

PACIS 2004
(The Eighth Pacific-Asia Conference on Information Systems)

July 8-11, 2004
 Oriental Riverside Hotel, Shanghai, China

Program at A Glance

July 8, 2004 (Thursday)		
09:00-12:00	Tutorial I: "Six Sigma Techniques for High Maturity Software Organizations" by Dr. Shivraj Kanungo, George Washington University	Room 3C
12:00-14:00	Lunch Time	
14:00-17:00	Tutorial II: "Internet Supported Teaching and Learning: Technology for Increased Instructional Efficiency and Effectiveness" by Dr. Roy D. Johnson (Georgia State University) and Dr. Ping H. Johnson (Kennesaw State University)	Room 3C
14:00-17:00	Tutorial III: "Temporal Representation and Reasoning in Information Systems" by Dr. Jixin Ma, University of Greenwich	Room 3D
18:30-20:30	Conference Reception	Pearl Hall at Conference Hotel

July 9, 2004 (Friday)		
09:00-09:40	Opening Ceremony Opening Speech: Professor Kwok Kee Wei Title: Are We a Global Community? The Current State of Association of Information Systems	Yellow River Hall
09:40-10:00	Coffee Break	
10:00-10:30	Keynote Speech: Mr. Xiping Fan, Director of Shanghai Municipal Informatization Commission Title: Information Systems Application and Development in Shanghai	Yellow River Hall
10:30-10:40	Coffee Break	
10:40-11:20	Keynote Speech: Professor Rick Watson, University of Georgia Title: Evolutionary Information Systems	Yellow River Hall
11:20-12:00	Keynote Speech: Professor Ron Weber, Monash University Title: The Emperor's New Clothes: The Rhetoric of Positivism versus Interpretivism	Yellow River Hall
12:00-13:30	Lunch	
13:30-14:50	Session 1: E-Commerce and e-Business (I) Session 2: Decision Support and Intelligent Systems (I) Session 3: System Design and Development (I) Session 4: Conceptual Foundation of IS (I) Session 5: Social and Cultural Issues (I) Panel 1: Emerging Research Issues in e-Commerce Poster 1: Empirical IS Research (I)	Room 3C Room 3D Room 3E Room 3G Room 3H Room 3I Area G
15:00-16:20	Session 6: Recommendation Systems Session 7: Decision Support and Intelligent Systems (II)	Room 3C Room 3D

	Session 8: Organizational and Strategic Issues (I) Session 9: Technology Use and Adoption (I) Session 10: System Design and Development (II) Panel 2: Collaborative Business Poster 2: E-Commerce and e-Business	Room 3E Room 3G Room 3H Room 3I Area G
16:30-17:30	AIS Subgroup Meetings	Room 3E
18:00-20:00	Conference Banquet	Sky Ballroom (8th floor in Grand Theater)

July 10, 2004 (Saturday)		
07:30-09:00	PACIS Executive Committee Meeting	TBA
09:00-10:20	Session 11: SCM Session 12: Document Management Session 13: Mobile Commerce Session 14: Knowledge Management and e-Learning (I) Session 15: Organizational and Strategic Issues (II) Invited Talk: Prof. Vladimir Zwass and Prof. M. Lynne Markus Poster 3: Technical IS Research	Room 3C Room 3D Room 3E Room 3G Room 3H Room 3I Area G
10:30-11:50	Session 16: Technology Use and Adoption (II) Session 17: E-Commerce and e-Business (II) Session 18: Decision Support and Intelligent Systems (III) Session 19: Knowledge Management and e-Learning (II) Session 20: Organizational and Strategic Issues (III) Panel 3: Development and Challenges of Information Systems Research in Asia Pacific Poster 4: Empirical IS Research (II)	Room 3C Room 3D Room 3E Room 3G Room 3H Room 3I Area G
12:00-13:30	Lunch	Riverside Hall
13:30-14:50	Session 21: Social and Cultural Issues (II) Session 22: Virtual Community and Security Session 23: Data Mining Session 24: Knowledge Management and e-Learning (III) Session 25: Organizational and Strategic Issues (IV) Panel 4: e-Government: Where Key Players/Researchers from Different Countries Meet Together Poster 5: Organizational and Strategic Issues	Room 3C Room 3D Room 3E Room 3G Room 3H Room 3I Area G
15:00-16:20	Session 26: E-Commerce and e-Business (III) Session 27: System Design and Development (III) Session 28: Knowledge Management and e-Learning (IV) Session 29: Organizational and Strategic Issues (V) Session 30: E-Commerce and e-Business (IV) Session 31: Network Security Poster 6: Empirical IS Research (III)	Room 3C Room 3D Room 3E Room 3G Room 3H Room 3I Area G
16:30-17:50	Session 32: Knowledge Management and e-Learning (V) Session 33: Conceptual Foundation of IS (II) Session 34: E-Commerce and e-Business (V)	Room 3C Room 3D Room 3E

	Session 35: Organizational and Strategic Issues (VI) Session 36: CRM Session 37: Web Site Design and Evaluation Poster 7: Knowledge Management and e-Learning	Room 3G Room 3H Room 3I Area G
17:50-18:10	Closing Ceremony	TBA

July 11, 2004 (Sunday)

	Local cultural and industrial tours (please see various trips and associated prices on pp.22-23.)
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PACIS 2004 Program

Tutorials

Tutorial I: Six Sigma Techniques for High Maturity Software Organizations

(09:00-12:00, July 8, 2004)

Speaker: Shivraj Kanungo George Washington University

Tutorial II: Internet Supported Teaching and Learning: Technology for Increased Instructional Efficiency and Effectiveness

(14:00-17:00, July 8, 2004)

Speaker: Roy D. Johnson Georgia State University
Ping H. Johnson Kennesaw State University

Tutorial III: Temporal Representation and Reasoning In Information Systems

(14:00-17:00, July 8, 2004)

Speaker: Jixin Ma University of Greenwich

Opening and Keynote Speeches

Opening Ceremony and Opening Speech:

(09:00-09:40, July 9, 2004)

Chair: Zukang Zheng Fudan University
Ting-Peng Liang National Sun Yat-sen University and
Chinese University of Hong Kong

Speaker: Kwok Kee Wei City University of Hong Kong and
National University of Singapore

Title: Are We a Global Community? The Current State of Association of Information Systems

Keynote Speech:

(10:00-10:30, July 9, 2004)

Chair: Kwok Kee Wei City University of Hong Kong and
National University of Singapore

Speaker: Xiping Fan Director of Shanghai Municipal Informatization
Commission

Title: Information Systems Application and Development in Shanghai

Keynote Speech:

(10:40-11:20, July 9, 2004)

Chair: Ting-Peng Liang National Sun Yat-sen University and
Chinese University of Hong Kong
Speaker: Rick Watson University of Georgia
Title: Evolutionary Information Systems

Keynote Speech:

(11:20-12:00, July 9, 2004)

Chair: Ting-Peng Liang National Sun Yat-sen University and
Chinese University of Hong Kong
Speaker: Ron Weber Monash University
Title: The Emperor's New Clothes: The Rhetoric of Positivism versus Interpretivism

Full Paper Session

Session 1: E-Commerce and e-Business (I) (13:30-14:50, July 9, 2004)

Intellectual Asset Management for Collaborative Business Support

Achim P. Karduck, Amadou Sienou

The Effects of System Trial on Consumer Beliefs in Marketing Software Products

Yao-kuei Lee

The Relationship of Online Customer Value, Satisfaction, and Loyalty: An Empirical Study

Shun Cai, Yunjie Xu

Balancing Business Value of Thai Internet Banking Services: The Corporate Customers' Perspectives

Siriluck Rotchanakitumnuai, Mark Speece

Session 2: Decision Support and Intelligent Systems (I) (13:30-14:50, July 9, 2004)

Clustering Web Sessions Using Extended General Pages

Zhongming Ma, Olivia R. Liu Sheng

A Fuzzy Description Logic Approach to Model Management in R&D Project Selection

Ou Liu, Qijian Tian, Jian Ma

A Model for Evaluating the Effectiveness of the ASP Service Using Balanced Scorecard

Jong-yi Hong, Eui-ho Suh, Kee-dong Yoo, Dae-geun Hong

Design and Implementation of Risk Analysis System for ISP Network

Ho Kun Moon, Jin Gi Choe, Dae Hyun Ryu

Session 3: System Design and Development (I) (13:30-14:50, July 9, 2004)

Effective Project Control: Insights from the Australian Construction Industry

Anthony Vlastic, Philip Yetton

Issues Impacting on the Project Management of a Large, Complex Government IT Project

Hilary Berger, Paul Beynon-Davies

Does Software Developers' Motivation Affect Performance?

Yuk Kuen Wong

Multiple Perspectives on the Musings of Systems Analysts

Mathew Hillier

Session 4: Conceptual Foundation of IS (I) (13:30-14:50, July 9, 2004)

Overview of Information Systems Research in China: An Empirical Study

Shaobo Ji, Qingfei Min, Weihe Han,

City Planning Approach for Enterprise Information System

Yukio Namba, Junichi Iijima

Instant Messaging Acceptance and Use Among College Students

Julian Lin, Hock Chuan Chan, Yang Jin

A Critical Evaluation of User Participation Research: Gaps and Future Directions

Ji-Ye Mao, M. Lynne Markus

Session 5: Social and Cultural Issues (I) (13:30-14:50, July 9, 2004)

Information-sharing Systems and Inter-organizational Power: Implementation of an Electronic Patient Record System for Regional Cooperation

Miki Akiyama

Understanding the Linkage of ICT to Other Developmental Constructs in Underserved and Poor Rural Regions

Shivraj Kanungo, Parameeta Kanungo

Expanding the Bandwidth of Virtual Teams via A Shared Social Construction

John D'Ambra, Zixiu Guo, Greg Stephens, Wayne W. Huang

Cultural Influences on Attitudes Towards Hong Kong's Smart Identity Card

Carol Hsu, Robert Davison, Sally Stares

Panel 1: Emerging Research Issues in e-Commerce (13:30-14:50, July 9, 2004)

Chair: Jae Kyu Lee Korea Advanced Institute of Science and Technology

Panelists: Waiman Cheung Chinese University of Hong Kong

Patrik Y. K. Chau University of Hong Kong

Eric Tswen-Gwo Wang National Central University

Yufei Yuan McMaster University

Session 6: Recommendation Systems (15:00-16:20, July 9, 2004)

Hyperlink Structure-based Recommender System

Ying Zhou, Youwei Wang, Yueyuan Zhang, Weihui Dai

Collaborative Filtering Algorithm Based on Mutual Information

Yu Li, Liu Lu

Personal Recommendation in Mobile Environment

Wan-Shiou Yang, Jia-Ben Dia

A Semantic-expansion Approach to Customized Knowledge Recommendation

Ting-Peng Liang, Yung-Fang Yang, Deng-Neng Chen, Yi-Cheng Ku

Session 7: Decision Support and Intelligent Systems (II) (15:00-16:20, July 9, 2004)

Driving Forces in Product Selection: Evaluation Sites, Magazines, and Word of Mouth Information A Comparison by Users of a Cosmetics Product Evaluation Site

Yuichi Sasaki, Hiroshi Tsuda

A Solution Algorithm for the Supply Chain Network Equilibrium Model

Huey-Kuo Chen, Huey-Wen Chou

Using Stakeholder Theory to Analyze Knowledge Sharing During Enterprise Systems Implementations

S. Sathish, Shan L. Pan, K. S. Raman

Charismatic Leadership Style, Intragroup Conflict, and ERP Implementation Team Performance

Huey-Wen Chou, James Jiang, Eric Wang

Session 8: Organizational and Strategic Issues (I) (15:00-16:20, July 9, 2004)

From Framework to Organization-Specific Process Model for IT Investment Justification and Evaluation: An Experience of Action Research

Qing Hu, Tero Päiväranta, Odd M. Egenes, Cecilie Holte

Reaping Return on Information Technology Investment: An Empirical Study

Shivraj Kanungo, Ashok Nayal, Vikas Jain

The Effect of Emergent Strategies on Alignment

Bruce Campbell

An Empirical Study on the Integrated Performance Model for the Effect of Information Technology Investment

Hyunju Lee, Jihyun Yu, Hyogun Kim

Session 9: Technology Use and Adoption (I) (15:00-16:20, July 9, 2004)

Measuring the Effectiveness of e-Official-Document Systems: A Survey of the Pingdong County Deployment in Taiwan

Szu-Yuan Sun, Teresa Ju, Pi-Yu Chen

An Empirical Study of Web Browsing Behaviour: Towards an Effective Website Design

Kwok Kee Wei, Gek Woo Tan, Hui Kun Neo

Factors Influencing Tax-Payer Information Usage Behavior: Test of An Integrated Model

Pin-Yu Chu, Tai-Zu Wu

Applying Technology Acceptance Model, Theory of Planned Behavior and Social Cognitive Theory to Mobile Data Communications Service Acceptance

Gong Min, Xu Yan

Embedded Knowledge and Situated Contexts: Exploring the Ground beneath Information Systems Adoption

Ruey-Lin Hsiao, Yi-Jie Lei

Session 10: System Design and Development (II) (15:00-16:20, July 9, 2004)

Aligning Adoption Theory with Agile System Development Methodologies

Mark Toleman, Mustafa Ally, Fiona Darroch

Incorporating Contextual Cues into Electronic Repositories

Jie-Mein Goh, Danny Chiang-Choon Poo, Klarissa Ting-Ting Chang

A Success Model for Business Process Modeling: Findings from A Multiple Case Study

Wasana Sedera, Guy Gable, Michael Rosemann, Robert Smyth

Development of an Automatic Customer Service System on Computer Networks

Judy C.R. Tseng, Yi-Shiang Huang, Li-Chen Cheng, Gwo-Jen Hwang

Panel 2: Collaborative Business (15:00-16:20, July 9, 2004)

Chair: Achim Karduck University of Applied Sciences Furtwangen

Panelists: Henry Winter Smartclub

Hai Zhao tecscope Co., Ltd.

Yaron Zohar Hangzhou Handsome International Software Co.

Session 11: SCM (09:00-10:20, July 10, 2004)

Effect of Product Type on Designing the Balanced Supply Chain Scorecard

Jung Soo Yoo, Jong Han Park, Jae Kyu Lee

Evaluating the Economic Impacts of IT-Enabled Supply Chain Collaboration

Hsin-Lu Chang, Michael J. Shaw

An Analysis of the Interactive Decision Process When Deploying e-Business for the OEM Industries in the Multi-Tier Supply Chain

Pin-Yang Liu, Yi-Chang Hsieh

An Empirical Investigation of the Business Value of Inter-Organizational Information Sharing in Supply Chain

Yu Cai

Session 12: Document Management (09:00-10:20, July 10, 2004)

The Concept of Document Warehousing and Its Applications on Managing Enterprise Business Intelligence

Frank S. C. Tseng, Annie Y. H. Chou

Personalized Document Clustering: A Collaborative-Filtering-Based Approach

Chih-Ping Wei, Chin-Sheng Yang, Han-Wei Hsiao

A Distributed Web Service-based Infrastructure for E-Document Management

Ou Liu, Jian Ma, Ji-Ye Mao, Ron C. W. Kwok

CBR-based Recommender Systems for Research Topic Finding

Deng Liu, Limin Lin, Jie Lu

Session 13: Mobile Commerce (09:00-10:20, July 10, 2004)

Mobile Entertainment Services in New Zealand: An Examination of Consumer Perceptions Towards Games Delivered via the Wireless Application Protocol

Clarry Shchiglik, Stuart J. Barnes, Eusebio Scornavacca, Mary Tate

Physicians' Behavior Intentions Regarding the Use of Mobile Technology: An Exploratory Study

Shengnan Han, Pekka Mustonen, Matti Seppanen, Markku Kallio

Examining the Utilisation of Mobile Handheld Devices at an Australian Aged Care Facility

Stephen Chau, Paul Turner

Mobile Financial Information Services: Capabilities of Suitable Push Services

Jan Muntermann, André Güttler

Session 14: Knowledge Management and e-Learning (I) (09:00-10:20, July 10, 2004)

Technology Type, Gender and Social Presence: An Experimental Study

Yong-Kwan Lim, John Lim

From Product Centricism to Systems-Wide Education Design: Making Corporate Technology Systems Work for the Learning Organisation

Brian Corbitt, Dale Holt, Stephen Segrave

Grounded Theory Approach to Describe Korean Organizational Members Transferring Knowledge

Sora Kang, Hyogun Kym

What Motivates a Student to Participate in the Electronic Discussion Forum: A Survey Study of Students' Participation Intention

Xue Yang, Yan Li, Chuan Hoo Tan, Hock Hai Teo

Session 15: Organizational and Strategic Issues (II) (09:00-10:20, July 10, 2004)

A Model of Evaluating Competitive Advantages Associated with ERP from SCM Perspective

Ming-Chien Hung, I-Chu Chang, Hsin-Ginn Hwang, Sing-Liang Chen, David C. Yen

Critical Factors of ERP Adoption for Small- and Medium- Sized Enterprises: An Empirical Study

Shin-Yuan Hung, She-I Chang, Pei-Ju Lee

Enterprise Resource Planning or Enterprise Resource Plotting? Technological, Organisational and Inter-organisational Aspects of Enterprise Resource Planning Package Adoption and Diffusion

Anastasia Papazafeiropoulou, Ben Light

Assessing the Alignment Between IT/IS and Marketing: An Exploratory Study

Val A. Hooper, Sid L. Huff, Peter C. Thirkell

Invited Talk: (09:00-10:20, July 10, 2004)

The Domains of Information Systems and Electronic Commerce: The Core, The Trends, and The Pragmatics

Vladimir Zwass, Fairleigh Dickinson University

Let's Build IS Theory

M. Lynne Markus, Bentley College

Session 16: Technology Use and Adoption (II) (10:30-11:50, July 10, 2004)

An Empirical Study on User Involvement: A PLS Approach

Paulus Insap Santosa, Kwok Kee Wei, Hock Chuan Chan

An Optimization Framework for Efficient Information Supply in the Academic Sector

Daniel Beimborn, Rainer B. Fladung, Wolfgang Koenig

Do Perceptions Fully Mediate the Impacts of Individual Differences on Technology Use?

Yuandong Yi, Zhan Wu, Lai Lai Tung

Understanding of Organizational Intention to Distributed Work Adoption

Sarah P. W. Shek, Choon Ling Sia

Session 17: E-Commerce and e-Business (II) –(10:30-11:50, July 10, 2004)

The Adoption of Interrelated Innovations: A Critical Test of Technological Regime Theory

Yu-Chen Chen

The Firm's Value and Timing of Adopting E-Commerce Using Real Options Analysis under Uncertainty

David S. Shyu, Kuo-Jung Lee

Investigating Factors Influencing the Perception of Creativity in Web Design

Belinda J. Moloney, Jacob L. Cybulski, Lemai Nguyen

Information Sharing in Convergent Assembly Supply Chains

Chin-Fu Ho, Yen-Ping Chi, Yi-Ming Tai

Session 18: Decision Support and Intelligent Systems (III) (10:30-11:50, July 10, 2004)

A Clustering Algorithm in Group Decision Making

Xuan-hua Xu, Xiao-hong Chen, Ding Luo

Exploring Scenario Agents as Support for Key Technology Foresight

Xuemei Qiu

Scenario Driven Flexible Decision Support Systems Generator

M. Daud Ahmed, David Sundaram

Online Share Trading, Time Constraints and Decision Making: Where Less Is Better

Alex Richardson, Shirley Gregor, Richard Heaney

Session 19: Knowledge Management and e-Learning (II) (10:30-11:50, July 10, 2004)

Extending the UML Concepts to Transform Natural Language Queries with Fuzzy Semantics into SQL

Frank S.C. Tseng, Chun-Ling Chen

OBDMS—A Document Management System Based On CBR and Ontology Techniques

Zhonglei Yuan, Xiaobei Li, Jin Chen

I-Designer: a Computer-Assisted System for Conducting Information Technology Applied Instructions

Pei-Jin Tsai, Gwo-Jen Hwang, Judy C. R. Tseng

Session 20: Organizational and Strategic Issues (III) (10:30-11:50, July 10, 2004)

SAM/ANP Based Approach for Strategic Information System Projects Selection

Kun Zhao, Zhongmin Chen, Lihua Huang

A Framework of Total Performance Improvement and Transaction Cost-driven Business Process Outsourcing Strategy

Yarui Peng, Wenhua Hou

Benchmarking Financial Chain Efficiency – the Role of Economies of Scale for Financial Processes

Stefan Blumenberg

A Framework for Classifying the Operational Risks of Outsourcing

Heiko Gewalt, Daniel Hinz

Panel 3: Development and Challenges of Information Systems Research in Asia Pacific (10:30-11:50, July 10, 2004)

Chair: Ting-Peng Liang

National Sun Yat-sen University and
Chinese University of Hong Kong

Panelists: Patrick Chau

University of Hong Kong

Jae Kyu Lee

Korea Advanced Institute of Science and Technology

Michael Myers

University of Auckland

Lihua Huang

Fudan University

Kwok Kee Wei

City University of Hong Kong and
National University of Singapore

Ryutaro Manabe

Bunkyo University, Japan

Session 21: Social and Culture Issues (II) (13:30-14:50, July 10, 2004)

Management Information or Trompe L'Oeil? Resistance to Workplace Surveillance

Elaine Ferneley, Pauline Sobreperéz, Francis Wilson

The Social Demand of Technological Innovation

M.S. Annapoornima, Pek-Hooi Soh

China's Broadband Wireless Industry - A Prospective Approach

Marc Laperrouza, Yves Pigneur

Describing the IS Professional with a Structural Model

Rodney Turner, Julie Fisher, Glenn Lowry

Session 22: Virtual Community and Security (13:30-14:50, July 10, 2004)

A Leader's Influence on Member's Commitment in Non-Work Related Virtual Communities

Gee-Woo Bock, William W. L. Ng

Security Services by ISPs, Real Value or Waste of Money?

Kai Inkinen, Harri Toivanen, Teemupekka Virtanen

Privacy and Information Markets: An Experimental Study

Jeevan Jaisingh, Shailendra Mehta, Alok Chaturvedi

Session 23: Data Mining (13:30-14:50, July 10, 2004)

Comparative Analysis of Data Mining Algorithms for Predicting Inpatient Length of Stay

Peng Liu, Elia El-Darzi, Christos Vasilakis, Panagiotis Chountas, Wei Huang, Lei Lei

Use of Text Summarization for Supporting Event Detection

Chih-Ping Wei, Pao-Feng Wu, Yen-Hsien Lee

An Interactive Clustering Methodology for High Dimensional Data Mining

Haibo Wang, Bahram Alidaee, Fred Glover, Gary Kochenberger

Applying Data Mining to Telecom Churn Management

Shin-Yuan Hung, Hsiu-Yu Wang

Session 24: Knowledge Management and e-Learning (III) (13:30-14:50, July 10, 2004)

Knowledge Management in a 21st Century Healthcare Organization: The NHS Case Study.

Matthew W. Guah, Wendy L. Currie

The Role of Methods in Software Process Knowledge Creation

Mikael Schönström

ERP Implementation: A Technological Diffusion and Knowledge Transfer Perspective

Bo Xu, Gee-Woo Bock

A Case Study on the Organizational Adoption and Implementation of Knowledge Management System

Joy W. He, Kwok Kee Wei

Session 25: Organizational and Strategic Issues (IV) (13:30-14:50, July 10, 2004)

Enterprise Systems Implementation Failure: The Role of Organizational Defensive Routines

Jiunn Chieh Lee, Michael D. Myers

Knowledge Management and the Contested Ground of the Professional within a Professionalized Call Centre

Elaine Ferneley, Polly Sobreperez, Francis Wilson

Hybrid Technology Acceptance Model: The Case of Object-Oriented Programming

Injai Kim

Enterprise Systems Benefits: How Should They Be Assessed?

Shari S. C. Shang, Peter B. Seddon

Panel 4: e-Government: Where Key Players/Researchers from Different Countries Meet Together (13:30-14:50, July 10, 2004)

Chair: Ching-Shyang Hwang National Sun Yat-sen University

Panelists:	Paul Turner	University of Tasmania
	Weihui Dai	Fudan University
	Jonguk Choi	Sangmyung University / MarkAny Inc.
	Shirish C. Srivastava	Indian Railways Institute of Mechanical and Electrical Engineering
	Siriluck Rotchanakitumnuai	Thammasat University
	J.S. Lu	Analyst of Tax Bureau in Taiwan

Session 26: E-Commerce and e-Business (III) (15:00-16:20, July 10, 2004)

The Influence of Technology on Internet Brand Loyalty: An Exploratory Study

Yah-Ting Gwee, Kai-Lung Hui

Impact of Telepresence on Consumer Learning: A Consumer Information Processing Approach

Xin Liu, Hock Hai Teo

An Empirical Assessment of Internet Banking Systems

Ziqi Liao, Wing-Keung Wong

The Performance Comparison among Product Bundling Strategies Based on Different Online Behavior Data

Hsiangchu Lai, Tzyy-Ching Yang

Session 27: System Design and Development (III) (15:00-16:20, July 10, 2004)

Research on Adaptive Genetic Algorithm for an Integrated VMI System Model

Yong-qing Huang, Xi-kui Liu, Chang-yong Liang

A Case Adaptation Method Integrated with Genetic Algorithms for E-Commerce Product Configuration

Langtao Chen, Limin Lin, Hong Ling

Intelligent Buyer Agent using Multi-Agent Cooperative Negotiation for Retail Electronic Commerce

Seok Chin Chu, June S. Hong, Kwon Myung Kim

A Development of Multi-Agent Based Automated Negotiation System

Hyung Rim Choi, Hyun Soo Kim, Soon Goo Hong, Young Jae Park, Yong Sung Park, Moo Hong Kang

Session 28: Knowledge Management and e-Learning (IV) (15:00-16:20, July 10, 2004)

The IT Consulting Process through a Knowledge Management Lens

Greg Timbrell, Guy Gable, Thomas Davenport, Marianne Broadbent

Knowledge Sharing in Collaborative Commerce: Its Characteristics, Research Framework and Process

Chenghong Zhang, Cheng Zhang, Zheng Yan

Do Wikis Lead to Knowledge Sharing and Better Outcomes from Group Processes? – An Empirical Investigation

Probir Kumar Banerjee, Narasimha Bolloju, Louis C. K. Ma

Session 29: Organizational and Strategic Issues (V) (15:00-16:20, July 10, 2004)

IT Training as a Strategy for Business Productivity: A Framework for Small and Medium-Sized Enterprises in Asia

Shirish C. Srivastava, Thompson S. H. Teo

Case-Based Study of Interorganizational Information Systems Implementation Critical Success Factors

Huan Wang, Lihua Huang

Staying Focussed in a Crisis

Craig Huxley, Glenn Stewart, Tony Jewels

Session 30: E-Commerce and e-Business (IV) (15:00-16:20, July 10, 2004)

Building Trust in Online E-markets through Dual Deposit under Feedback Aggregated Mechanism

E. Zhang, Feifeng Zheng, Yingluo Wang

The Barriers and Benefits of the Electronic Marketplace Environment for SMEs

Rosemary Stockdale, Craig Standing

Integrating Multi-agent Negotiation to Resolve Constraints in Fulfilling Supply Chain Orders

Fu-ren Lin, You-yu Lin

Trust-building on the Internet: Evidence from eBay

Jie Zhang

Session 31: Network Security (15:00-16:20, July 10, 2004)

Wireless Network Security in Australia: A Study of 7 Australian Capital Cities

Mat Hannan, Benjamin Turnbull

An Intrusion Detection and Response Cooperation Model Based on XML Message Exchange

Xiaomei Dong, Guang Xiang, Ge Yu

Security in Modern Business: Security Assessment Model for Information Security Practices

Daniel W. K. Tse

Security Modelling for Integrated Information Systems over the Internet

Jianming Yong

Session 32: Knowledge Management and e-Learning (V) (16:30-17:50, July 10, 2004)

Transactive Memory and Trust Networks in Computer-Supported Teams

Klarissa Ting-Ting Chang

Perspectives on Organizational Knowledge and Knowledge Management Approaches: Bridging Theory and Practice

Han Siong Edmund Ng, Gek Woo Tan

Web Services based Framework for Knowledge Management in Peer-to-Peer Environment

Zhengchuan Xu, Chenghong Zhang, Liang Dong

Expressions of Group Identities in A Organization-wide KM Implementation

Mayasandra N. Ravishankar, Shan Ling Pan

Session 33: Conceptual Foundation of IS (II) (16:30-17:50, July 10, 2004)

Modeling of the Patient Care Process: A Two-Way Journey from a Hospital Case Study to Ontological, Epistemological and Methodological Challenges.

Elena Gospodarevskaya, Leonid Churilov, Lyn Wallace

IT-supported Business Process Outsourcing (BPO): The Good, the Bad, and the Ugly

Anne C. Rouse, Brian Corbitt

A Concept Map of the Organizational Size Construct in Information Systems Research

Sigi Goode

The Use of the Belief Revision Concept to Ontology Revision

Seung Hwan Kang, Sim Kim Lau

Session 34: E-Commerce and e-Business (V) (16:30-17:50, July 10, 2004)

Battle for Dominance in the Word-Processing Software Market in Korea: How and Why Microsoft Tipped the Market as an Entrant? Is it by Chance?

Chuan Hoo Tan

An Ant Colony Approach for Discovery of Users Preferred Navigation Paths

Haifeng Ling, Yezheng Liu, Shanlin Yang

Toward an Understanding of the Behavioral Intention to Use Mobile Banking Services

Tzung-I Tang, Hsin-Hui Lin, Yi-Shun Wang, Yu-Min Wang

How Do the Internet Buyers' Decisions Be Affected? -- An Experimental Study of Risky Choice Framing Effect

Chin-Shan Wu, Fei-Fei Cheng, Hsin-Hui Lin

Session 35: Organizational and Strategic Issues (VI) (16:30-17:50, July 10, 2004)

Evaluation of Electronic Knowledge Repositories

Tang Chao, Atreyi Kankanhalli, Bernard C. Y. Tan

Understanding Organizational Change and Misfits of Enterprise Resource Planning System: A Stage View of Context, Content, and Process Analysis

Hsiao-Lan Wei, Eric T.G. Wang

A Survey of ERP System Implementation in Taiwan

Wen-Hsien Tsai, Shih-Wen Chien, Yi-Wen Fan, Julian M.-S. Cheng

Why do Shadow Systems Exist after an ERP Implementation? Lessons from a Case Study

Sandy Behrens, Wasana Sedera

Session 36: CRM (16:30-17:50, July 10, 2004)

An Exploratory Study of the Effects of Information and Communication Technology on Customer Relationship Management and Customer Lock-In

Ja-Shen Chen, Russell K. H. Ching

Information Requirements for Operational CRM in Banking

Hooi Yee Ng, Beverley G. Hope

Research on Modelling Customer Ontology under CRM Framework

Hou Liwen, Xiao Min, Jiang Fu

Factors Affecting the Realisation of Benefits from CRM Packaged Software-based Work Systems

Phillip Freeman, Peter B. Seddon

Session 37: Web Site Design and Evaluation (16:30-17:50, July 10, 2004)

A Comparative Analysis of Automated Web Site Evaluation Tools

Jae Hwa Choi, Dall Yong Kim

Building an Adaptive Site Map Based on Domain and Usage Information

Jiajia Ye, Youwei Wang, Weihui Dai

Quantitative Analysis of Website Based on Web Graph Theory

Youwen Wu, Youwei Wang, Weihui Dai

Computational Evaluation of Alternative Paid Placement Mechanisms in Search Engines

Juan Feng, Hemant K. Bhargava, David M. Pennock

Poster Session

Poster 1: Empirical IS Research (I) (13:30-14:50, July 9, 2004)

Information, Credit, and Small Business Financing: Evidence From WenZhou

Kai Zhuo

A Hybrid Real-Time Multimedia Information Transmission Method in Inter-Organizational Information System

Dehai Di, Kuisheng Wang

Leadership in Enterprise System Implementation: A Positivist Case Study in Collectivism Culture

Weiling Ke, Kwok Kee Wei

The Technology Acceptance Model for Competitive Software Products

Hock Chuan Chan, Hock Hai Teo, Jing Yang, Yan Li

Research on A Predictive Optimistic Method on e-Commerce Website

Huizhang Shen, Jidi Zhao

How Can MIS Graduates Find a Job in Economic Downturns? An Empirical Investigation

Wayne Huang, John Day, Yong Lu

A Visual Comparison of the Annual Reports of An IT Company Listed in Shanghai Stock Exchange Using Collocational Networks

Yuanqin Li, Guoqi Cheng

Can More Effective Communication Improve the Success of ERP Implementation: Evidence from Enterprise Implemented ERP in China

Yanchao Rao

Analyzing IS Enabled Productivity Using Technology Acceptance Model

Vikas Jain, Shivraj Kanungo

Tabu Search Based Risk Programming for Virtual Enterprise

Min Huang, Hongmei Yang, Xuejing Wu, Xingwei Wang, Dingwei Wang

A Multi-Faceted Evaluation of Enterprise System Success

Darshana Sedera, Guy Gable, Taizan Chan

Agent-based Business Process Management

Yu-Qiang Feng, Ying Lei

Poster 2: E-Commerce and e-Business (15:00-16:20)

An International Comparison of the Diffusion of Web-Based Shopping Systems

Changsu Kim, Robert D. Galliers

Fear of Consumers on Internet Shopping: An Empirical Study Based on A New Classification of Perceived Risk

Nena Lim, Colin Ferguson

Insights into Selling Apparel Remotely: A Case Study of A Successful Multi-channel Retailer

Mary Tate, Brent Coker, Beverley Hope

The Determinants of Trust in the Relationship between Participant Firms and Internet-Based Business-to-Business Electronic Marketplaces

Rui Guo, Yunjie Xu

A New Theoretical Framework for Identifying E-business Models

Qingfeng Zeng, Lihua Huang

Online Auctions in China

Zhanghua Luo, Lu Liu, Guang Zhang

Level of Internet Use by Chinese Businesses: A Preliminary Study

Xibao Zhang, Cynthia Moussi

The Redistribution of IT-induced Consumer Surplus: A Reinforcement Politics Explanation of Shipping Industry in Asia

Yinghong Guan, Alain Pinsonneault

Where is the Asian Voice in IS Research? An Examination of Asian Authors' Influence on IS Literature

Youngjin Yoo, Yisong Jiang, Zixing Shen

mCommerce Trends in Hong Kong and Models

Doug Vogel, Colin Yeh, Christer Carlsson, Pirkko Walden

A Process Perspective on Enterprise System and Competitive Advantage

Hong Liu, Zong Dai

Poster 3: Technical IS Research (09:00-10:20, July 10, 2004)

Research of Evidence Combination Based on Neural Network

Weidong Zhu, Shanlin Yang, Minglun Ren

The Application of Spatial Domain Knowledge to Spatial Data Mining and Knowledge Discovery

Yongsen Li, Shanlin Yang, Zenming Chen

A Negotiation Support System Integrating Document-Oriented Model And Communication-Oriented Model

Yuqiang Feng, Yang Lu, Pengyu Lu

An Agile Genetic Algorithm for Solving Job Shop Scheduling Problem

Tunglun Tsai, Ryo Sato

A System Designing for Loans Risk Classification Based on Artificial Intelligence Technology

Bao-an Yang, Chunyan Tian, Jiawei Yang

Understanding Web Site Continuance from A Composite View of Expectancy Disconfirmation Theory and Theory of Planned Behavior

Teresa L. Ju, Meng-Hsiang Hsu

Study on Collaborative Arithmetic of Technology Support Capability and Customer Visit Quantity of E-business Website

Zhi-jie Lu, Qin Zheng

Application Model of Recommendation Systems in E-Commerce

Yan Cheng, Yufei Yuan

Security in Modern Business: Loopholes of Current Information Security Practices

Daniel W. K. Tse

Research on the Relationship Between Workflow Net based on Petri Nets and UML

Jingguang Wang

The Development of a Decision Support System for Tarim River Water Resources Management

Yu-Chin Cheng, Mannars Chen

Poster 4: Empirical IS Research (II) (10:30-11:50, July 10, 2004)

Key Success Factors of Smartcard-based Electronic Payment: An Empirical Analysis

Ziqi Liao, Wing-Keung Wong

Technologies and Frameworks of e-Government Service

Jongweon Kim, Kyutae Kim, Byoungho Song, Daewoong Rhee, Kyungyul Bae, Jonguk Choi

A Framework for Electronic Government: Evolution, Enablers and Resource Drainers

Shirish C. Srivastava, Thompson S. H. Teo

Reorganizing Public Administrations - How to Manage Process Oriented eGovernment Projects

Jörg Becker, Lars Algermissen, Patrick Delfmann, Thorsten Falk, Björn Niehaves

Examining the ERP Implementation Process from a Failure Case

Ada Wong, Harry Scarbrough, Patrick Chau

Virtual Community of Consumers: Why People are Willing to Contribute?

Cindy M.Y. Cheung, Sarah P.W. Shek, Choon Ling Sia

Applying Web Technologies and Synchronous E-learning to Teach Computer Programming – A Case Study

Brendan McCarthy

Towards E-Learning in the Semantic Age

Dongsong Zhang, Lina Zhou

Development and Partial Test of An Integrated Model of Knowledge Management Systems Adoption and Diffusion

Jun Xu, Mohammed Quaddus

Configuration: An Important Concept for Understanding IT Outsourcing

Sara Cullen, Peter Seddon

Modeling and Simulation for MAS-Based Agile MIS

Jianchang Liu, Junpeng Wang, Guangming Hou

An Evaluation Framework for Inter-organizational Business Process Modelling Techniques

Ying Chen, Hong Lin, Zhengchuan Xu

Poster 5: Organizational and Strategic Issues (13:30-14:50, July 10, 2004)

Reducing Complexity and Market Risk in Major System Upgrades

Alan Thorogood, Philip Yetton

Business Value of IT and Lessons for China

Jing "Jim" Quan, Qing Hu

A Value-Based Analysis of Data Sharing Behaviour in Organizations

Dennis Hart, Sigi Goode

A Large-Scale Empirical Investigation of Computer-related Technostress: Preliminary results from China

John Q. Tu, Kanliang Wang

A New Framework for Interorganizational Systems based on Interorganizational Relationships

Meimei Qiu, Hong Ling

Reassessing Critical Success Factors for ERP Adoption – A Case Study

Olaf Boon, Brian Corbitt, Konrad Peszynski

Patterns of the Internet Adoption in Different Chinese Companies

Xunhua Guo, Guoqing Chen

CPFR and Its Application in Shanghai Maya

WenJie Wang, Jian Guan, YuFei Yuan, Luke Chan

What Dynamic Capabilities Matter? The Effect of IT Dominant Design

Wen Guang Qu, Michael Treasure, Alain Pinsonneault

Poster 6: Empirical IS Research (15:00-16:20, July 10, 2004)

Nomadic Culture: Towards an Understanding of the Culture Impact of Nomadic Computing

Leida Chen

The Role of Culture in the Facilitation of User Involvement in the Software Development – Four 'Cultures of User Involvement' Identified

Netta Iivari

The Dynamic Transformation of an Open Source Software Project Leader: A Micro-Organizational Behavioral Perspective

Yan Li, Chuan Hoo Tan, Hock Hai Teo

Using Trust Game to Investigate Information Disclosure by Companies and Government Agencies – The Role of Inspection Agents

Eiichi Umehara, Toshizumi Ohta

The Motivations of Using Avatars: Self-identity and Self-disclosure

Hye-seung Kang, Hee-dong Yang

Social Semiotic Techniques of Sense Making using Activity Theory

Takeshi Kosaka

Preliminary Analysis of Factors Motivating Software Crackers

Sam Cruise, Sigi Goode

Let's Sketch Better: A Different View on Rich Pictures

Jing Gao

Theorizing the Dynamics of the IS Use Construct

Shivraj Kanungo

Information System Strategy for Promoting Demolition Project Management

Chunlu Liu, Sung Kin Pun

Poster 7: Knowledge Management and e-Learning (16:30-17:50, July 10, 2004)

Motivators and Inhibitors for Managing IT Project Knowledge: Findings from Three Exploratory Case Studies

Tony Jewels, Shirley Gregor, Alan Underwood, Carmen de Pablos Heredero

Manage Knowledge in Business Simulation Game

Xi Chen, Gee Kin Yeo

Using Case Study Research Methodology to Explain the Impact of Free Riding on Knowledge Sharing in Virtual Communities

Rachael K.F. IP

A Phenomenological Study of the Learning Experiences of Individuals in Company I

Inyoung Choi, Hyogun Kym

Toward an Integrative Methodology of Knowledge Management System Developing

Jian Cai, Dong Li

Exploring Online Social Capital in an Online Community

Fang-Ling Lin, Wei-Li Pan, Hua-Shan Hsu, Guey-Fa Chiou

CIO Leadership and the Utilization of Information Technology for Competitive Gains

Young H. Lee, Jong Soon Park, Bong Lee

Development of an Intelligent Management System for Monitoring Educational Web Servers

Gwo-Jen Hwang, Judy C.R. Tseng, Chih-Hsiang Wu, Chung-Ming Li, Gwo-Hour Hwang

Intelligent Adaptability Degree Based Decision Methods Selection

Minglun Ren, Shanlin Yang, Weidong Zhu

Differences in Mobile Adoption and Use between China and the West (UK): Implications for Future M-commerce Development

Qiyang Su, Carl Adams

A Conceptual Taxonomy of Trust and Online Trust in Electronic Commerce

Qi Li, Xianfeng Zhang

Applying Strategic Management to Evaluate Performance of Enterprise Core Competence: The Case of China Airline

Chung-Wei Kan

Development of A Common Payment Platform Based on Interoperable Standards in Thailand

Somnuk Keretho, Wisit Wongwilai, Chutima Paiboonapibal, Choak Visavayodhin, Nansinee Sinjira

Post-conference Tour

One day tour, departure on July 11

	Main Spots	Price
a. Shanghai City tour	Yuyuan Garden, the Bund, Jade Buddha Temple, and Nanjing Road, New areas of Shanghai	Price: USD35/Per Person Includes: · English-speaking tour guide service · Air-conditioned car · Entrance fee · Lunch
b. Shanghai-Suzhou-Shanghai	Humble Administrator's Garden, Tiger Hill, Wangshi Garden, Han Shan Temple, Silk Factory. Transportation Between Cities: Bus	Price: USD80/Per Person Includes: · English-speaking tour guide service · Air-conditioned bus · Entrance fee · Lunch
c. Shanghai-Hangzhou-Shanghai	Linyin Temple, West Lake Cruise, Longjing (Dragon Well) Tea Plantation Transportation Between Cities: Bus	Price: USD110/Per Person Includes: · English-speaking tour guide service · Air-conditioned bus · Entrance fee · Lunch
d. Shanghai-Zhouzhuang-Grand View Garden-Shanghai	Zhang dwelling, Sheng dwelling, Twin Bridge etc. Grand View Garden. Transportation Between Cities: Bus	Price: USD70/per person Includes: · English-speaking tour guide service · Air-conditioned bus · Entrance fee · Lunch

Two- and three-day tours, departure on 12 July

a. Two Day Guilin Tour (by airplane)	DAY1: Morning flight to Guilin, visit the Reed Flute Cave, the Seven Star Park. DAY2: One day Li River Cruise, lunch on the boat. Early evening flight back to Shanghai.	Price: USD490 per person for sharing twin room USD540 per person for single occupancy
b. Three-Day Xian Tour (by airplane)	DAY1: Morning flight to Xian, visit the Bell Tower, the Old City Wall, the Forest of Steles, overnight at a 4-star hotel. DAY2: One day excursion: Terra Cotta Warriors, Hua Qing Hot Spring, Banpo Neolithic Museum, Big Wide Goose Pagoda, overnight at the hotel. DAY3: Morning flight back to Shanghai	Price: USD540 per person for sharing twin room USD640 per person for single occupancy

<p>c. Three-Day Beijing Tour (by airplane)</p>	<p>DAY1: Morning flight to Beijing ,visit the Forbidden City, Overnight at a 4-star hotel.</p> <p>DAY2: One day long excursion to the Great Wall, Ming Tombs.</p> <p>DAY3: In the morning, visit the Summer Palace, the Temple of Heaven. flight back to Shanghai in early evening.</p>	<p>Price:</p> <p>USD550 per person for sharing twin room</p> <p>USD650 per person for single occupancy</p>
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