji University

*Achieving More by Paying Less? How Bricks-and-Mortar Retailers Can Benefit by Bidding Less Aggressively in Paid Search*

Darius Schlangenotto; Dennis Kundisch; Dominik Gutt - Paderborn University

*Effects of Pre-sales Posted Price Channel on Sequential B2B Dutch Flower Auctions*

Huong May Truong - Erasmus Universiteit Rotterdam; Alok Gupta - University of Minnesota; Wolfgang Ketter; Eric van Heck - Rotterdam School of Management, Erasmus University

*Omni-Channel Retail Capabilities: An Information Systems Perspective*

Sabiölla Hosseini - University of Augsburg; Maximilian Roeglinger - University of Bayreuth; Fabian Schmied - University of Augsburg, FIM Research Center

## **Strategy, Structure, and Organizational Impacts of IT: Competitive Initiatives and Strategic Alignment**

Chair: Xianghua Lu - Fudan University

*Does IT Capability and Competitive Actions Shape Firm Profitability?*

Inmyung Choi - McGill University Desautels Faculty of Management; David Cantor; Joey George - Iowa State University

*Mobile Initiative and Firm Equity Value: An Event Study*

Ziqing Yuan; Hailiang Chen; Choong Ling Sia - City University of Hong Kong

*An Explanatory Study on the Co-evolutionary Mechanisms of Business IT Alignment*

Fabrizio Amarilli - Politecnico di Milano; Mario van Vliet; Bart Van den Hooff - VU University Amsterdam

## **Digital Platforms, Online Communities, and Open Governance: Innovation Strategies for Digital Platforms**

Chair: Stella Pachidi - University of Cambridge

*Hands on the Wheel: Navigating Algorithmic Management and Uber Drivers' Autonomy*

Mareike Mohlmann - University of Warwick; Lior Zalmanson - New York University

*Coring on Digital Platforms – Fundamentals and Examples from the Mobile Device Sector*

Benedict Bender; Norbert Gronau - University Potsdam

*The Platform Owner's Challenge to Capture Value – Insights from a Business-to-Business IT Platform*

Maximilian Schreieck; Manuel Wiesche; Helmut Krcmar - Technische Universität München (TUM)

*In Cloud We Trust? Normalization of Uncertainties in Platform Services*

Arvind Karunakaran - MIT Sloan



## Social Media and Digital Collaboration - Communities and Networks

Chair: M.N. Ravishankar - Loughborough University

*Sometimes a Cigar is Not Just a Cigar: Unfolding the Transcendence of Boundaries Across Cyber and Physical Communities*

Spyros Angelopoulos - University of Tilburg; Yasmin Merali - University of Hull

*Emergent User Roles of a Digital Workplace: A Network Analysis Based on Trace Data*

Leonhard Frank; Henner Gimpel; Marco Schmidt; Manfred Schoch - University of Augsburg

*Two Sides of the Same Coin? – The Effects of Hierarchy Inside and Outside Enterprise Social Networks*

Julia Klier - University of Regensburg; Mathias Klier - University of Ulm; Alexander Richter - IT University of Copenhagen; Katharina Wiesneth - University of Regensburg

## General Topics: Trust and Assistance

Chair: Jan Pries-Heje - Roskilde University

*Trust Transitivity and Propagation in Cloud Computing Ecosystems*

Michael Adelmeyer; Peter Biermanski; Marc Walterbusch; Frank Teuteberg - Osnabrück University

*The Missing Framework for Virtually Assisted Activities*

Jacob Steffen - University of Georgia; James Gaskin; Tom Meservy; Jeffrey Jenkins - Brigham Young University

*Mobilizing Online Social Capital: The Relational View of Crowdfunding*

Yongsuk Kim; Zhixing Zhang - Hong Kong University of Science and Technology

**Tuesday, December 12, 2017 - 11:00 a.m. - 12:30 p.m.**

## Panel: Digital "X" - A New Tune for IS Research or Old Wine in New Bottles

Chair: Abayomi Baiyere - Copenhagen Business School

*Digital "X" - A New Tune for IS research or Old Wine in New Bottles?*

Abayomi Baiyere - Turun Yliopisto; Varun Grover - Clemson University; Alok Gupta - University of Minnesota; Stephanie Woerner - MIT; Kalle Lyytinen - Case Western Reserve University

## Service Science and IS: Service Science

Chair: Christoph Breidbach - The University of Melbourne

*Business Models in the Education Technology Industry: What Makes Them Successful?*

Wiebke Wendler - Technical University of Munich; Jutta Stumpf-Wollersheim - Technische Universität Bergakademie Freiberg Fakultät für Wirtschaftswissenschaften; Isabell Welpel - Technical University of Munich

*A Decision Support System for Computation of Carsharing Pricing Areas and its Influence on Vehicle Distribution*

Alfred Benedikt Brendel; Julian Brennecke; Patryk Zapadka; Lutz Kolbe - University of Göttingen

*Service System Axioms that Accept Positive and Negative Outcomes and Impacts of Service Systems*

Steven Alter - University of San Francisco

## Security, Privacy & Ethics of IS: Security Management in Organizations

Chair: Tony Vance - Brigham Young University

*The Ubiquitous Security Expert: Overconfidence in Information Security*

Clara Ament - Goethe-Universität Frankfurt am Main  
Fachbereich 02 Wirtschaftswissenschaften

*The Role of Top Managers' IT Security Awareness in Organizational IT Security Management*

Rabea Sonnenschein; André Loske; Peter Buxmann - Technische Universität Darmstadt

*Adoption of an Authentication System: Is Security the Only Consideration?*

Fereshteh Ghahramani - University of Texas at Arlington; Jingguo Wang - The University of Texas at Arlington

*IT Centralization, Security Outsourcing, and Cybersecurity Breaches: Evidence from the U.S. Higher Education*

Che-Wei Liu; Peng Huang; Henry Lucas - University of Maryland

## Human Behavior and IS - IS Acceptance and Usage

Chair: Shirish Srivastava - HEC Paris

*Implications of Technological Progress for the Measurement of Technology Acceptance Variables: The Case of Self-efficacy*

Deborah Compeau; John Correia - Washington State University; Jason Thatcher - Clemson University

*One of Two or Two for One? - Analyzing Employees' Decisions to Dual Use Devices*

Uwe Ostermann; Lukas Wiewiorra; Daniel Franzmann - Goethe University Frankfurt

*Play with Google Cardboard in a Multiplayer Environment: How do Digital Natives and Digital Immigrants Differ?*

Wan-Ning Wu; Feng-Yang Kuo - National Sun Yat-Sen University

## Strategy, Structure, and Organizational Impacts of IT: Revisiting Business IT Alignment: Theoretical Thoughts

Chair: Lihui Lin - Tsinghua University

*Rethinking IS Strategic Alignment: A Middle Management Perspective*

Dorothy Leidner - Baylor University; Michael Milovich - Rowan University Rohrer College of Business; David Preston - Texas Christian University

*Shaping an Innovative Information System Strategy: A CIO Issue Selling Perspective*

Daniel Chen - Texas Christian University; Yanlin Zhang - Guangdong University of Technology - Longdong Campus; Kang Xie ; Jinghua Xiao - Sun-Yat Sen University

*Understanding IT Alignment Paradox: A Three-Way Interaction of Intellectual Alignment, Social Alignment, and Environmental Dynamism*

Jingmei Zhou - USTC-City University Joint Advanced Research Center; Yulin Fang - City University of Hong Kong; Pengfei Zhao - USTC-City University Joint Advanced Research Center, University of Science and Technology of China, City University of Hong Kong

## Data Science, Decision Analytics and Visualization: Online Ratings

Chair: Wenjing Duan - George Washington University

*RatingBot: A Text Mining Based Rating Approach*

Diana Hristova - Deutsche Bank AG; Johannes Probst; Emanuel Eckrich - Deutsche Bank AG

*The Impact of Rating System Design on Opinion Sharing*

Ying Liu; Pei-yu Chen; Yili Hong - Arizona State

University; Yong Ge - University of Arizona

*Integrated Machine-Learning Algorithm for Identifying Segment-Level Key Drivers from Consumers' Online Review Data*

Sunghoon Kim - Arizona State University

## HCI, Design Issues and Design Science Research: HCI and Modeling

Chair: Bo Sophia Xiao - University of Hawaii

*Proof or Pressure? How Visitor Traffic Disclosure Impacts Online Shopper Behavior*

Uwe Messer - University of Bamberg; Alexander Leischnig-Queen Mary University of London; Elisabeth Distler-University of Bamberg

*Discovery of Two Latent Loops of Designer-User Interaction in the Design Process*

Jaehyun Park - Tokyo Institute of Technology; Dick Boland - Case Western Reserve University

*Visual Languages for Modeling Business Models: A Critical Review and Future Research Directions*

Thomas John -; Dennis Kundisch; Daniel Szopinski - Paderborn University

## Doing Practice Oriented Research

Chair: Siew Kien Sia - Nanyang Technological University Singapore

Keynote: Joe Peppard (ESMT Berlin)

## General Topics: IS Reviews and Ecosystems

Chair: Christoph Rosenkranz - University of Cologne

*Sports Digitalization: A Review and A Research Agenda Xiao Xiao; Jonas Hedman - Copenhagen Business School; Felix Ter Chian Tan - University of New South Wales;*

Chee-Wee Tan; Torkil Clemmensen - Copenhagen Business School; Eric Lim - University of New South Wales; Stefan Henningsson - Copenhagen Business School; Raghava Mukkamala; Ravi Vatrpu - Copenhagen Business School; Jos van Hillegersberg - Twente University

*Beyond the Review Sentiment: The Effect of Review Accuracy and Review Consistency on Review Usefulness*

Navid Aghakhani - University of Tennessee at Chattanooga; Onook Oh; Dawn Gregg - University of Colorado Denver Business School

*Unraveling the Interaction of Information Systems and Ecosystems - A Comprehensive Classification of Literature*

Fabian Nischak - Georg-August-University Göttingen; Andre Hanelt; Lutz Kolbe - University of Göttingen

## IS and Healthcare: Online Health Communities and Health Analytics

Chair: Till Winkler - Copenhagen Business School

### *The Impact of Introductory Incentives on New Users: Evidence from an Online Health Community*

Xiaofei Zhang - Harbin Institute of Technology; Wei Chen; Bin Gu - Arizona State University; Xitong Guo - Harbin Institute of Technology

### *To Ask or Not To Ask? An Investigation of User Engagement and Doctor-Seeking Decision in Online Health Infomediary*

Dobin Yim - Fordham University; Jiban Khuntia - University of Colorado Denver; Sanghee Lim - The Johns Hopkins Carey Business School; Wenjing Duan - The George Washington University

### *Distributed Cognitive Expert Systems in Cancer Data Analytics: A Decision Support System for Oral and Maxillofacial Surgery*

Schahin Tofangchi - Georg August University Göttingen Wirtschaftswissenschaftliche Fakultät; Andre Hanelt - Chair of Information Management; Florian Böhrnsen - University of Göttingen

## IS Development & Project Management: Development Methods and Techniques in IT Projects

Chair: One-Ki Daniel Lee - University of Massachusetts Boston

### *Examining the concept of temporality in Information System Development Flow*

Mairead O Connor; Denis Dennehy; Kieran Conboy - National University of Ireland - Galway

### *Social Influence Bias on Selling Choice in Social Commerce: a Multi-Alternative Context*

He Huang; Zhijun Yan - Beijing Institute of Technology

### *A Workaround Model for Competent Project Managers using Agile Development in a Traditional Organization*

Jignya Patel - Florida Institute of Technology; Robin Poston; Jasbir Dhaliwal - University of Memphis

## Networking Lunch

12:00 p.m. - 1:00 p.m., Coex 300 Lobby

Tuesday, December 12, 2017 - 2:00 p.m. - 3:30 p.m.

## Panel: Internet of Things: Opportunities and Challenges to Business, Society, and IS Research

Chair: J.P. Shim - Georgia State University

### *Internet of Things: Opportunities and Challenges to Business, Society, and IS Research*

J.P. Shim - Georgia State University; Michel Avital - Copenhagen Business School; Alan Dennis - Indiana University; Olivia Sheng - University of Utah David Eccles School of Business; Matti Rossi - Aalto University; Carsten Sorensen - London School of Economics; Aaron French - University of New Mexico

## E-Business and E-Government: Mobile Commerce, Mobile Marketing, and Location-Based Services

Chair: Ting Li - Erasmus University

### *The Curse of Mobile Marketing: A Mixed Methods Study on Individuals' Switch to Mobile Ad Blockers*

Lea Müller; Jens Matthe - Otto-Friedrich-University Bamberg; Christian Maier; Tim Weitzel - University of Bamberg

### *Product Updates: Attracting New Consumers versus Alienating Existing Consumers*

Jens Förderer; Armin Heinzl - University of Mannheim

### *Perceived Individual Cultural Values and ERP Users: The Case of Saudi Arabia*

Hisham Alhirz - Al Yamamah University

### *Onsite Retargeting: A Randomized Field Experiment*

Ting Li; Dimitrios Tsekouras - Erasmus University; Jing Gong-Temple University

## Strategy, Structure, and Organizational Impacts of IT: Digital Innovation Complexity

Chair: Nicholas Berente - University of Georgia

### *New Entry Threats and Firm Performance in the IT Industry: The Moderating Role of Board Independence*

Yang Pan - Louisiana State University College of Agriculture; Peng Huang; Anand Gopal - University of Maryland

### *Revisiting the Impact of Information Systems Architecture Complexity: A Complex Adaptive Systems Perspective*

Raphael Schilling; Jannis Beese; Mohammad Kazem Haki; Stephan Aier; Robert Winter - University of St. Gallen

### *Analytics, Innovativeness, and Innovation Performance*

Steffen Wölfl - University of Bamberg; Alexander Leischnig - Queen Mary University of London; Björn Ivens; Daniel Hein - University of Bamberg

## Digital Platforms, Online Communities, and Open Governance: Emergence and Evolution of Digital Platforms

Chair: Carmen Leong - University of New South Wales

### *Towards an Integrated View of Multi-Sided Platforms Evolution*

Kalina Staykova; Jan Damsgaard - Copenhagen Business School

### *The Relationship Between Process Variability and Structural Connectivity in Open Source Software Development*

Xinyu Li - Case Western Reserve University; Fang Zhou - Temple University

### *Evolving Shared Platforms: An Imbrication Lens*

Fatemeh Saadatmand - University of Borås; Rikard Lindgren - University of Gothenburg; Ulrike Schultze - Southern Methodist University

## Research Methods, Theorizing and Philosophy: Platform for Progress

Chair: Anand Gopal - University of Maryland

### *The World Isn't Static, So Why Are We? How Agent Based Modeling Helps to Create and Test Dynamic IS Models and Theories*

Horst Treiblmaier - MODUL University Vienna

### *A Decade of NeuroIS Research: Status Quo, Challenges, and Future Directions*

René Riedl; Thomas Fischer - University of Applied Sciences Upper Austria; Pierre-Majorique Léger - HEC Montréal

### *Human-Computer Interaction Movement Indicators of Response Biases in Online Surveys*

Jeffrey Jenkins - Brigham Young University; Joseph Valacich; Parker Williams - University of Arizona

## Security, Privacy & Ethics of IS: Information Security and User Behavior

Chair: Marko Niemimaa - University of Jyväskylä

### *Examining Internet Users' Adaptive and Maladaptive Security Behaviors Using the Extended Parallel Process Model*

Yan Chen - Florida International University

### *A Meta-Analytic Structural Equation Modeling Test of Protection Motivation Theory in Information Security Literature*

Jian Mou - School of Economics and Management Xidian University; Jason Cohen - University of the Witwatersrand; JongKi Kim - Pusan National University

### *The Closer You Get the More Aware You Become – A Case Study about Psychological Distance to Information Security Incidents*

Lennart Jaeger - German Graduate School of Management and Law; Clara Ament - Goethe-University Frankfurt am Main Fachbereich 02 Wirtschaftswissenschaften; Andreas Eckhardt - German Graduate School of Management and Law (GGS)

### *Analyzing Persistent Impact of Cybercrime on the Societal Level: Evidence for Individual Security Behavior*

Markus Riek; Svetlana Abramova; Rainer Böhme - Innsbruck University

## Data Science, Decision Analytics and Visualization: Customers

Chair: Soumya Sen - University of Minnesota

### *Loyalty Analytics: Predicting Customer Behavior Using Reward Redemption Patterns Under Mobile-App Reward Scheme*

Yoonseock Son - Korea Advanced Institute of Science and Technology; Dobin Yim - Fordham University; Wonseok Oh - Korea Advanced Institute of Science and Technology

### *Data Mining for Individual Consumer Credit Default Prediction under E-commerce Context: A Comparative Study*

Jilei Zhou - Peking University Guanghua School of Management

### *Predictive Customer Data Analytics – The Value of Public Statistical Data and the Geographic Model Transferability*

Konstantin Hopf; Sascha Riechel; Mariya Sodenkamp - University of Bamberg; Thorsten Staake - ETH Zurich

## Social Media and Digital Collaboration - Sentiment and Branding

Chair: Dan Kim - University of North Texas

### *Understanding Spillover Effects in Consumption of Rich Digital Media*

Haris Krijestorac; Rajiv Garg; Vijay Mahajan; Frenkel ter Hofstede - The University of Texas at Austin

### *Customers' Influence Makes or Breaks Your Brand's Success Story – Accounting for Positive and Negative Social Influence in Online Customer Networks*

Catherine Baethge; Julia Klier - University of Regensburg; Mathias Klier - University of Ulm; Georg Lindner - University of Regensburg

### *The Impact of Social Sentiment on Firm Performance Similarity*

Kwansoo Kim - Izmir University of Economics; Sang-Yong Tom Lee - Hanyang University; Morad Benyoucef - University of Ottawa

## **IT and Social Change - Sustainable Business Strategies and Affordances for Change**

Chair: Stefan Seidel - University of Liechtenstein

*How to Become a Sustainability Leader? The Role of IS Affordances in Enabling and Triggering Sustainability Transformations*

Christopher Henkel - Ludwig-Maximilians-Universität München; Anna-Raissa Seidler - University Passau; Johann Kranz - Ludwig-Maximilians-Universität München; Marina Fiedler - University Passau

*Adapting Carsharing Vehicle Relocation Strategies for Shared Autonomous Electric Vehicle Services*

Alfred Benedikt Brendel; Sascha Lichtenberg; Ilja Nastjuk; Lutz Kolbe - University of Göttingen

*Micro-Giving: On the Use of Mobile Devices and Monetary Subsidies in Charitable Giving*

Dongwon Lee - Hong Kong University of Science and Technology; Anand Gopal - University of Maryland; Dokyun Lee - Carnegie Mellon University Tepper School of Business

## **Poster Slam Session 2**

Chair: Hyunjeong Kang, Hongik University

### **Track 9: Security, Privacy & Ethics of IS**

*Organizational Security Learning from Incident Response*

Jeb Webb; Atif Ahmad; Sean Maynard - University of Melbourne; Richard Baskerville - Georgia State University; Graeme Shanks - The University of Melbourne

*Off the Leash: The Meaning of Non-Punitive Security Approaches to Organizational Insiders*

Sebastian Schuetz - University of Arkansas Fayetteville; Rui Chen - City University of Hong Kong Behavior Regulation in Social Media: A Neuroscientific Investigation

Yu-feng Huang; Feng-Yang Kuo - National Sun Yat-Sen University; Cathy Lin - National University of Kaohsiung

*Understanding Privacy Threat Appraisal and Coping Appraisal Through Mindfulness*

Jakob Wirth; Christian Maier; Sven Laumer; Tim Weitzel - University of Bamberg

*"Thanks for Sharing": Using Hacker Forum Data for Prediction of Knowledge Sharing and Withholding Behaviors*

Obi Ogbanufe; Dan Kim - University of North Texas

*Opting for Identity Theft Protection Services: The Role of Anticipated Distress*

Jingguo Wang - The University of Texas at Arlington; Adel Yazdanmehr - Baruch College, CUNY; Yuan Li - University of Illinois at Springfield; H.Raghav Rao - The

University of Texas at San Antonio

*Analyzing Software Vendors' Patch Release Behavior in the Age of Social Media*

Romilla Syed - University of Massachusetts Boston

*Conversational Assistants: Investigating Privacy Concerns, Trust, and Self-Disclosure*

Kambiz Saffarizadeh; Maheshwar Boodraj - Georgia State University J Mack Robinson College of Business; Tawfiq Alashoor - Georgia State University

*The Impact of Culture on Information Security: Exploring the Tension of Flexibility and Control*

Daniel Pienta; Wenxi Pu; Russell Purvis - Clemson University

*Applying the Transtheoretical Model of Behavior Change to Online Self-Disclosure*

Ersin Dincelli; Shobha Chengalur-Smith - University at Albany

*Empowerment and BYOx: Towards Improved IS Security Compliance*

Maximilian v.Welck; Manuel Trenz - University of Augsburg; Tina Jensen - Copenhagen Business School; Daniel Veit - University of Augsburg

*Unblackboxing IT Certifications: A Theoretical Model Explaining IT Certification Effectiveness*

Sebastian Lins; Ali Sunyaev - University of Kassel

### **Track 11: Research Methods, Theorizing and Philosophy**

*Capturing Reality in Flight? Empirical Tools for Strong Process Theory*

Brian Pentland - Michigan State University; Jan Recker - Queensland University of Technology; Inkyu Kim - Michigan State University

*An Isomorphic Model of Collective Innovative Use: Eliciting Motivation from Competence Through Team Composition*

Yumei Luo - Yunnan University; Xixi Li - Tsinghua University; Cheng Zhang - Fudan University

*The Development of a Temporal Information Dictionary for Social Media Analytics*

Alivelu Mukkamala; Roman Beck - IT University of Copenhagen

*Reconsidering the Measurement of Tie Strength in Online Social Networks*

Kyuhan Lee; Sudha Ram - University of Arizona

## **Track 12: IS Development & Project Management**

### *How to Gamify a Mobile Learning Application – A Modularization Approach*

Sofia Schöbel; Andreas Janson; Sissy-Josefina Ernst - University of Kassel; Jan Marco Leimeister - University of St. Gallen

### *Team Diversity and Performance – How Agile Practices and Psychological Safety Interact*

Phil Diegmann; Christoph Rosenkranz - University of Cologne

### *Journey Towards Agility: Where Are We Now And Where Are We Heading?*

Tim Dreesen - University zu Köln Wirtschafts- und Sozialwissenschaftliche Fakultät; Phil Diegmann - University of Cologne

### *Success in Information Systems Projects: Exploring the Role of Justice Perception*

Saifur Bhuiyan; Pankaj Setia - University of Arkansas

### *Ups and Downs in IS Projects – The Dynamic Interplay Between Control and Emotions*

David Murungi; Martin Wiener; Marco Marabelli - Bentley University

### *Understanding the Impacts of Social Influence on Initial and Sustained Participation in Open Source Software Projects*

Xiao Li - University of Zurich; Xuan Yang - Hong Kong Shue Yan University Department of Business Administration; Daning Hu - University of Zurich; Ji Wu - Sun Yat-Sen University; Harry Wang - University of Delaware

### *Exploring IT/IS Risk Management Agility*

Yi-Te Chiu - Victoria University of Wellington; Houn-Gee Chen; Yu-Qian Zhu - National Taiwan University of Science and Technology

### *Design an Information System to Stimulate Creativity in Organizations*

Kesha Wu; Dick Boland - Case Western Reserve University

### *Designing a peer-based support system to support shakedown*

Mahei Li - University of Kassel; Christoph Peters; Jan Marco Leimeister - University of St. Gallen

## **Track 13: Human Behavior and IS**

### *Information Technology Professionals' Turnover Intentions: A Meta-Analysis of Perceived Organizational Factors*

Ibtissam Zaza; Deborah Armstrong - Florida State University

### *More than the Sum of its Parts – Towards Identifying Preferred Game Design Element Combinations in Learning Management Systems*

Sofia Schöbel; Sissy-Josefina Ernst - University of Kassel; Matthias Söllner; Jan Marco Leimeister - University of St. Gallen

### *Understanding the Influence of Personality Traits on Gamification: The Role of Avatars in Energy Saving Tasks*

Nils Bergmann; Silvia Schacht; Ulrich Gnewuch; Alexander Mädche - Karlsruhe Institute of Technology

### *Personality and Technostress: Theorizing the Influence of IT Mindfulness*

Christian Maier; Jakob Wirth; Sven Laumer; Tim Weitzel - University of Bamberg

### *Centrality of Information Networks in Tech-Oriented Companies: The Impact of Cognitive Flexibility*

Yujie Zheng; Wai Fong Boh - Nanyang Technological University

### *Online Consumers' Attribution of Inconsistency Between Advice Sources*

Hongki Kim; Izak Benbasat; Hasan Cavusoglu - University of British Columbia

### *Linguistic Style and Online Review Helpfulness*

Fang Wang - Wilfrid Laurier University; Sahar Karimi - University of Liverpool Management School

### *Digital Game Narrative Quality: Developing a Measure*

Ali Khan; Jane Webster - Queen's University

### *Social Identity and Information Privacy Preference*

Yuting Gao; Zhenhui Jiang - National University of Singapore

### *Do Financial Incentives Induce More Online Participatory Behaviors?*

Zhijun Yan; Lini Kuang; He Huang; Han Yang - Beijing Institute of Technology

### *Enhancing User Engagement through Enterprise Gamification: Identifying Motivational Affordances*

Ayoung Suh - City University of Hong Kong

### *Perceived Role Relationships in Human-Algorithm Interactions: The Context of Uber Drivers*

Xinru Page; Marco Marabelli - Bentley University; Monideepa Tarafdar - Lancaster University Management School

### *Data Breaches and the Individual: An Exploratory Study of the Op.m. Hack*

Eric Bachura - University of Texas at San Antonio; Rohit Valecha; Rui Chen - Ball State University; H.Raghav Rao - The University of Texas at San Antonio

### *Engaging in Technology Extra-Role Behavior in a Human-IT Relationship: A Psychological Ownership Perspective*

Haiyun Zou; Yulin Fang - City University of Hong Kong;

Heshan Sun - Clemson University; Kai Lim - City University of Hong Kong

*Individual-Level Effects of Transparency in ES Implementations: A Dual Perspective on Job and Technology Outcomes*

Tobias Nisius; Kai Spohrer - University of Mannheim; Hartmut Hoehle - University of Arkansas; Rainer Schmitz - AI Industrial Services

*A Mixed Method Approach to Understanding Crowdsources' Engagement Behavior*

Julia Troll; Sven Naef; Ivo Blohm - University of St. Gallen

*Is IT What You Make Out of IT? On Affordances, Goals, and Positive and Negative Consequences in Activity Tracking*

Robert Rockmann; Heiko Gewalt - Neu-Ulm University of Applied Sciences

*Optimal Design of Gamified Incentive Hierarchies in Online Fitness Communities*

Yang Yang - National University of Singapore; Yufei Yang - Singapore University of Technology and Design; Hock Hai Teo - National University of Singapore

*Serious Games for Eco-Effective Transformations*

Kenan Degirmenci - Queensland University of Technology

*Asking Both the User's Brain and its Owner Using Subjective and Objective Psychophysiological NeuroIS Instruments*

Ricardo Buettner - Aalen University

**Track 14: Strategy, Structure, and Organizational Impacts of IT**

*Does IT Help Firms to Become More Entrepreneurial?: The Role of Enterprise IT*

Sangwook Ha; Areyi Kankanhalli; Ke-wei Huang - National University of Singapore

*Examining the Association Between Industry IT Strategic Role and IT Governance Implementation*

Anant Joshi - Maastricht University; Tim Huygh; Steven De Haes - University of Antwerp

*Rushing for Gold: Tensions in Creating and Appropriating Value from Big Data*

Wendy Günther; Mohammad Hosein Rezazade Mehrizi; Marleen Huysman; Frans Feldberg - VU University Amsterdam

*Emergence and Mutability of Social Media Work Practices in Organizational Context*

Najmeh Hafezieh; John Amis - University of Edinburgh

*Dealing with Culture Conflicts to Drive Successful Tech-*

*nochange Projects – a Case Study*

*Actualizing Affordances: A Socio-Technical Perspective on Big Data Analytics in the Automotive Sector*

Christian Dremel; Matthias Herterich; Jochen Wulf; Benjamin Spottke - University of St. Gallen

*Role of Information Quality for Value Co-Creation in B2B Service Orchestration Process*

Arun Rai - Georgia State University; Xinlin Tang - Florida State University; Zhitao Yin; Stephen Du - Georgia State University

*Network Structure, Social Hierarchy and Dynamics in IS-enabled Organizational Transformation*

Jean-Loup Richet - University of Nantes

*ICT Enabling Customer Agility: A Dynamic Capabilities Perspective*

Amary Elbanna - Royal Holloway University of London; Petri Hallikainen - University of Sydney; Hilikka Merisalo-Rantanen - Aalto University

*The Influence of Data Analytics Capabilities on Organizational Performance: The Mediating Role of Exploitative and Exploratory Innovation*

Xiang Wan - University of Florida; Jiye Mao - Renmin University of China; JJ Hsieh - Georgia State University; Fu Chen - Hong Kong Polytechnic University

**Track 15: Data Science, Decision Analytics and Visualization**

*The Impact of Big Data on Firm Data Diagnosticity: Mediating Role of Data Quality*

Maryam Ghasemaghahi - McMaster University

*Exploring Design Principles for a Business Model Mining Tool*

Dominik Augenstein; Christian Fleig - Karlsruher Institut für Technologie Fakultät für Wirtschaftswissenschaften

*Understanding Reasons for Medication Nonadherence: An Exploration in Social Media Using Sentiment-Enriched Deep Learning Approach*

Jiaheng Xie - University of Arizona; Xiao Liu - University of Utah David Eccles School of Business; Daniel Zeng - University of Arizona; Xiao Fang - University of Delaware

*The Predictive Power of Engagement in Mobile Consumption*

Tomer Geva; Shachar Reichman; Iris Somech - Tel Aviv University

*Finding the Unicorn: Predicting Early Stage Startup Success through a Hybrid Intelligence Method*

Dominik Dellermann; Nikolaus Lipusch; Philipp Ebel - Kassel University; Karl Popp - SAP AG und Co KG; Jan Marco Leimeister - University of St. Gallen

*Does Lying Lead to More Viewers? The Effects of Lying on TV Ratings*

Seyoung Seol; Jorge Mejia - Indiana University Bloomington Kelley School of Business

*Predicting Corporate Venture Capital Investment*

Ruiyun Xu; Hailiang Chen; Leon Zhao - City University of Hong Kong

*A Study on Job Satisfaction Factors in Retention and Turnover Groups Using Dominance Analysis and LDA Topic Modeling with Employee Reviews on Glassdoor.com*

Jongseo Lee - School of Integrated Technology, Yonsei University; Juyoung Kang - Ajou University College of Business Administration

*IT-Enabled Role Playing in Service Encounter: Design a Customer Emotion Management System in Call Centers*

Yiting Guo; Yilin Li; Qiang Wei; Sean Xin Xu - Tsinghua University

*Predictive Power of Online and Offline Behavior Sequences: Evidence from a Micro-finance Context*

Rishabh Mehrotra - University College London; Prasanta Bhattacharya; Tianhui Tan; Tuan Phan - National University of Singapore

**Track 17: HCI, Design Issues and Design Science Research**

*Towards Designing Cooperative and Social Conversational Agents for Customer Service*

Ulrich Gnewuch; Stefan Morana; Alexander Mädche - Karlsruhe Institute of Technology

*Designing Interfaces to Induce Choice Closure: Why and How*

Gabe Lee - Miami University; Andrew Chen - KU

*Leveraging Heterogeneous Information Network for Community Recommendation*

Weiwei Deng; Jian Ma - City University of Hong Kong

*Mitigating the Dependence Bias in Online Ratings: A "Consider-the-Opposite" Strategy for Scale Prompting*

Ding Wu; Xunhua Guo; Guoqing Chen - Tsinghua University

*Breaking the Stereotypes: Digital Nudge to Attenuate Racial Stereotyping in the Sharing Economy*

Aseem Pahuja; Chuan-Hoo Tan - National University of Singapore

*Supporting Online Consumers by Identifying Consistency Distance Among Advice Sources*

Hongki Kim; Izak Benbasat; Hasan Cavusoglu - University of British Columbia

*You Can't Make Bricks Without Straw: Designing Systematic Literature Search Systems*

Benjamin Sturm; Ali Sunyaev - University of Kassel

*Touch Makes You Think Concretely: The Effects of*

*Computer Interfaces on Product Evaluation*

Xixian PENG; Xinwei Wang; Hock Hai Teo - National University of Singapore

Understanding Cooperative Learning in Context-Aware Recommender Systems: A User-System Interaction Perspective Na Jiang - City University of Hong Kong; Chee-Wee Tan - Copenhagen Business School; Weiquan WANG - City University of Hong Kong; Hefu Liu; Jibao Gu - University of Science and Technology of China

*Playful Design Elements and Stages of Player Experience in Gamification*

Shih-Lun Tseng; Heshan Sun - Clemson University

*Does the Activation Make a Difference? The Effects of Video Initiating Formats on Video Advertising Effectiveness*

Xiaoyu Miao; Zhenhui Jiang - National University of Singapore

**Track 20: Practice Oriented Research**

*It's All Fun and Games Until Someone Gets a Real Job!: From Online Gaming to Valuable Employees*

Connie Barber - Southern Illinois University Edwardsville; Stacie Petter - Baylor University; Diane Barber - Southern Illinois University Edwardsville

*How Digital Transformation Affects Large Manufacturing Companies' Organization*

Dominik Bilgeri - ETH Zurich; Felix Wortmann; Elgar Fleisch - University of St. Gallen

**Track 22: General Topics**

*Effects of Heterogeneity in Board IT Capital on Firm Innovation*

Moksh Matta - University of British Columbia Sauder School of Business; Hasan Cavusoglu - Sauder School of Business, University of British Columbia; Nilesh Saraf - Simon Fraser University; Izak Benbasat - University of British Columbia

*Cyber Incivility at the Workplace*

Vivien Lim; Thompson Teo - National University of Singapore; Rohit Nishant - ESC Rennes

*Expertise Diversity, Knowledge Integration, and Team Innovation*

Yasser Rahrovani - Richard Ivey School of Business University of Western Ontario; Alain Pinsonneault - McGill University

*A Business Process Perspective on IoT Implementation: Findings from a Comparative Case Analysis*

Marcel Papert; Alexander Pflaum; Alexander Leischnig - University of Bamberg

*A Fast and Comprehensive Literature Search Tool for Information Systems Researchers*

Ruiyun Xu; Hailiang Chen; Leon Zhao - City University of Hong



Kong

*Towards Rethinking the Digital Divide – Recognizing Shades of Grey in Older Adults' Digital Inclusion*

Charlotte Lameijer - Ministry of Security and Justice;  
Benjamin Mueller; Eveline Hage - University of Groningen

*The Shifts of Fortune Test the Reliability of Friends – The Brittle Nature of Signal Reliability in Cloud Service Markets*  
Sebastian Lins - University of Kassel; David Schneider; Alex- ander Benlian - Darmstadt University of Technology;

Ali Sunyaev - University of Kassel

*A Framework for Artificial Knowledge Creation in Organizations*

Antoine Harfouche; Bernard Quinio; Sana Skandrani - Universite Paris-Nanterre; Rolande Marciniak - IDHES UMR 8533

**Tuesday, December 12, 2017 - 4:00 p.m. - 5:30 p.m.**

**Panel: Time to Reconsider Time in the Digital Age**

Chair: James Gaskin - Brigham Young University

*Time to Reconsider Time in the Digital Age*

Brian Pentland - Michigan State University; James Gaskin - Brigham Young University; Jungpil Hahn - National University of Singapore; YoungKi Park - George Washington University; Anjana Susarla - Michigan State University

**Data Science, Decision Analytics and Visualization: Novel Data**

Chair: Gordun Burtch - University of Minnesota

*Discovery of the Optimal Visualization for Representing Three Dimensions of Data Using Functional Magnetic Resonance Imaging*

Saman Bina; William Graue; Donald Jones; Timothy Kaskela; Eric Walden - Texas Tech University

*Excavating the Treasure of IoT Data: An Architecture to Empower Rapid Data Analytics for Predictive Maintenance of Connected Vehicles*

Christian Gerloff - RWTH Aachen University; Catherine Cleophas - Lancaster University Management School

*Understanding the Scene Data- Pavement Area Grouping in Images*

Sromona Chatterjee; Björn Hildebrandt; Lutz Kolbe - University of Göttingen

**E-Business and E-Government: Online Marketplaces**

Chair: Min-Seok Pang - Temple University

*Single-Dimensional Versus Multi-Dimensional Product Ratings in Online Marketplaces for Experience Goods*

Murat Tunc; Huseyin Cavusoglu; Srinivasan Raghunathan - University of Texas at Dallas

*Reading Minds from Reading Patterns: A Field Experiment on the Effectiveness of Consumption-based Targeting in E-Book Markets*

Angela Choi; Wonseok Oh - Korea Advanced Institute of Science and Technology; Jae Yun Moon - Korea University

*When a Loss is a Gain and When It's Just a Loss: The Effect of Loss Leader Strategy in Online Marketplaces*

Kyungmin Choi - Korea Advanced Institute of Science and Technology College of Business; Sunghan Ryu - Shanghai Jiao Tong University; Daegon Cho - Korea Advanced Institute of Science and Technology College of Business

## IS and Healthcare: Data Sharing, Privacy, and Trust in Health IT

Chair: Nirup Menon - George Mason University

### *Dr. Miller or Dr. Smith? Patients' Intentions to Make Appointments on Physician Rating Platforms*

Mario Schaarschmidt; Stefan Ivens; Dirk Homscheid - University of Koblenz-Landau

### *Understanding Privacy Risk Perceptions of Consumer Health Wearables – An Empirical Taxonomy*

Moritz Becker - LMU Munich; Christian Matt - University Bern Institut für Wirtschaftsinformatik; Thomas Widjaja - University Passau; Thomas Hess - Ludwig-Maximilians-University Munich

### *Sharing is About Caring? Motivating and Discouraging Factors in Sharing Individual Genomic Data*

Scott Thiebes - University of Kassel; Kalle Lyytinen - Case Western Reserve University; Ali Sunyaev - University of Kassel

## Strategy, Structure, and Organizational Impacts of IT: Digital Entrepreneurship

Chair: Tuure Tuunanen - University of Jyväskylä

### *Digital Capabilities for Buffering Tensions of Structure, Space, and Time during Entrepreneurial Growth*

Sanja Tumbas - IESE Business School ; Nicholas Berente - University of Georgia; Jan vom Brocke - University of Liechtenstein

### *Towards a Taxonomy of Digital Business Models – Conceptual Dimensions and Empirical Illustrations*

Maximilian Bock - Friedrich-Alexander-University Erlangen-Nürnberg; Martin Wiener - Bentley University

### *Two Tales of Technology: Business and IT Managers' Technological Frames Related to Cloud Computing*

Sabine Khalil - Télécom Paritech ; Till Winkler; Xiao Xiao - Copenhagen Business School

## Global IS Issues

Chair: Carol Hsu - Tongji University

### *Processes of Relating: Cultural Implications in Information Systems Development*

Sharon Geeling; Irwin Brown; Peter Weimann - University of Cape Town

### *Impact of Cloud on Firm Evolution: A Causal Model of a Latecomer ERP Firm in an Emerging Economy*

Srujana Pinjala; Priya Seetharaman; Rahul Roy - Indian Institute of Management Calcutta

### *Problematising Development and Poverty in the ICT*

### *policy of Malawi*

Frank Makoza; Wallace Chigona - University of Cape Town

## Human Behavior and IS- Impact of IS on Human Behaviors

Chair: Yixin Zhang - University of Jyväskylä

### *The Influence of Social Cues on Users' Information Disclosure Intentions – The Case of Mobile Apps*

Mirja Kroschke - University of Muenster; Michael Steiner - University Witten/Herdecke

### *Meaning of Work and Organizational Citizenship Behavior for IT Employees: The Mediating Role of Affective Commitment*

Shalini Chandra - SP Jain School of Global Management; Shirish C. Srivastava - HEC Paris; Damien Joseph - Nanyang Technological University

### *Overcoming the Crowding-Out Effect of Monetary Incentive on Pro-Social Behavior*

Dandan Qiao - Tsinghua University School of Economics and Management; Shun-Yang Lee - University of Connecticut; Andrew Whinston - University of Texas at Austin; Qiang Wei - Tsinghua University

## Posters Group B

4:00 p.m. - 5:30 p.m., Third Floor Hallway

## Social Event Departure from Coex

5:45 p.m. - 7:15 p.m., Coex North Gate

## Social Event

7:00 p.m. - 10:00 p.m., Floating Island at Hangang River See App for Details

# Wednesday, December 13

Wednesday, December 13, 2017 - 9:00 a.m. - 10:30 a.m.

## **E-Business and E-Government: Mobile Applications and E-Government**

Chair: Rony Medaglia - Copenhagen Business School

*Do Mobile Applications Bring Longer Tail? An Empirical Study of Sales Concentration in Online Channels*

Shahryar Doosti - University of Washington Michael G. Foster School of Business; Youwei Wang - Fudan University; Yong Tan - University of Washington

*Battles of Mobile Payment Networks: The Impacts of Network Structure and Technology Complementarity on Consumer Loyalty*

Kem Zhang; Qianwen Yang; Xiang Gong - University of Science and Technology of China; Matthew Lee - City University of Hong Kong

*Gov2.0: Public Value Enabler*

Mohammed Aladallah; Yen Cheung; Vincent Lee - Monash University

## **IS Curriculum & Education - Teaching Cases**

Chair: Sven Laumer - University of Bamberg

*Driving Digitization at Audi*

Martin Mocker; Nils Fonstad - MIT Sloan

*Understanding the Value and Organizational Implications of Big Data Analytics – The Case of AUDI AG*

Christian Dremel; Jochen Wulf - University of St. Gallen; Annegret Maier - Audi AG; Walter Brenner - University of St. Gallen

*Analyzing and managing IT-induced work system changes*

Sven Laumer; Christian Maier; Tim Weitzel - University of Bamberg

## **Transforming Society with Digital Innovation: A Societal Focus**

Chair: Bart Van den Hooff - VU University Amsterdam

*The Dark Side of Digital Transformation: The Case of Information Systems Education*

Gabriele Piccoli; Joaquin Rodriguez; Biagio Palese - Louisiana State University; Marcin Bartosiak - University of Pavia

*Network Structure, Social Hierarchy and Dynamics in IS-enabled Organizational Transformation*

Jean-Loup Richet - University of Nantes

*Enabling the Democratization of Innovation with Smart Toolkits*

Hari Suman Naik; Albrecht Fritzsche - Friedrich-Alexander-University Erlangen-Nurnberg

## **Human Behavior and IS - IS Design and Human Behaviors**

Chair: Seth Li

*Avatars and Knowledge Sharing*

Dennis Fehrenbacher - Monash University; Martin Weisner - The University of Melbourne

*Patronizing Technology: An Emergent Technophilic Behavior*

Shankhadeep Banerjee - Indian Institute of Management Calcutta; Indranil Bose - Indian Institute of Management Calcutta

*Drivers of Market Success for Mobile Gaming Apps - Results of a Choice-Based Conjoint Experiment*

Robér Rollin - Universität Siegen; Sascha Steinmann - University of Siegen; Hanna Schramm-Klein - University of Siegen; Florian Neus - Universität Siegen; Frederic Nimmermann - University Siegen

## **Peer-to-Peer and Crowd Markets - The Gig and Sharing Economy**

Chair: Bin Gu - Arizona State University

*Organization-Sponsored Sharing Platforms: Managing the Dialectics of Conflicting Institutional Logics*

Ulrike Schultze - Southern Methodist University; Anita Bhappu - University of California, Merced

*Home Bias in Online Employment*

Chen Liang; Kevin Hong; Bin Gu - Arizona State University

*Competitive Positioning of Complementors on Digital Platforms: Evidence from the Sharing Economy*

Michael Wessel - Copenhagen Business School; Ferdinand Thies - University of Liechtenstein; Alexander Benlian - Technische Universität Darmstadt

## **IS and Economics - Rating and Valuations**

Chair: Rong Zeng - Hong Kong University of Science and Technology

*The Traveling Reviewer Problem – Exploring the Relationship Between Offline Locations and Online Rating Behavior*

Jürgen Neumann; Dominik Gutt; Dennis Kundisch - Paderborn University

*The Impact of Information Security Breaches and IT Security Investments on a Firm's Competitors*

Christina Jeong - University of Minnesota; Sang-Yong Tom Lee - Hanyang University; Jee-Hae Lim - University of Waterloo

*Sourcing and Screening High-Tech Workers*

Prasanna Tambe - University of Pennsylvania Wharton School; Xuan Ye - Boston College

**Practice Oriented Research**

Chair: John Mooney - Pepperdine University

*Alibaba's Digital Enablement Strategies in Rural China*

Yenni Tim - University of New South Wales; Shan Ling Pan - University of New South Wales; Lili Cui - Shanghai University of Finance & Economics

*Helping Employees to be Digital Transformers – the Olympus. connect Case*

Benjamin Mueller - University of Groningen; Uta Renken - Olympus Europa SE & Co. KG

*Disentangling the Fuzzy Front End of Digital Transformation: Activities and Approaches*

Sabine Berghaus; Andrea Back - University of St. Gallen

*Data Exhaust: Life Cycle, Framework and a Case Study of Stolen911.com*

Daniel OLeary - University of Southern California; Veda Storey - Georgia State University

**Wednesday, December 13, 2017 - 11:00 a.m. - 12:30 p.m.**

**IT and Social Change - IS-Enabled Design of Market Change**

Chair: Johann Kranz - Ludwig-Maximilians-Universität München

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