Proceedings of the 24th Australasian Conference on Information Systems

Information Systems: Transforming the Future

4-6 December 2013
RMIT University, Melbourne
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Produced by
School of Business Information Technology and Logistics
RMIT University
445 Swanston Street
Melbourne
Victoria 3000
Australia

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Published by
RMIT University

ISBN
978-0-9924495-0-6
### ACIS2013 Program Committee - Track Chairs

<table>
<thead>
<tr>
<th>Track</th>
<th>Chairs</th>
</tr>
</thead>
</table>
| **Business Analytics**                     | Professor Andrew Burton-Jones, University of Queensland  
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| **Information Systems Development**        | Dr. Henry Linger, Monash University  
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| **Information Systems Theory and Practice** | Dr. Caddie Gao, Monash University  
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| **Innovation in the Digital Economy**      | Dr. Adi Prananto, Swinburne University  
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| **IS Education**                           | Dr. Christopher Cheong, RMIT University  
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| **Knowledge Management and IS**            | Professor Frada Burstein, Monash University  
Associate Professor Helen Hasan, University of Wollongong |
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Dr. Rajiv Vashist, Swinburne University |
| **Social Media and Social Networks in Organisations** | Professor Mohini Singh, RMIT University  
Associate Professor Rosemary Stockdale, Swinburne University  
Dr. Vishanth Weerakkody, Brunel University |
| **The Past, Present and Future of the IS Discipline** | Professor Mark Toleman, University of Southern Queensland |
| **ACIS General Track**                     | Dr. Martin Dick, RMIT University  
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<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmad Abareshi</td>
<td>Arthur Jung-Ting Chang</td>
<td>Mark Freeman</td>
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<td>Nurul Abdulmolok</td>
<td>Shanton Chang</td>
<td>Gilbert Fridgen</td>
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<tr>
<td>Arthur Adamopoulos</td>
<td>Simos Charis</td>
<td>Xin Fu</td>
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<td>Sisira Adikari</td>
<td>Jin Chen</td>
<td>Sandra Gallagher</td>
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<td>Ashir Ahmed</td>
<td>Xi Chen</td>
<td>John Gammack</td>
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<td>Jan Aidemark</td>
<td>Christopher Cheong</td>
<td>Caddie Gao</td>
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<td>Maria Akesson</td>
<td>Prem Chhetri</td>
<td>Lesley Gardner</td>
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<td>Damminda Alahakoon</td>
<td>Jean Marie Ip Soo Ching</td>
<td>Rubin Geng</td>
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<td>Lubna Alam</td>
<td>Chun Fung Choi</td>
<td>Denise Gengatharen</td>
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<td>Carole Alcock</td>
<td>Kim-Kwang Raymond Choo</td>
<td>Heiko Gewald</td>
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<td>Abdullah Algarni</td>
<td>Raymond Choo</td>
<td>Roya Gholami</td>
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<td>Ibrahim Alhawas</td>
<td>Jyoti Choudrie</td>
<td>Jenson Goh</td>
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<td>Irit Alony</td>
<td>Sophie Cockcroft</td>
<td>Göran Goldkuhl</td>
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<td>Moneer Alshaikh</td>
<td>Tim Coltman</td>
<td>Elena Gorbacheva</td>
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<td>Jocelyn Armarego</td>
<td>Kieran Conboy</td>
<td>Suparna Goswami</td>
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<tr>
<td>Helen Armstrong</td>
<td>Vanessa Cooper</td>
<td>Malin Granath</td>
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<td>Siddhartha Arumugam</td>
<td>Brian Corbitt</td>
<td>Shirley Gregor</td>
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<tr>
<td>Ida Asadi</td>
<td>Darryl Coulthard</td>
<td>Glenys Grob</td>
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<td>Zaheeruddin Asif</td>
<td>Tingru Cui</td>
<td>Jie Gu</td>
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<td>Linda Askenäs</td>
<td>Jacob Cybulski</td>
<td>Chong Gu</td>
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<td>Bill Au</td>
<td>Wei Dai</td>
<td>Shanshan Gu</td>
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<td>Karin Axelsson</td>
<td>Mark Dale</td>
<td>Xitong Gu</td>
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<td>Naif Azyabi</td>
<td>Paul Darbyshire</td>
<td>Babita Gupta</td>
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<td>David Banks</td>
<td>Rupan Das</td>
<td>Jairo Gutierrez</td>
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<tr>
<td>Andrew Barnden</td>
<td>Bill Davey</td>
<td>Ray Hackney</td>
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<td>Ruth Barton</td>
<td>Claire Davison</td>
<td>Peter Haddad</td>
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<td>Jenine Beekhuyzen</td>
<td>Patrick Delfmann</td>
<td>Darek Haftor</td>
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<td>Nargiza Bekmamedova</td>
<td>Lukas Demetz</td>
<td>Eveline Hage</td>
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<td>Mark Belkin</td>
<td>Hepu Deng</td>
<td>Pari Delir Haghghi</td>
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<td>Emilia Bellucci</td>
<td>Julian Dermoudy</td>
<td>Mohanad Halawehe</td>
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<td>Katrin Bergener</td>
<td>Saif Dewan</td>
<td>Bill Hall</td>
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<td>Scott Bingley</td>
<td>Sharmistha Dey</td>
<td>Petri Hallikainen</td>
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<td>Emmanuel Blanchard</td>
<td>Martin Dick</td>
<td>Rajja Halonen</td>
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<td>Yee Boo</td>
<td>Philip Dobson</td>
<td>John Hamilton</td>
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<td>Rachelle Bosua</td>
<td>Steve Drew</td>
<td>Margaret Hamilton</td>
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<td>Jane Brennan</td>
<td>Stanislaw Drosio</td>
<td>Fengling Han</td>
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<tr>
<td>Robert Brown</td>
<td>Sophia Duan</td>
<td>Helen Hasan</td>
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<td>Vince Bruno</td>
<td>Xiaoxia Duan</td>
<td>Igor Hawryszkiewycz</td>
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<td>Cucuk Budiyanto</td>
<td>Carolin Durst</td>
<td>Joy He</td>
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<td>Deborah Bunker</td>
<td>Yogesh Dwivedi</td>
<td>Jon Heales</td>
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<td>Niclas Eberhagen</td>
<td>Jennifer Heath</td>
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<td>Frada Burgess</td>
<td>Sepideh Ebrahimi</td>
<td>Karin Hedström</td>
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<tr>
<td>Andrew Burton-Jones</td>
<td>Peter Eden</td>
<td>Margaret Heffernan</td>
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<td>Peter Busch</td>
<td>Mariki Elloff</td>
<td>StefanHenningsson</td>
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<td>Amelia Cahyadi</td>
<td>Mohamed Elyas</td>
<td>Kathy Henschke</td>
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<td>Asmare Emerie</td>
<td>Alireza Heravi</td>
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<td>Lindajo Calloway</td>
<td>Chris Felstead</td>
<td>Pham Hiep</td>
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<td>John Campbell</td>
<td>Senaka Fernando</td>
<td>Sally Rao Hill</td>
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<td>Jennie Carroll</td>
<td>Justin Filippou</td>
<td>Valerie Hobbs</td>
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<td>Aileen Cater-Steel</td>
<td>Patrick Finnegan</td>
<td>Ana Hol</td>
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<td>Joseph Cazier</td>
<td>Julie Fisher</td>
<td>Dale Holt</td>
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<td>Paul Cerotti</td>
<td>Michelle Fong</td>
<td>Leonard Hoon</td>
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<tr>
<td>Elsie Chan</td>
<td>Susan Foster</td>
<td>John Hopkins</td>
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<tr>
<td>Taizan Chan</td>
<td>Gacenga Francis</td>
<td>Luke Houghton</td>
</tr>
</tbody>
</table>
Preface

It is an honour to serve as the program chairs for the 24th ACIS conference, held here in Melbourne, Australia. The program of the conference reflects the tremendous growth in the field of information systems, and the contributions of a large number of participants from around the world.

ACIS 2013 has attracted 401 submissions from 49 countries and regions. After rigorous reviews, 178 high-quality papers were included in the ACIS 2013 proceedings, representing an acceptance rate of roughly 44%. These selected papers are clustered across 19 tracks that cover various areas in the information systems domain. The publication of these quality papers reflects the sustainable interest of the global academic community in tirelessly developing information systems as a discipline that brings together information technology, management, business, sociology, cognitive science and a host of other elements to facilitate the future transformations that have already begun in the 21st century.

We would especially like to thank all of the committee members and reviewers. Without their timely help, it would have been impossible to review all of the submitted papers and assemble this program. We also would like to take this opportunity to express our heartfelt appreciation for all those who have worked together in organising this conference, establishing the conference programs and running the conference meetings. We greatly appreciate the authors, speakers, invited session organisers, session chairs, and others who have made this conference possible. We would also like to thank all of the attendees for participating in the conference.

We hope that your participation in this conference provides you with opportunities to meet both old and new friends from all over the world, to exchange ideas, to initiate collaborations in research, to develop lasting friendships and also to visit places in Melbourne and Australia that you have not had the chance to visit so far. We trust that your stay in Melbourne will bring you great memories of the friends you meet, the places you visit and the many exciting conference events.

Professor Hepu Deng  
RMIT University  

Professor Craig Standing  
Edith Cowan University
Accepted Papers

**Business Analytics**

*Assessing Quality of Unstructured Data – Insights From a Global Imaging Company*
Sarah Anstiss, Olivera Marjanovic

*The Curse of Dimensionality in Data Quality*
Vimukthi Jayawardene, Shazia Sadiq, Marta Indulska

*Developing an IS Quality Culture with ISO 9001: Hopefully, a Never Ending Story*
João Barata, Paulo Rupino Da Cunha, Cristina Chuva Costa

*Routines, Reconfiguration and the Contribution of Business Analytics to Organisational Performance*
Abhijith Anand, Rajeev Sharma, Rajiv Kohli

*A Student Retention Model: Empirical, Theoretical and Pragmatic Considerations*
Amara Atif, Deborah Richards, Ayse Bilgin

*Realising Synergy in Business Analytics Enabled Systems*
Ida Asadi Someh, Graeme Shanks

*Cost-Aware Business Process Management: A Research Agenda*
Moe Wynn, Jochen De Weerdt, Arthur Ter Hofstede, Wil Van Der Aalst, Hajo A. Reijers, Michael Adams, Chun Ouyang, Michael Rosemann, Wei Zhe Low

**Digital Business**

*The Impact of Intra-Transaction Communication on Customer Purchase Behaviour in E-Commerce Context*
Lele Kang, Chuan-Hoo Tan, J. Leon Zhao

*Towards an Electronic Marketplace for Bricks-and-Mortar Services*
Peter Schenkel, Hubert Österle, Philipp Osl

*Service Quality, Citizen Satisfaction, and Loyalty with Self-Service Delivery Options: A Strategic Imperative for Transforming E-Government Services*
Akemi Takeoka Chatfield, Jazem Mutared Alanazi

*Understanding Individuals' Intention to Use E-Government Services: Development of an Integrated Model*
Abdullah Alghamdi, Md Mahbubur Rahim

*Use of Satisfaction-Satisfaction Matrix (SSM) to Evaluate E-Government Services from the Perspective of Japanese Citizens and Government Service Providers*
Meng Seng Wong, Nishimoto Hideki, Nishigaki Yasuyuki, Jackson Stephen

*Creating Value through Virtual Teams: A Current Literature Review*
Akemi Takeoka Chatfield, Vivian Shlemoon, Wilbur Redublado, Gary Darbyshire

*Factors Influencing Employees' Intention to Use an Electronic Recordkeeping System: Development of a Valid Survey Instrument*
Matthew Lewellen, Val Hooper, Gillian Oliver

*Influences and impacts on worker productivity: An exploratory study of Videoconferencing Systems in a Global Professional Services Firm*
Kyu Sik Kim, Nigel Martin

*An Empirical Study of the Influence of Different Organisation Cultures on E-Commerce Adoption Maturity*
Ishan Senarathna, Matthew Warren, William Yeoh, Scott Salzman

*Migration of Legacy Systems in New Public Management – the Swedish Rescue Services Incident Reporting System*
Sofie Pilemalm, Dennis Andersson, Kayvan Yousefi Mojir

*Investigating Training Technologies in the Australian Armed Forces*
Jennie Carroll, Justin Fidock

**Discovering the potential of gender diversity**

*IT stereotypes in television shows*
Amber McLeod, Helen Forgasz, Catherine Lang

*Enabling and Encouraging Greater Diversity in ICT*
Madeleine Roberts, Tanya McGill

*ICT Interventions for Schoolgirls Do Matter! Understanding the Factors Influencing ICT Career Intentions through Partial Least Squares Analysis.*
Elena Gorbacheva, Jenine Beekhuizen, Annemieke Craig, Jo Coldwell-Neilson
Emerging Technologies: The Cloud, Ubiquity and Mobility

Director competencies for effective enterprise technology governance
Elizabeth Valentine, Glenn Stewart

Switching Propensity in Single-Homing and Multi-Homing Cloud Service Relationships
Sigi Goode

Touch screen technology adoption and utilisation by educators in early childhood educational institutions
Melinda Plumb, Karlheinz Kautz, Holly Tootell

Towards anchoring Users' Switching to Mobile Banking with Expectancy Theory
Saif Dewan

Deinstitutionalising Existing Technologies to Institutionalise Cloud Infrastructure
Abrar Haider, Azadeh Pishdad

Crowdsourcing, Cognitive Load, and User Interface Design
Baharch Rahamian, Joseph G. Davis

Are you smart enough for your smart phone? A cognitive load comparison
Fayez Alshehri, Mark Freeman, Alison Freeman

Software as a Service (SaaS) for Small and Medium Enterprises (SMEs): The Role of Intermediaries
Nagarajan Venkatachalam, Erwin Fielt, Michael Rosemann, Shane Mathews

Enterprise Systems

Social-psycho Issues of Enterprise Information System Usage among Government Outsource Vendors Comprising Malaysian Small-Medium Enterprises
Nursyahida Zulkifli, Jasmine Ahmad, Rugayah Gy Hashim, Sharifah Faatihah Fuzi

Adoption of Audit Technology in Audit Firms
Khairina Rosli, Paul H.P. Yeow, Siew Eu-Gene

Explicating Performance Impacts of IT Governance and Data Governance in Multi-Business Organisations
Alexander Andreas Neff, Maximilian Schosser, Saskia Zelt, Falk Uebernickel, Walter Brenner

Method for Business Process Management System Selection
Thijs van de Westelaken, Bas Terwee, Pascal Ravesteyn

Service-Oriented Architecture Integration Within Enterprise Architecture: A-Priori Model
Ayed Alwadain, Erwin Fielt, Axel Korthaus, Michael Rosemann

Overcoming integration challenges in organisations with operational technology
Anastasia Govan Kuusk, Professor Andy Koronios, Dr Jing Gao

Transforming Existing Procedural Business Processes into a Constraint-Based Formalism
Floor Vermeer, Martijn Zoet, Jeroen Van Grondelle, Slinger Jansen, Eline De Haan

Level of Harmonization and ERP Architecture in Multinational Corporations
Fatemeh Rahimi, Charles Möller

Post-acquisition IT Integration: The sequential effects in growth-by-acquisition programs
Stefan Henningsson, Philip Yetton

Institutionalisation of Enterprise Resource Planning Systems: An Integrative Framework
Azadeh Pishdad, Abrar Haider

Exploring ERP post-implementation modifications and their influence on business process outcomes: a theory driven model
Taiwo Oseni, Md Mahbubur Rahim, Stephen Smith, Susan Foster

Towards Connecting Online Interfacing and Internal Core Business Processes
Xiaohui Zhao, John Campbell

Development of a Model to Understand How Consultants Manage Conflicts during ERP Change Process: A Dialectic Perspective
Musleh Alsulami, Mahbubur Rahim, Helana Scheepers

Green IS and Sustainability

Developing Green IS through translation: The case of an environmental sustainability tool
Giselle Rampersad, Indrit Troshani

Influences on Attitudes to a Personal Carbon Trading System
William Smart, Alex Hendry, Bruce Armstrong

A Taxonomy of IT Usage to Support the Implementation of Environmental Sustainable Supply Chain Management
Mahbubur Md Rahim, Sherah Kurnia, Prakash Singh, Daniel Samson
Transforming University Contributions to the Challenges of Environmental Sustainability: A Field Study
Steve Elliot, John Lavarack

Green Activity Based Management (ABM) for Organisations
Ashini Wesumperuma, Athula Ginige, Anupama Ginige, Ana Hol

Green IT Assimilation: Comparing the Influence of Contextual and Absorptive Capacity Based Models
Vanessa Cooper, Alemayehu Molla

Health Information Systems
Designing A Consumer Health 2.0 Application To Analyse The Relationship Between On-Line Social Networks And Health-Related Behaviours
Nilmini Wickramasinghe, Say Yen Teoh, Carolin Durst, Janine Viol

A Participatory Information Management Framework for Patient Centred Care of Autism Spectrum Disorder
Daswin De Silva, Frada Burstein, Andrew Stranieri, Katrina Williams, Nicole Rinehart

A Multi-faceted Approach to Collaborative Health Information Systems
Ovidiu Noran

An Empirical Study to Determine Factors That Motivate and Limit The Implementation Of ICT In Healthcare Environments
Abdul Hafeez-Baig, Raj Gururajan

Enhancing Automated Decision Support across Medical and Oral Health Domains with Semantic Web Technologies
Tejal Shah, Fethi Rabhi, Pradeep Ray, Kerry Taylor

Analysis of Research in Adoption of Assistive Technologies for Aged Care
Suchada Vichitvanichphong, Donald Kerr, Amir Talaei-Khoei, Amir Hossein Ghapanchi

Mobile Phone Including Smart Phone based Persuasive System Design for controlling Hypertension and Diabetes in Bangladesh
Koel Ghorai, Shamshad Jahan, Mathew Chylinski, Pradeep Ray

Establishing new consulting services in health care organizations: an ANT analysis of patient-centred care
Linda Askenas, Jan Aidemark, Klas Gäre

CWDM: A Case-based Diabetes Management Web System
Linh Hoang Nguyen, Zhaohao Sun, Andrew Stranieri, Sally Firmin

Exploring Information Sharing Problems in Nursing Handover: An Activity Theory Perspective
Nazik Alturki, Rachelle Bosua, Sherah Kurnia

Using IS/IT to Support the Delivery of Chinese Medicine: The Design of a Chinese Medicine Clinic System
Catherine Han Lin, Angela Wei Hong Yang, Siddhi Pittayachawan, Nilmini Wickramasinghe

Development of User Warrant Ontology for Improving Online Health Information Provision
Arya Prakasa, Daswin De Silva

A prototypical Skin Cancer Information System
Ahmed Alharthi, Peter Busch, Stephen Smith

Data Quality in Community Health: An Indonesian Study
Mauliydati Aisyah, Sophie Cockcroft

HIT in Australian Hospitals - Evidence of benefits in a systematic review
Duncan Unwin, Louis Sanzogni

Information Logistics and E-Supply Chain Management
Understanding Organisational Use of IT/IS for Demand and Supply Chain Management in a MNC Pharmaceutical Company
Ying Ye, Leon Kok Yang Teo, Kwok Hung Lau

Shams Rahman, Stephen Waters, Shahadat Khan, Laura Yang

Transitional Challenges of Information Flows in Humanitarian Supply Chains
Elizabeth Barber, Graham Heaslip

Food Product Information: Trusted Sources and Delivery Media
Caroline Chan, Booi Kam, Darryl Coulthard, Steven Pereira, Philip Button
Institutionalisation of Enterprise Systems through Organisational Isomorphism
Azadeh Pishdad, Abrar Haider

Understanding E-procurement Systems Benefits: A Theoretical Model and Some Evidence
Nergiz Ilhan, Md Mahbubur Rahim

The Use of Social Media in Public E-procurement: Some Possibilities and Challenges
Sharif As-Saber, Shams Rahman, Md Mahbubur Rahim, George Cairns, Charmine Härtel, - Waheduzzaman

Information Security Management
The Development of the Human Aspects of Information Security Questionnaire (HAIS-Q)
Kathryn Parsons, Agata McCormac, Marcus Butavicius, Malcolm Pattinson, Cate Jerram

A Study of Information System Risk Perceptions at a Local Government Organisation
Malcolm Pattinson, Cate Jerram

Information security: a stakeholder network perspective
Max Soyref, Philip Seltsikas

A theoretical model for participation by stakeholders concerned with information security issues in systems development processes
Dale Kleeman

Contextual Difference and Intention to Perform Information Security Behaviours Against Malware in a BYOD Environment: a Protection Motivation Theory Approach
Duy Pham Thien Dang, Siddhi Pittayachawan, Mathews Zanda Nkhoma

Towards a Heuristic Model for Usable and Secure Online Banking
Mathias Mujinga, Jan Kroeze, Mariki Eloff

Assessing Self-Justification as an Antecedent of Noncompliance with Information Security Policies
Miranda Kajtazi, Cavusoglu Hasan, Izak Benbasat, Derek Haftor

Guilt Proneness as a Mechanism Towards Information Security Policy Compliance
Miranda Kajtazi, Hasan Cavusoglu

Towards an Intelligence-Driven Information Security Risk Management Process for Organisations
Jeb Webb, Sean Maynard, Atif Ahmad, Graeme Shanks

Information Systems Development
Self-organising Roles in Agile Globally Distributed Teams
Sherlock Licorish, Stephen MacDonell

A Benefits/Challenges Framework for Outsourcing Software Development
Dennis Viehland, Grant McIvor

Karlheinz Kautz, Thomas Johansen, Andreas Uldahl

The Effects of Perceived Organizational Support and Personality Traits on User Involvement
Sheida Soltani, Naeimeh Elkhani, Mohammad Nazir Ahmad, Javad Taghia

Crossing the Communication Barrier in Global Software Development Projects via Global Software Development Brokers
Lian Wen, Hadi Kandjani, Peter Bernus

Systemic Power, Disciplinary Agency, and Developer-Business Client Relations
Bruce Rowlands, Karlheinz Kautz

“You’ve modelled and now what?” - Exploring Determinants of Process Model Re-Use
Alexander Nolte, Eike Bernhard, Jan Recker

Agile User Experience Design: A Design Science Enquiry
Sisira Adikari, Craig McDonald, John Campbell

Representing Interactional and External Environmental Semantics using Unified Modelling Language (UML)
Prabodha Tilakaratna, Jayantha Rajapakse

Information Systems Theory and Practice
Disaster Management (DM) Model Transformations Framework
Siti Hajar Othman, Ghassan Beydoun, Rodney Clarke, Simon Oppen
Understanding the Impact of Business Functional Areas on the Theory of Multiple Grammar Selection
Chalani Oruthotaarachchi, Jayantha Rajapakse

Providing for Perspectives: The Role of Discourse Analysis in Ontology Concept Formulation and Development
Emily Keen, Simon Milton, Chris Keen

On the Conceptualization of Strategic Information Technology Alignment: Development and Validation of a Multidimensional Construct
Magno Queiroz, Tim Coltman

Organisational IS Resilience: a pilot study using Q-methodology
Amitrajit Sarkar, Stephen Wingreen, Paul Cragg

Discount Focus Subgroup Method: An innovative form of focus group method used in researching an emerging technology
Mohanad Halaweh

From Internal to External: An Integrated Theoretical Framework for Open Innovation
Qiqi Jiang, Chuan-Hoo Tan, Choon-Ling Sia, Kwok-Kee Wei

The Effects of Firm IT Capabilities on Firm Performance: The Mediating Effects of Process Improvement
Abhijith Anand, Samuel Fosso Wamba, Rajeev Sharma

A Conceptual Framework for Assessing Strategic Information Systems Planning (SISP) Success in the Current Dynamic Environments
Jungho Yang, Dr Zijad Pita, Mohini Singh

A case study of Information and Communication Technology Adoption in Indigenous Households in a rural context: a grounded theory perspective
Peter Radoll

Online Persuasion as Psychological Transition, and The Multifaced Agents of Persuasion: A Personal Construct Theory Perspective
Peter Slattery, Jason Simpson, Anastasia Utesheva

How to Retain Consumers: A Trust-Commitment Model
Wei Wang, Rui Chen, Carol Xiaojuan Ou, Fang Liu

The CIO Role Expectations Instrument: Validation and Model Testing
Moyassar Al-Taie, Michael Lane, Aileen Cater-Steel

Innovation in the Digital Economy
Extending understanding of IT innovation using innovation theory as an organising framework for future research
Justin Thurley, Paul Turner

Aligning Capabilities and Social Media Affordances for Open Innovation in Governments
Andrea Malsbender, Sara Hofmann, Joerg Becker

Why Isn’t Digital Infrastructure Being Updated?: The Case of IPv6
Awinder Kaur Mohinder Singh, Harminder Singh, Felix Tan

Innovation in the digital economy: The impact of high-speed broadband on innovating SMEs
Giselle Rampersad, Indrit Troshani

Disruptive Innovation of Mobile Communication Apps
Shailesh Palekar, Kasuni Weerasinghe, Darshana Sedera

Exploring Enterprise Strategic Orientation and Radical Innovation Success
Nan Wang, Vincent Lee

Review: Disruptive Innovation and Information Technology – Charting a path
Abayomi Baiyere, Hannu Salmela

Starting-up an IT-enabled Disruptive Innovation: A Stage Model
Anthony Lu, Lesley Land, Felix Tan

Matthias Voigt, Markus Fordey, Andrea Malsbender, Kevin Ortbach, Ralf Plattfaut, Bjoern Niehaves

IS Education
Career outcomes and SFIA as tools to design ICT curriculum
Nicole Herbert, Ian Lewis, Kristy De Salas

The Skills Framework for the Information Age as a Means for Investigating Work-Integrated Learning
Dale MacKrell, Craig McDonald
Fostering informal learning at the workplace through digital platforms and information infrastructures
Paolo Spagnoletti, Stefano Za, Andrea North-Samardzic
What knowledge is most worthwhile in IS work placements?
Kathy Henschke
A Model for Measuring Knowledge Constructions of Students in Online Discussions
Pornpat Sirithumgul, Lorne Olfman
An Exploratory Study of Personal Reflection and Collaboration Skills using Online Collaborative Tool in Project-Based Learning
Sim Kim Lau, Wendy Meyers
Investigating the Enabling Role of Web 2.0 Technology for Interactive E-learning in Australia
Anuradha Karunase, Hepu Deng, Booi Kam
Mobile learning anytime, anywhere: What are our students doing?
Angela Murphy, Helen Farley, Michael Lane, Abdul Hafeez-Baig, Brad Carter
The Effects of Learners’ Personality Traits on M-Learning
Saif Dewan, Kevin Ho
Satisfaction of IT Academics with Transnational Education
Danny Toohey, Tanya McGill, Lucy Jarzabkowski
The Identification of Information Technology Competencies Level among Accounting Practitioners
Ku Maisurah Ku Bahador, Abrar Haider
Web Based Robotics Program for Teaching Creativity
Ying Chen, Graeme Faulkner
Using Technical Artefacts in the Development of a Sociotechnical Curriculum for Business Education
Jenny Leonard, Catherine Hardy, Corina Radulescu
Incorporation of a Research-Led, Problem-Based Learning Task into an AIS Curriculum
Carla Wilkin
Adaptive Music Score Trainer for Visually Impaired in Sri Lanka
Kavindu Ranasinghe, Shyama Kumari, Dawpadee Kiriella, Lakshman Jayaratne

IT Governance and Strategy
A Critical Realist Perspective of Enterprise Architecture Evolution: Preliminary Findings
Ayed Alwadain, Erwin Fielt, Axel Korthaus, Michael Rosemann
Does project governance lead to successful projects?
Raymond Young, Simon Poon
IT Governance and Strategy A State Transition Approach to Conceptualising Research: the Project Portfolio Management Domain
Craig McDonald, Hamed Sarbazhosseini
The Role of Application Portfolio Management in Application Services Outsourcing: Explicating Variations in Application Portfolio Management among Outsourcing Gestalts
Saskia Zelt, Alexander Andreas Neff, Jochen Wulf, Falk Uebenrnickel, Walter Brenner
ITQMM: A New Model for IT Processes
Juan José Sánchez, Eugenio Fernández, Antonio Moratilla
How Software Startups Survive: a Model based on Resource-based View and Dynamic Capabilities
Yunfei Shi, Dongming Xu

Knowledge Management and IS
When and How To Facilitate the Introduction of New Knowledge Processes in Organisations
John Rose, Igor Hawryszkiewycz, Kyeong Kang
The role of diverse knowledge in creating knowledge within industry networks –A study in the Victorian biotechnology industry
Adel Moslehi, Henry Linger, Kerry Tanner
The Genealogy of Knowledge: Introducing a tool and method for tracing the social construction of knowledge on Wikipedia
Friedrich Chasin, Uri Gal, Kai Riemer
Understanding the Impact of Extrinsic and Intrinsic Motivation on Knowledge Sharing
Judith Welschen, Nelly Todorova, Annette Mills
Development of a Decision Support System for Collective Stock Market Intelligence
John Campbell, Byron Keating

Knowledge Sources and IT Applications among SMEs: An Empirical Investigation in Saudi Arabia
Naief Azyabi, Julie Fisher, Kerry Tanner, Shijia Gao

Teleconsultation Knowledge Sharing in Healthcare: Resource Influences
Rosemary Van Der Meer, Khin Than Win, William Tibben, Nurazean Maarop

Organizational Knowledge Management Framework: The COMFENALCO Case
Jairo Gutierrez, Yesenia Castellon

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Adel Moslehi, Henry Linger, Kerry Tanner

Improving Data-Driven Decision Making through Human-Centered Knowledge Sharing
Olivera Marjanovic

Social Information Systems/Social Informatics
Gamification – A New Phenomenon in Information Systems Research?
Jan Broer, Jens Pöppelbuß

From participatory design to co-creation: Using social media to engage youth
Julie Fisher, Tomas Jensen

Is ‘community’ important for Community Information Systems?
Alison Freeman, Peter Hyland, Mark Freeman, Karl Kautz

Effects of Source and Content on the Retransmission of Rumor, Information, and Misinformation on Social Media
Fang Liu, Andrew Burton-Jones, Dongming Xu

Introducing a Sociomaterial Perspective to Investigate E-learning for Higher Educational Institutions in Developing Countries
Val Quimno, Ahmed Imran, Tim Turner

The Role of IT Governance and Information Infrastructure in the Process of Strategic Alignment
Hafizah Mohamad Hsbollah, Nick Letch, Alan Simon

Design and Evaluation of a Mobile-based Cultivation Planning Application for empowering Sri Lankan Farmers
Tamara Ginige, Deborah Richards

The role of users’ emotions and associated quality goals on appropriation of systems: two case studies
Dr Antonette Mendoza, Dr Tim Miller, Dr Sonja Pedell, Prof. Leon Sterling

Temporal Aspects of Telework and its Impact on Work-Family Conflict
John Campbell, Sebastian Boell, Byron Keating, Dubravka Cecez-Kecmanovic

Social Media and Social Networks in Organisations
’I just saw this on Facebook, I need it now’: Exploring Small Business use of Facebook
Naomi Augar, John Zeleznikow

A Field-Study of Online Community Participation: Preliminary Findings
Geri Harris

The Impact of Disaster Typology on Social Media Use by Emergency Services Agencies: The Case of the Boston Marathon Bombing
Christian Ehnis, Deborah Bunker

Enhancing Enterprise Social Network Use: A Control Theory Study
Abdulrahman Alarifi, Darshana Sedera

Employment Seeking Under Consideration of Social Capital on Social Network Sites
Tom Sander, Christie Pei-Yee Chin, Teh Phoey Dr. Lee

Exploring the Social Networks of Online Investors
Arthur Adamopoulos, Martin Dick, Vince Bruno

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John Hamilton, Singwhat Tee

Exploring the Use and Benefits of Web 2.0 for Supply Chain Management
Ji Hyeon Im, Sherah Kurnia
The Use of Social Media to Gather Qualitative Data: A Case of Government E-Procurement Implementation and Use
  Nurdin Nurdin, Rosemary Stockdale, Helana Scheepers
A Rating Tool for Effective Social Media Policy Development
  Mohd Heikal Husin, Nina Evans, Gaye Deegan
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  Zhaohao Sun, John Yearwood, Sally Firmin
Analysis of Multiple Technology Preference Behaviour in Using Social Networking Site
  Noor Ismawati Jaafar, Bobby Darmawan
Enterprise Social Networks: A Business Model Perspective
  Paul Mathiesen, Erwin Fielt
A conceptual framework of influences on a non-profit GLAM crowdsourcing initiative: A socio-technical perspective
  Sultana Lubna Alam, John Campbell
Towards a goal-oriented taxonomy for crowdsourcing initiatives
  Ulysse Rosselet
A conceptual framework for value co-creation practices in C2C social commerce environment
  Syahida Hassan, Janet Toland
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  Diana Wong, Rachelle Bosua, Shanton Chang, Sherah Kurnia
Understanding the Role of Social Media in Incident/Crisis Communication
  Mina Roshan, Matthew Warren, Rodney Carr
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  Khayri Omar, Helana Scheepers, Rosemary Stockdale
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  Jonathan Hua Ye
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The Past, Present and Future of the IS Discipline
Possibilities for Paradigm Change: Beliefs and Attitudes of Australian Academic Information Systems Leaders
  Don Falconer
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  John Venable
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  Diarmuid Pigott, Callan Ledsham, Valerie Hobbs, John Gammack