

CURRICULUM VITAE – BO SOPHIA XIAO

Shidler College Distinguished Associate Professor

MIS Quarterly Associate Editor; JAIS Editorial Board Member

CONTACT INFORMATION

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Website: <http://shidler.hawaii.edu/directory/bo-sophia-xiao/itm>

EDUCATION

May 2010 **PhD** (Management Information Systems)
Sauder School of Business
University of British Columbia, Vancouver, British Columbia, Canada

May 2002 **Master of Science** (Information Management)
W.P. Carey School of Business
Arizona State University, Tempe, Arizona, USA

May 1999 **Master of TESOL** (Teachers of English to Speakers of Other Languages)
Arizona State University, Tempe, Arizona, USA

ACADEMIC AND PROFESSIONAL EXPERIENCE

Aug 2016 – Present **Associate Professor**
Shidler College Distinguished Associate Professor
Information Technology Management Department, Shidler College of Business, University of Hawaii at Manoa

Aug 2013 – Jul 2016 **Assistant Professor**
Information Technology Management Department, Shidler College of Business, University of Hawaii at Manoa

May 2010 – Jul 2013 **Assistant Professor** (Information Systems)
Department of Computer Science, Hong Kong Baptist University

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Aug 2008 - May 2010 **Lecturer** (Information Systems)
Department of Computer Science, Hong Kong Baptist University

Sep 2003 - Jul 2008 **Research Assistant**, supervised by Professor Izak Benbasat
Sauder School of Business, University of British Columbia, Canada

RESEARCH INTERESTS

- Human-Computer Interaction
- Dark Side of Information Technology
- Health Information Systems
- Digital Service Innovation
- Social Media and Social Networking

PUBLICATIONS

Google Scholar citations of my work are available at
<https://scholar.google.com/citations?user=C1dvJskAAAAJ&hl=en&authuser=1>

Refereed Journal Papers (Published or Accepted for Publication)

Wong, Y.M., Cheung, M.K., Xiao, B., & Thatcher, J. (2021). Standing Up or Standing By: Understanding Bystanders' Proactive Reporting Responses to Online Harassment. *Information Systems Research*, (32:2), 561-581.

Abhari, K., Davidson, E., & Xiao, B. (2021). Inventing Together: The Role of Actor Goals and Platform Affordances in Open Innovation. *Journal of the Association for Information Systems*, forthcoming.

Chen, Y., Aljafari, R., Xiao, B., & Venkatesh, V. (2021). Empowering physicians with health information technology: An empirical investigation in Chinese hospitals. *Journal of the American Medical Informatics Association*, (28:5), 915-922.

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- Abhari, K., Davidson, E., & Xiao, B. (2020). Modeling Social Product Development Process, Technology, and Governance. *IEEE Transactions on Engineering Management*, (Feb), 1-14.
- Abhari, K., Davidson, E., & Xiao, B. (2019). Collaborative Innovation in the Sharing Economy: Profiling Social Product Development Actors through Classification Modeling. *Internet Research*, (29:5), 1014-1039.
- Abhari, K., Davidson, E., & Xiao, B. (2019). Experience First: Investigating Co-creation Experience in Social Product Development Networks. *AIS Transactions on Human-Computer Interaction*, (11:1), 1-32.
- Xiao, B. & Benbasat, I. (2018). An Empirical Examination of the Influence of Biased Personalized Product Recommendations on Consumers' Decision Making Outcomes. *Decision Support Systems*, (110), 46-57.
- Abhari, K., Davidson, E., & Xiao, B. (2018). A Risk Worth Taking? The Effects of Risk and Prior Experience on Co-Innovation Participation. *Internet Research*, (28:3), 804-828.
- Wong, Y.M., Cheung, C.M.K., & Xiao, B. (2017). Does Gender Matter in Cyberbullying Perpetration? An Empirical Investigation. *Computers in Human Behavior*, (79), 247-257.
- Liu, F., Xiao, B., Tan, C.W., and Lim, E. (2017). The Art of Appeal in Electronic Commerce: Understanding the Impact of Product and Website Quality on Online Purchases. *Internet Research*, (27:4), 752-771. *Highly Commended Paper in Internet Research, Emerald Literati Awards for Excellence.*
- Liu, F., Xiao, B., Lim, E., and Tan, C.W. (2017). Investigating the Impact of Gender Differences on Alleviating Distrust via Electronic Word-of-Mouth. *Industrial Management & Data Systems*, (117:3), 620-642.
- Abhari, K., Davidson, E., & Xiao, B. (2017). Co-Innovation Platform Affordances: Developing a Conceptual Model and Measurement Instrument. *Industrial Management & Data Systems*, (117:5), 873-895.
- Xiao, B. & Benbasat, I. (2015). Designing Warning Messages for Detecting Biased Online Product Recommendations: An Empirical Investigation. *Information Systems Research*, (26:4), 793-811.
- Choi, B., Jiang, J., Xiao, B., & Sung (2015). Embarrassing Exposures in Online Social Networks: Relationship Bonding and Privacy Invasion. *Information Systems Research*, (26:4), 675-694.
- Cheung, M.K., Xiao, B., and Liu, L. (2014). Do Actions Speak Louder than Voices? The Signaling Role of Social Information Cues in Influencing Consumer Purchase Decisions. *Decision Support Systems*, 65, 50-58.

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- Xiao, B. and Wong, Y.M. (2013). Cyber-bullying among University Students: An Empirical Investigation from Social Cognitive Perspective. *International Journal of Business and Information*, (8:1), 34-69.
- Tao, L., Liu, J., and Xiao, B. (2013) Effects of Geodemographic Profiles on Healthcare Service Utilization: A Case Study on Cardiac Care in Ontario, Canada. *BMC Health Services Research*, 13:239.
- Lim, E., Tan, C.W., Cyr, D., Pan S.L. and Xiao, B. (2012) Advancing Public Trust Relationships in Electronic Government: The Singapore E-Filing Journey. *Information Systems Research*, (23:4), 1110-1130.
- Xiao, B. and Benbasat, I. (2011). Product-Related Deception in E-Commerce: A Theoretical Perspective. *Management Information Systems Quarterly*, (35:1), 169-195.
- Liu, J., Tao, L., and Xiao, B. (2011) Discovering the Impact of Preceding Units' Characteristics on the Wait Time of Cardiac Surgery Unit from Statistic Data. *PLoS ONE*.
- Xiao, B. and Benbasat, I. (2007). E-Commerce Product Recommendation Agents: Use, Characteristics, and Impact. *Management Information Systems Quarterly* (31:1), 137-209.

Refereed Journal Papers (Under Review)

- Chan, T., Cheung, MK, Xiao, B., Lee, Z., & Benbasat, I. (2021). Investigating What Makes Bystanders Join-in to Support a Bully on Social Networking Sites. Under revision for 3rd round review at Information Systems Research.
- Zhou, WX, Li, C., & Xiao, B. (2021). Does Platform Participation Investment Reinforce Herding Effect? Evidence from the P2P Lending Microfinance Market. Under revision for 2nd round review at Management Information Systems Quarterly.
- Hu, M., Liu, X., Xiao, B., & Shao, J. (2021) Is My Doctor Observing Me? Impact of Doctors' Presence on Patients' Review Behaviors in Online Health Platforms. Under revision for 2nd round of review at the Journal of the Association for Information Science and Technology.

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Refereed Conference Papers (Presented)

Sosa, L., Abhari, K., Pesavento, M., Koobchehr, F., & Xiao, B. (January 2021). Service Failure Recovery in the Sharing Economy: A Case Study of Airbnb. (*HICSS 2021*).

Liu, Y., Liu, Y., & Xiao, B. (January 2020). Modelling Work Effort of Workers in the Crowdsourcing Intermediary Market. (*HICSS 2020*). Maui, Hawaii.

Barnes III, B. W., & Xiao, B. (December 2019). Organizational Adoption of Blockchain Technology: an Ecosystem Perspective. (*DIGIT 2019*). Munich, Germany.

Hu, M., Xiao, B., & Shao, J. (June 2019). Designing Needs-driven Sharing Economy Platforms: Theoretical Development and Empirical Investigation from an Affordance Perspective. (*The 13th China Summer Workshop on Information Management*). Shenzhen, China.

Hu, M., Liu, X., Xiao, B., & Shao, J. (January 2019). The Impact of Self-awareness of Being Observed on Patient Content Generation: An Empirical Examination from a Quasi Experiment. (*HICSS 2019*). Maui, Hawaii.

Vaghefi, I., Turel, O., Xiao, B., & Matta, V. (December 2018). Digital Detox? Understanding Users' Abstinence from Social Network Sites Use. (*ICIS 2018*). San Francisco, California.

Abhari, K., Xiao, B., & Davidson, E. (July 2018) Open Innovation Platform: The Role of Actor Capability in (Re)Defining Platform Affordances. (*HCI International 2018*).

Abhari, K., Davidson, E., & Xiao, B. (January 2018) Classifying Motivations in Social Product Development Networks: A Discriminant Analysis of Actor Profiles. (*HICSS 2018*). Big Island, Hawaii.

Liu, F., Lim, E., Tan, C.W., and Xiao, B. (December 2017) Passing Down the Experience: Exploring the Effects of Online Customer Reviews on Service Diagnosticity. (*ICIS 2017*).

Abhari, K., Xiao, B. & Davidson, E. (August 2017) Co-innovation Experience in Social Product Development Networks: Construct Development and Measurement Validation. (*AMCIS 2017*). Boston, Massachusetts.

Abhari, K., Xiao, B. & Davidson, E. (July 2017) Communication in Co-Innovation Networks: A Moderated Mediation Model of Social Affordances, Social Experience, and Desire for Learning. (*HCI 2017*). Vancouver, Canada.

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- Abhari, K., Davidson, E., & Xiao, B. (January 2017) Perceived Individual Risk of Co-innovation in Collaborative Innovation Networks. (*HICSS 2017*). Big Island, Hawaii.
- Liu, F., Xiao, B., Lim, E., and Tan, C.W. (June, 2016) Learning by Doing: Understanding the Role of Affordance Informativity in Information Search Performance. (*ICIS 2016*). Dublin, Ireland. *Nominated as the best theory paper.*
- Liu, F., Xiao, B., Lim, E., and Tan, C.W. (June, 2016) Searching for What I Want: Understanding the Impact of Anticipatory Search Control on Search Efficiency. (*ECIS 2016*).
- Liu, F., Xiao, B., Tan, C.W., and Lim, E. (June, 2016) Is My Effort Worth It? Investigating the Dual Effects of Search Cost on Search Utility. (*PACIS 2016*).
- Abhari, K., Davidson, E., & Xiao, B. (June, 2016) Taking Open Innovation to the Next Level: A Conceptual Model of Social Product Development (SPD). (*AMCIS 2016*).
- Wong, Y.M., Cheung, C.M.K., & Xiao, B. (June, 2016) Understanding Users' Willingness to Report Online Harassment on Social Networking Sites: The Role of Efficacy. (*PACIS 2016*).
- Chan, T.K.H., Cheung, C.M.K., Xiao, B., & Wong, Y.M. (June, 2016). An Investigation into Cyberbullying Perpetration: A Routine Activity Perspective. (*PACIS 2016*).
- Liu, F., Xiao, B., Tan, C.W., and Lim, E. (January, 2016) Do Others' Opinion Matter? Investigating the Impact of Gender Differences on Trustworthiness of e-WOM. Paper presented at the 49th Hawaii International Conference on System Sciences (*HICSS 2016*), Kauai, Hawaii.
- Abhari, K., Davidson, E., & Xiao, B. (January, 2016) Measuring the Perceived Functional Affordances of Collaborative Innovation Networks in Social Product Development. Paper presented at the 49th Hawaii International Conference on System Sciences (*HICSS 2016*), Kauai, Hawaii.
- Wong, Y.M., Cheung, C.M.K., & Xiao, B. (January, 2016) Combating Online Abuse: What Drives People to Use Online Reporting Functions in Social Networking Sites. Paper presented at the 49th Hawaii International Conference on System Sciences (*HICSS 2016*), Kauai, Hawaii.
- Liu, F., Xiao, B., Tan, C.W., and Lim, E. (December, 2015) Deciphering Individuals' Preference for User Generated Content: Effects of Personality on Users' Processing of Online Review Information. Paper presented at the 2015 International Conference on Information Systems (*ICIS 2015*), Fort Worth, Texas.

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- Liu, F., Xiao, B., & Cheung, M.K. (December, 2015) Realizing Your Wishes: Alleviating Online Shopping Hesitation via Peer Consumer Review in Social Shopping Context. Paper presented at the 2015 International Conference on Information Systems (ICIS 2015), Fort Worth, Texas.
- Wong, Y.M., Cheung, and M.K., Xiao, B. (September, 2015) Fighting Online Abuse: Understanding User Acceptance of Online Reporting Functions of Social Networking Sites. Paper presented at the 2015 International Conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology (e-CASE & e-Tech 2015), Kyoto, Japan. *Awarded Distinguished Paper of the conference.*
- Wong, Y.M., Cheung, M.K., Xiao, B., and Chan, T. (July, 2015) The Instigating, Impelling, and Inhibiting Forces in Cyberbullying Perpetration Across Gender. Paper presented at the 2015 Pacific Asia Conference on Information Systems (PACIS 2015), Singapore.
- Tillmann, N., Xiao Bo., Lim, E., Tan, C.W., and Heinzl, A. (June, 2015) Measuring Appeal in Human Computer Interaction: A Cognitive Neuroscience-Based Approach. Poster presented at the Gmunden Retreat on NeuroIS 2015, Gmunden, Austria.
- Liu, F. and Xiao, B. (January, 2014) Do I Switch? Understanding Users' Intention to Switch Between Social Network Sites. Paper presented at the 47th Hawaii International Conference on System Sciences (HICSS 2014), Big Island, Hawaii.
- Liu, F. and Xiao, B. (July, 2013) A Theoretical Model and Empirical Investigation of Social Networking Site Users' Switching Intention. Paper presented at the 2013 Pacific Asia Conference on Information Systems (PACIS 2013), Jeju Island, Korea.
- Xiao, B. and Tan, C.W. (August, 2012). Reducing the Perceived Deception of Product Recommendation Agents: An Empirical Examination of the Relative Impact of Transparency and Verifiability and the Moderating role of Gender. Paper presented at the 2012 Americas Conference on Information Systems (AMCIS 2012), Seattle, Washington.
- Wong, Y.M. and Xiao, B. (August, 2012). An Empirical Investigation of Factors Instigating, Impelling, and Inhibiting Cyber-Bullying Behavior. Paper presented at the 2012 Americas Conference on Information Systems (AMCIS 2012), Seattle, Washington.
- Xiao, B. and Tan, C.W. (April, 2012). Reducing the Perceived Deception of Product Recommendation Agents: The Impact of Perceived Verifiability and Perceived Similarity. Paper presented at the 2012 International Conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology (e-Case & e-Tech 2012), Hong Kong. *Awarded Best Paper of the conference.*
- Xiao, B. and Wong, Y.M. (April, 2012). Cyber-bullying among University Students: An Empirical Investigation from Social Cognitive Perspective. Paper presented at the 2012 International

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Conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology (e-Case & e-Tech 2012), Hong Kong. *Awarded Distinguished Paper of the conference.*

Cheung, M.K., Xiao, B., and Liu, L. (January, 2012). The Impact of Observational Learning and Electronic Word of Mouth on Consumer Purchase Decisions: The Moderating Role of Consumer Expertise and Consumer Involvement. Paper presented at the 45th Hawaii International Conference on System Sciences (HICSS 2012), Maui, Hawaii. *Nominated for Best Paper.*

Xiao, B., Cheung, M.K., and Liu, L. (December, 2011). Do Actions Speak Louder than Voices? The Impact of Observational Learning and Electronic Word of Mouth on Consumer Purchase Decisions and the Moderating Role of Consumer Expertise. Paper presented at the 10th Annual Pre-ICIS Workshop on HCI Research in MIS (HCI/MIS 2011), Shanghai, China.

Xiao, B., Cheung, M.K., and Thadani, D. (June, 2011). Assessing the quality and knowledge contribution of top IS journals: A citation analysis. Paper presented at the 2011 European Conference on Information Systems (ECIS 2011), Helsinki, Finland.

Xiao, B. and Benbasat, I. (December, 2010). The Asymmetric Effects of Trust and Distrust: An Empirical Investigation in a Deception Detection Context. Paper presented at the 9th Annual Pre-ICIS Workshop on HCI Research in MIS (HCI/MIS 2010), Missouri, St. Louis.

Cheung, M.K., Xiao, B., and Thadani, D. (December, 2010) Assessing the Quality and Knowledge Contribution of MIS Quarterly: A Citation Analysis. Paper presented at the 2010 Australasian Conferences on Information Systems (ACIS 2010), Brisbane, Australia.

Xiao, B. and Tan, C.W. (December, 2006) Reducing the Perceived Deception of Product Recommendation Agents: The Impact of Perceived Verifiability and Perceived Similarity. Paper presented at the 5th Annual Pre-ICIS Workshop on HCI Research in MIS (HCI/MIS 2006), Milwaukee, Wisconsin.

Xiao, B. (August, 2006) Organizational Adoption of Linux: An Institutional Perspective. Paper presented at the 2006 Americas Conference on Information Systems (AMCIS'06), Acapulco, México.

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Book Chapter (Published)

Abhari, K., Xiao, B., & Davidson, E. (2018) The Role of Actor Capability in (Re)Defining Platform Affordances: The Case of Open Innovation Platform. In *International Conference on HCI in Business, Government, and Organizations*, Fiona Fui-Hoon Nah and Bo Sophia Xiao (eds.), Springer, Cham., 551-562. Lecture Notes in Computer Science.

Abhari, K., Xiao, B., & Davidson, E. (2017). Communication in Co-innovation Networks. In *International Conference on HCI in Business, Government, and Organizations*, Fiona Fui-Hoon Nah and Chuan-Hoo Tan (eds.), Springer, Cham., 139-153. Lecture Notes in Computer Science, vol 10293.

Neben, T., Xiao, B. S., Lim, E., Tan, C. W., & Heinzl, A. (2015). Measuring Appeal in Human Computer Interaction: A Cognitive Neuroscience-Based Approach. In *Information Systems and Neuroscience*, Davis F., Riedl R., vom Brocke J., Léger PM., Randolph A. (eds.), Springer, Cham, 151-159. Lecture Notes in Information Systems and Organisation, vol 10.

Xiao, B. & Benbasat, I. (2014) Research on Use, Characteristics, and Impact of E-Commerce Product Recommendation Agents: A Review and Update for 2007-2012. In *Research Handbook on Ebusiness Strategic Management*, F. J. Martínez-López (ed.), Springer, 403-431.

ONGOING RESEARCH PROJECTS

- Collaborative projects on health information systems, focusing on how to better design such systems to improve patients' care and well-being
- Collaborative projects on issues related to social and ethical implications of information and communication technology, with special focus on cyberbullying.
- Big data related collaborative projects focused on designing data searching/reduction/visualization artefacts to improve (1) users' search experience, and (2) their information provision/consumption experience on big data platforms.

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RESEARCH GRANTS AWARDED

- 2018 – 2021 **Co- Investigator**, National Natural Science Foundation of China
(no. 717712219)
Title: How Does E-Health Alleviate the Deficiency in Healthcare Service Supply-Demand Matching? An Empirical Study from the Perspective of Health Empowerment
- 2017 – 2019 **Co- Investigator**, Young Scientists Fund, National Natural Science Foundation of China (no. 71601124)
Title: An Investigation of the Effect of Adaptive Warning Strategies on the Identification of Deceptive Online Consumer Reviews
- 2016 – 2017 **Co- Investigator**, General Research Fund of Hong Kong (no. 12511016)
Title: An Empirical Examination of Bystanders' Joining-In Behavior to Cyberbullying on Social Networking Sites: A Moral Disengagement Perspective
- 2013-2021 **Summer Research Grant**
Shidler College of Business, University of Hawaii at Manoa
- 2012 – 2013 **Chief Investigator, Faculty Research Grant**
Title: An Empirical Investigation of Cyber-Bullying Behavior among University Students
Hong Kong Baptist University
- 2010 – 2012 **Chief Investigator, Faculty Research Grant**
Title: The Asymmetric Effect of Trust and Distrust: An Empirical Investigation in a Deception Detection Context
Hong Kong Baptist University
- 2010 - 2012 **Chief Investigator, Faculty Research Grant**
Title: Assessing the Quality and Knowledge Contribution of Top IS Journals: A Citation Analysis
Hong Kong Baptist University

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- 2009 - 2011 **Chief Investigator, Faculty Research Grant**
Title: An Empirical Investigation of the Impact of Perceived Verifiability and Perceived Similarity on Consumers' Perceived Deception of Product Recommendation Agents
Hong Kong Baptist University
- 2007 – 2010 **Student Investigator with Professor Izak Benbasat**
Title: Improving the Design of IT Tools Intended To Reduce Consumer Perceived Risk in E-Commerce
Social Sciences and Humanities Research Council of Canada 3-year research grant
The University of British Columbia

TEACHING AND SUPERVISING EXPERIENCE

Teaching Interests

- Information Systems/Technology Management
- Human-Computer Interaction
- Research Methodology
- Project Management

Courses Taught

- BUS 311: Information Systems for Global Business Environment
- BUS 630: Managing Information Technology for Strategic Advantage (to full-time MBA students, part-time MBA students, and EMBA students)
- BUS 625: Digital Transformation with IT (to MBA, EMBA, and Vietnamese EMBA students)
- ITM 399: Directed Reading and Research
- BUS 699: Directed Reading and Research

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Supervising Experience

- Principal supervisor and co-supervisor of MPhil and PhD students
- Member of PhD Dissertation Committee
- Principal supervisor of undergraduate Final Year Honors Projects
- Principal supervisor of MSc Projects (MSc in Information Technology Management)

Course Development Experience

- Digital Transformation with Information Systems and Technology
- Information Systems for Global Business Environment
- E-Business Strategy
- Technology Innovation and Entrepreneurship
- Digital and Social Media Engagement

SERVICES AND PROFESSIONAL ACTIVITIES

Services to the Discipline

Journal Editorial Board

- Associate Editor, Management Information Systems Quarterly
- Associate Editor, Internet Research
- Editorial Board Member: Journal of the Association for Information Systems
- Editorial Advisory Board member (Industrial Management & Data Systems)

Journal Guest Co-Editor (Special Issue)

- Guest Editor (Information Processing & Management Special Issue on “Dark Side of Online Information Behavior”)
- Guest Editor (Internet Research Special Issue on “The Sharing Economy”)

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MIS Quarterly Associate Editor; JAIS Editorial Board Member

- Guest Associate Editor (International Journal of Electronic Commerce Special Issue on the “Dark Sides of Digitalization”)
- Guest Associate Editor (Information Systems Journal Special Issue on “The Digitization of the Individual”)
- Guest Associate Editor (Information Systems Journal Special Issue on “Dark Side of IT Use”)
- Guest Associate Editor (Decision Support System on "Omnichannel Business: Opportunities and Challenges")

Conference Program Committees

- **Conference Program Co-chair** (Pacific Asia Conference on Information Systems 2023)
- **Conference Program Co-chair** (International Conference on HCI in Business, Government and Organizations, 2018)
- **Conference Track Co-chair** (International Conference on Information Systems 2021, “Data Analytics for Business and Societal Challenges”; International Conference on Information Systems 2017, "HCI, Design Issues, and Design Science Research"; European Conference on Information Systems 2017, "Societal Implications of ICT"; Pacific Asia Conference on Information Systems 2018, "Social Media and Business Impact"; Pacific Asia Conference on Information Systems 2016, "Societal Implications of ICT Use"; European Conference on Information Systems 2016, "Designing Innovative Digital Services"; European Conference on Information Systems 2015, "Social Media Research and Analytics")
- **Conference Mini-track Co-chair** (Americas Conference on Information Systems 2012-2017; Hawaii International Conference on System Sciences 2013, 2015-2022)

Mentorship

- **Mentor, Virtual MISQ Author Development Workshop** (June, 2021)
- **Mentor, Virtual MISQ Reviewer Development Workshop** (December, 2020)
- **Mentor, Virtual MISQ Author Development Workshop** (August, 2020)
- **Mentor, MISQ Reviewer Development Workshop** (International Conference on Information Systems, December, 2019)
- **Coordinator and Mentor, MISQ Author Development Workshop** (Pacific Asia Conference on Information Systems, July 2019)

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- **Paper-a-Thon Mentor** (ICIS 2018). The group mentored were among the 3 finalists invited to submit the paper to the Journal of the Association for Information Systems.

Other Services to the Discipline

- **Panel Chair** ("HCI in MIS: Emerging Research Opportunities and Challenges", The 15th Pre-ICIS HCI/MIS Research Workshop, December 2016)
- **Associate Editor** (International Conference on Information Systems 2011, 2013, 2015, 2017, 2019, 2020; European Conference on Information Systems 2013)
- **Program committee member** / board member (International Conference on HCI 2017; Annual Pre-ICIS Workshop on Digitization of the Individual 2016; Annual Pre-ICIS Workshop on HCI Research in MIS 2006, 2007, 2009, 2010, 2012; Pacific Asia Conference on Information Systems 2012, 2017)
- **Administrator** of the review system for Journal of Management Information Systems Special Issue on "Trust in Online Environments", 2008
- **Reviewer**

Journals: Management Information Systems Quarterly, Information Systems Research, Journal of Management Information Systems, Journal of the Association for Information Systems, European Journal of Information Systems, International Journal of Electronic Commerce, Journal of Electronic Commerce Research, Information and Management, Communications of the Association for Information Systems, DATA BASE for Advances in Information Systems, International Journal of Human-Computer Interaction, New Media & Society, etc.

All major conferences in Information Systems

General Research Fund of Hong Kong

Nominated as best reviewer for Annual Pre-ICIS Workshop on HCI Research in MIS (2008)

Other Professional Activities

- Active Member of the Association for Information Systems (AIS)
- Active Member of the Special Interest Group on Human Computer Interaction (SIGHCI)

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▪ Visiting scholar/professor

- Department of Finance and Decision Sciences, School of Business, Hong Kong Baptist University, May-July, 2019; May-July, 2018; December 2017, December 2016, June-July, 2016, June 2015, January 2014 & April-May 2014, January-February 2014
- Chang Gung University, Taiwan, December 2019
- Nottingham University Business School China, July 2019; December 2017
- Management Science and Engineering Department, Tongji University, July 2019
- School of Business and Management, Shanghai International Studies University, June, 2019; May-June 2018
- School of Business, Central South University, May-June 2019; May 2018; December 2017
- School of Management, Zhejiang University of Technology, June 2019
- Fowler College of Business, San Diego State University, July 2018
- W.P. Carey School of Business, Arizona State University, July 2018
- School of Management, Harbin Institute of Technology, June 2018
- Lancaster University Management School, December 2016
- Business School, University of Mannheim, May 2015
- Department of IT Management, Copenhagen Business School, December 2013
- National University of Singapore, August 2011
- Antai College of Economics & Management, Shanghai Jiao Tong University, May 2012, June 2012, and December 2012

Services to University, College, and Department

- Chair, PhD Program, Shidler College of Business, Aug 2021 – July 2023
- Chair, Recruiting Search Committee, ITM department, 2016, 2018
- Member of the PhD Committee, Shidler College of Business; September 2017 to present
- ITM Department Representative, Faculty Senate Executive Committee, Shidler College of Business; September 2015 to August 2020

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- Faculty Senator, Manoa Faculty Senate (Committee on Faculty Services); April 2015 to August 2017
- Internal Operations Task Force member, Shidler College of Business; August 2016 to present
- ITM representative of the CIS PhD program Admissions Committee; evaluated applications to the program
- Conducted PhD seminars and coordinated/hosted seminars by visiting scholars

AWARDS AND HONORS

2017-Present	Shidler College Distinguished Associate Professor (Endowed) Shidler College of Business, University of Hawaii at Manoa
2018	Highly Commended Paper in Internet Research , Emerald Literati Award for Excellence
2015-2017	Shidler College Faculty Fellow (Endowed) Shidler College of Business, University of Hawaii at Manoa
2014-2015	Shirley M. Lee Research Award Shidler College of Business, University of Hawaii at Manoa
2012	Outstanding Achievement Award Faculty of Science, Hong Kong Baptist University
2012	Best Paper Award 2012 International Conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology
2012	Distinguished Paper Award 2012 International Conference on e-Commerce, e-Administration, e-Society, e-Education, and e-Technology
2007	Doctoral Consortium Fellow 28 th International Conference on Information Systems CIS'07), Montréal, Québec, Canada

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2006 – 2007

Graduate Fellowship

The University of British Columbia Graduate Fellowship

2003 – 2005

Dean Earle D MacPhee Memorial Fellowship

University of British Columbia

2003 – 2004

Lusztig Fellowship

University of British Columbia