

Chang E. Koh, Ph.D



Associate Professor

Department of Information Technology and Decision Sciences
College of Business Administration
University of North Texas
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Denton, TX 76203-5017

Farrington Professor of Information Systems, 2007 - 2011

Managing Director, 2008 - 2011

Center for Decision and Information Technologies
University of North Texas

Director, 2007 - 2008

Information Systems Research Center
University of North Texas

Follow, Texas Center for Digital Knowledge

University of North Texas

Follow, Professional Development Institute

University of North Texas

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EDUCATION

1986 - 1992

University of Georgia, Athens, Georgia

- ❖ Ph.D. in Management
Major - Management Information Systems
Minor - Computer Science
- ❖ Dissertation: A study on executive information systems (EIS) data management issues and factors affecting the issues (Advisor, Dr. Hugh J. Watson)

1982 - 1985

Bowling Green State University, Bowling Green, Ohio

- ❖ M.B.A with IS concentration

1975 - 1982

Yonsei University, Seoul, Korea

- ❖ B.A. in Economics

Current Primary Interests**RESEARCH INTERESTS**

- ❖ IT and business performance
 - ❖ Cross-cultural comparison of IT and Internet practices
 - ❖ Mobile computing and mobile data services
 - ❖ Electronic commerce and electronic government
 - ❖ Business use and value of Radio Frequency Identification (RFID) technology
- Others**
- ❖ Executive information systems (EIS); Data management; IS management; End user computing

Journal Articles**PUBLICATIONS**

- ❖ Victory R. Prybutok, Yu “Andy” Wu, **Chang E. Koh**, and Bartlomiej Hanus, Nomological model of RFID privacy concern, *Business Process Management Journal*, Upcoming issue
- ❖ **Chang E. Koh**, Victor R. Prybutok, Sherry D. Ryan and Yu “Andy” Wu, A Model for Mandatory Use of Software Technologies: An Integrative Approach by Applying Multiple Levels of Abstraction of Informing Science, *Informing Science*, 2010 (13), 177-203.
- ❖ Kwang So Park, **Chang E. Koh** and Kyungdoo “Ted” Nam, Perception of RFID technology: A Cross-national study, *Industrial Management & Data Systems*, 2010 (110:5), pp. 682-700.
- ❖ Se Hun Lim and **Chang E. Koh**, RFID implementation strategy: Perceived risks and organizational fits, *Industrial Management & Data Systems*, 2009 (109:8), pp. 1017-1036.
- ❖ Se Hun Lim, Sukho Lee, Yeon Hur and **Chang E. Koh**, Role of trust in adoption of online auto Insurance, *Journal of Computer Information Systems*, Winter 2009 (50:2), pp. 151-159.
- ❖ Eun Young Kim, Eunju Ko, Hae Jung Kim and **Chang E. Koh**, Comparison of benefits of radio frequency identification: Implications for business strategic performance in the United States and Korea retailers, *Industrial Marketing Management*, October 2008 (37:7), pp. 797-806.
- ❖ **Chang E. Koh**, Victor R. Prybutok and Xiaoni Zhang, Measuring e-government readiness, *Information & Management*, 2008 (45:8), pp. 540-546.
- ❖ Chulmo Koo, **Chang E. Koh**, Dae Yong Lee, Chung Ho Lee, Towards understanding the value of a local customer in electronic commerce: An expectation-disconfirmation theory, *Knowledge Management Research* (Knowledge Management Society of Korea), 2008 (9:2).
- ❖ **Chang E. Koh**, Kyungdoo “Ted” Nam, Victor R. Prybutok, and Seogjun Lee, A value chain perspective of Internet practices, e-readiness and organizational performance: A comparison of U.S. and South Korean firms, *Industrial Management and Data Systems*, 2007 (107:4), pp. 519-536.

- ❖ **Chang E. Koh**, HaeJung Kim, & Eun Young Kim, The impact of RFID in retail industry: Issues and critical success factors, *Journal of Shopping Center Research*, 2006 (13:1) pp. 101-117.
- ❖ **Chang E. Koh**, Victor R. Prybutok, Sherry Ryan, & Bashorat Ibragimova, The impact of strategic readiness in an emerging e-government environment, *Business Process Management Journal on e-government*, 2006 (12:1) pp. 22-33.
- ❖ Xiaoni Zhang, Victor R. Prybutok & **Chang E. Koh**, The role of impulsiveness in a TAM based online purchasing behavior model, *Information Resource Management Journal*, 2006 (19:2), pp. 54-68.
- ❖ **Chang E. Koh**, Sherry Ryan & Victor R. Prybutok, Creating value through managing knowledge in an e-government to constituency (G2C) environment, *Journal of Computer Information Systems*, Summer 2005 (45:4), pp. 32-41.
- ❖ **Chang E. Koh** & Kyungdoo “Ted” Nam, Business use of the Internet: A longitudinal study from a value chain perspective, *Industrial Management and Data Systems*, 2005 (105:1) pp. 82-95.
- ❖ Chul Mo Koo, **Chang E. Koh** & Ki Chan Nam, An examination of Porter’s competitive strategies in virtual electronic markets: Comparison of two online business models, *International Journal of Electronic Commerce*, Fall 2004 (9:1), pp. 163-180.
- ❖ Shin-Ping Liu, Dennis Tucker, **Chang E. Koh** & Leon Kappelman, Standard user interface in e-commerce sites, *Industrial Management and Data Systems*, 2003 (103:8), pp. 600-610.
- ❖ **Chang E. Koh**, IS Journal review process: A Survey on IS research practices and journal review issues, *Information & Management*, August 2003 (40:8), pp. 743-756.
- ❖ **Chang E. Koh** & Victory R. Prybutok, The Three Ring Model and development of an instrument for measuring dimensions of e-government functions, *Journal of Computer Information Systems*, Spring 2003 (43:3), pp. 34-39.
- ❖ **Chang E. Koh** & Hyonsong Chong, Does the Internet improve business? An empirical inquiry into the perceived strategic value and contribution of the Internet, *Journal of International Technology and Information Management*, Spring 2002 (11:1), pp. 81-97.
- ❖ **Chang E. Koh** & Hugh J. Watson, Data management in executive information systems, *Information & Management*, June 1998 (33:6), pp. 301-312.
- ❖ **Chang E. Koh**, Electronic commerce and insurance marketing strategy, *Insurance Development and Research* (in Korean), February 1998
- ❖ **Chang E. Koh** & Pierre Balthazard, The use of the Web as a business tool, Part I, *Computer Report*, February 1997 (in Japanese)
- ❖ **Chang E. Koh** & Pierre Balthazard, The use of the Web as a business tool, Part II, *Computer Report*, March 1997 (in Japanese)

Conference Proceedings

- ❖ **Chang E. Koh** & Richard Herschel, Using groupware to support executive information systems development, *International Journal of Information and Management Science*, December 1996
- ❖ Hugh J. Watson, Kelly R. Rainer & **Chang E. Koh**, Executive information systems: A framework for development and a survey of current Practices, *MIS Quarterly*, March 1991 (15:1), pp. 13-30.
- ❖ Sang Cheol Park, Chulmo Koo, and **Chang E. Koh**, Service Innovation and Performance of Hospital Organizations, LG CNS/KrAIS Research Workshop at the 32nd International Conference on Information Systems, Shanghai, China, December 2011.
- ❖ **Chang E. Koh**, Perceptions of RFID: A Comparative Study of U.S. and South Korean Firms, Proceedings of the 40th Annual Meeting of the Decision Sciences Institute, New Orleans, LA, November 2009.
- ❖ Chulmo Koo, Sang Chul Lee, Dale Shao, **Chang E. Koh**, Geun Sik Cho, The likelihood of RFID (Radio Frequency Identification) project initiation: The exploratory examination, 2007 IRMA (Information Resource Management Association) International Conference, May 19-23, 2007, Vancouver, BC, Canada
- ❖ **Chang E. Koh**, Victor R. Prybutok & Patricia Thomas, A model of information systems success and technology acceptance within a government organization, Proceedings of the 37th Annual Meeting of the Decision Sciences Institute, San Antonio, TX, November 2006.
- ❖ Ho-Chang Chae & **Chang E. Koh**, The Examination of relationship between individual's cognitive styles and their perception of usefulness of IT, Proceedings of the 12th Americas Conference on Information Systems, Acapulco, Mexico, August 4-6, 2006.
- ❖ HaeJung Kim, Eun Young Kim, & **Chang E. Koh**, Perceptions and realities of RFID for fashion marketing: Right product, right place, and right time” Proceedings of the 2006 Academy of Marketing Science/ Korean Academy of Marketing Science Cultural Perspectives in Marketing Conference, Seoul, South Korea, July 12-15, 2006.
- ❖ **Chang E. Koh**, Kyungdoo Nam, Victor R. Prybutok & Seokjun Lee, A comparison of U.S. and South Korean Internet practices and their impact on business strategies, Proceedings of the 36th Annual Meeting of the Decision Sciences Institute, San Francisco, CA, November 2005.
- ❖ Chulmo Koo, **Chang E. Koh**, and Dale Shao, Productivity vs. Quality Dichotomy of Software Development: An Empirical Study of the Impact of Work Effort, Team Size, and User Involvement on Software Development Performance, Proceedings of the 2005 Annual Meeting of the Association for Global Business, Miami Beach, FL., November 2005.
- ❖ **Chang E. Koh**, Victor R. Prybutok & Lixuan Zhang, Measuring e-government barriers, Proceedings of the 35th Annual Meeting of the Decision Sciences Institute, Washington DC, November 2004.

- ❖ **Chang E. Koh** & Kyungdoo Nam, Internet practices and business strategies from a value chain perspective: a comparison between US and South Korean firms, The 33rd International Conference on Computers and Industrial Engineering, Jeju, Korea, March 2004.
- ❖ Xiaoni Zhang, Victor Prybutok & **Chang E. Koh**, Impulsiveness and online purchasing behavior, Proceedings of the 34th Annual Meeting of the Decision Sciences Institute, Washington, DC, November, 2003.
- ❖ Chulmo Koo, Kichan Nam, **Chang E. Koh** and Jae Beom Lee “Environment, Generic Strategies and Resource-Based Perspectives on Performance in Online Firms: An Empirical Analysis, Proceedings of the 2003 IRMA International Conference, Philadelphia, PA, May 18 - 21, 2003.
- ❖ Aurora Sanchez, **Chang E. Koh**, Victor Prybutok, & Leon Kappelman, The relationship between IT for communication and e-government barriers, Proceedings of the 2003 Americas Conference on Information Systems, Tampa Bay, FL, August 2003.
- ❖ **Chang E. Koh** & Victor Prybutok, E-government readiness: A research framework and an action research case of a municipal government, Proceedings of the 33rd Annual Meeting of the Decision Sciences Institute, San Diego, CA, November 2002.
- ❖ **Chang E. Koh**, IS Journal Review Process: A survey on IS research practices and journal review issues, Proceedings of the 32nd Annual Meeting of the Decision Science Institute, San Francisco, CA, November 2001.
- ❖ **Chang E. Koh** & H. S. Chong, An empirical study on the Internet’s contribution to business improvement, Proceedings of the 31st Annual Meeting of the Decision Science Institute, Orlando, FL, November 2000.
- ❖ **Chang E. Koh** & Pierre Balthazard, The Action-Audience model: A framework for Internet-based electronic commerce and a survey of business Internet use, Proceedings of the 29th Annual Meeting of the Decision Sciences Institute, Las Vegas, Nevada, November 1998.
- ❖ **Chang E. Koh** & Pierre Balthazard, Business use of the World Wide Web: A model of business Web usage, Association for Information Systems 1997 Americas Conference, Indianapolis, Indiana, August 1997.
- ❖ **Chang E. Koh** & Pierre Balthazard, Electronic commerce and the World Wide Web: A framework of business Web use and a study of business Web practices, 28th Annual Meeting of the Decision Sciences Institute, San Diego, California, November 1997.
- ❖ **Chang E. Koh**, Richard Herschel & Pierre Balthazard, Understanding the Internet: The relevance of case Research, 28th Annual Meeting of the Decision Sciences Institute, San Diego, California, November 1997.
- ❖ **Chang E. Koh** & Pierre Balthazard, The Action-Audience Model: A research framework for the examination of Web-based electronic commerce, Proceedings of the 15th Annual International Conference of the International Association of Management, Montreal, 1997.

**Journal Articles
under Review**

- ❖ **Chang E. Koh**, Kwasi Amoako-Gyampah & Richard Herschel, MIS journal review issues: A survey with editors and contributing authors, Southeast DSI Meeting, Charleston, SC, 1995.
- ❖ **Chang E. Koh**, Graphical user interface and end user computing support: A multi-phase approach to information technology management, ACM SIGCPR Conference, Alexandria, VA, 1994.
- ❖ Ho-Chang Chae, **Chang E. Koh** & Victor Prybutok, IT Capability and Firm Performance: The Elusive Link Revisited, MIS Quarterly (Revised and resubmitted December 2010)

Book Chapters

- ❖ Liu, S. P., Tucker, D., & **Koh, C.** E-commerce system: An examination of user experiences of the e-commerce site with the standard user interface. In M. Anandarajan, & C. Simmers (eds.), *Managing Web Usage in the Workplace: A Social, Ethical and Legal Perspective*, IDEA Group, Harrisburg, PA, 2001.

**Research in
Progress**

- ❖ Kyungdoo “Ted” Nam, **Chang E. Koh**, & Alaa Al-Beayeyz, Mobile Data Service: Business Practices Along the Value Chain
- ❖ Youqin Pan, Kyungdoo “Ted” Nam, **Chang E. Koh**, & Solomon Ogara, Mobile Computing for Supply Chain Management
- ❖ **Chang E. Koh**, Ho-Chang Chae, and Bo Han, IT Capability and Firm Performance – Follow-up studies exploring factors that may influence the link between IT capability and firm performance
- ❖ **Chang E. Koh** and Solomon Ogara, Relationship between Social Presence, Richness and Satisfaction in Mobile Data Services, Based on Solomon’s dissertation

TEACHING EXPERIENCES

1999 - Current

Associate professor, University of North Texas

- ❖ BCIS 2610 – Introduction to Computers in Business
- ❖ BCIS 3610 – Basic Information Systems
- ❖ BCIS 4610 – Analysis of Business Information Systems (Systems Analysis)
- ❖ BCIS 4640 – Administrative Problems in Information Systems (Object-Oriented Systems Development and Project Management)
- ❖ BCIS 4740 – Client/Server Systems and Java
- ❖ BCIS 5120 – Information Systems Development
- ❖ BCIS 5420 – Foundations of Database Management Systems
- ❖ BCIS 5630 – N-tier Systems and Java
- ❖ BCIS 5670 – International Issues of Information Technology

Doctoral dissertations, University of North Texas

- ❖ Committee member: Hyonsong Chong (2000 - 2002), “IS-MBNQA: a new framework for the relationship between IS and organizational quality”
- ❖ Committee member: Shin-Ping Liu (2000 - 2002), “An E-government readiness model”
- ❖ Co-major professor: Jae-sung Sim (2000 - 2003), “Critical success factors in data mining projects”
- ❖ Committee member: Aurora Sanchez (2002 - 2003), “Testing a model of the relationships among organizational performance, IT-business alignment and IT governance”
- ❖ Committee member: Robert Cutshall (2001 - 2003), “An investigation of success metrics for the design of e-commerce web sites”
- ❖ Committee member: Lixuan Zhang (2004 – 2006), “A social capital perspective on IT professionals' work behavior and attitude”
- ❖ Committee member: Bashorat Ibragimova (2004 – 2007), “Propensity for knowledge sharing: An organizational justice perspective”
- ❖ Major professor: Patricia Thomas (2005 – 2008), “Information Systems Success And Technology Acceptance Within A Government Organization”
- ❖ Major professor, Ho-chang “Michael” Chae (2006 – 2009), “Impact of IT Capability on Employee Capability, Customer Value, Customer Satisfaction, and Business Performance”
- ❖ Major Professor, Solomon Ogara (2008 – 2010), “Relationship between Social Presence, Richness and Satisfaction in Mobile Data Services”

1990 - 1999

Assistant professor, University of North Carolina at Greensboro

- ❖ ISM 110 – Business computing I
- ❖ ISM 210 – Business computing II
- ❖ ISM 280 – Business processes and information technologies
- ❖ ISM 318 – Database management
- ❖ MBA 711 – Navigating the information superhighway (The Internet and electronic commerce)

1986 - 1990

Teaching assistant, University of Georgia

- ❖ MAN 557 – Data management
- ❖ MAN 562 – Knowledge-based and expert systems
- ❖ MAN 560 – Introduction to management information systems

1984 - 1986

Instructor, Bowling Green State University

- ❖ MIS 200 – Introduction to management information systems

GRANTS & CONTRACTS

- ❖ Inter-American Development Bank Energy Innovation Grant (2010-2012), Awarded \$182,000 “Introduction of high-efficiency light reflectors to reduce electrical demand” (Co-investigators with Jose Luis Neri Torres, University of Colima, Mexico; Dr. Victor Prybutok, University of North Texas, Dr. Youngwhan Lee, Konkuk University, South Korea; & Dr. Kyungdoo “Ted” Nam, Konkuk University, South Korea)
- ❖ City of Denton (Spring 2006), \$24,455.71 for research and graduate student support to study the effectiveness of information technology utilization by the City (Co-investigator with Dr. Victor Prybutok and Dr. Sherry Ryan, Awarded)
- ❖ Faculty Research Grant (2005 – 2006), University of North Texas \$5,000, “Personal traits as a predictor of new technology adoption: An empirical study of Radio Frequency Identification (RFID) technology adoption”
- ❖ The International Council of Shopping Centers (ICSC) Educational Foundation Research Grant (2005) \$15,000, “The Impact of RFID on Apparel Retail Industry: Issues and Critical Success Factors.” (Primary investigator with Dr. HaeJung Kim and Dr. Eun Young Kim at the School of Merchandizing and Hospitality Management, UNT)
- ❖ 2005-2006 PDI (Professional Development Institute) Business Administration Fellowship (2005) \$2,200
- ❖ Faculty Research Grant (2001 – 2002), University of North Texas \$4,500 for continuing research on business Internet use
- ❖ ISRC Faculty Research Grant (2000), University of North Texas \$10,000 for continuing research on the use of the Internet in business
- ❖ Faculty Research Grant (1999 – 2000), University of North Texas \$3,000 for research of critical success factors for electronic commerce

HONORS AND RECOGNITIONS

- ❖ Recipient of the Provost’s Award for Extraordinary Professional Service to the University of North Texas, April 30, 2008
- ❖ Farrington Professor of Information Systems, 2007 - 2011
- ❖ Recipient of the 2007-2008 Professional Development Institute (PDI) fellowship
- ❖ Recipient of the 2005-2006 Professional Development Institute (PDI) fellowship
- ❖ Research fellow, Texas Center for Digital Knowledge (TxCDK) (Since 2004)

OTHER RECENT PROFESSIONAL ACTIVITIES

2011

- ❖ Delivered speech “Seven Myths and Misconceptions of Studying in America” to students at Konkuk University, Hanyang University, Sangji University, Chungbuk National University, Chosun University, Pusan University of Foreign Studies and Korea University at Sejong in South Korea, March 7 – 17, 2011.

- 2010
- ❖ Keynote speech “Current State and Prospect of RFID in the U.S.” at the Incheon International Conference on RFID & USN, Incheon, Korea, July 7, 2010.
 - ❖ Attended the 2010 AIS Student Chapter Conference in Atlanta, GA, October 8 – 9, 2010 as the faculty advisor and advisory board member.
- 2009
- ❖ Delivered speech “Strategic Value of IT: Revisited” at the Pan-Pacific Research Conference” Gwangju, South Korea, June 8, 2009.
 - ❖ Delivered speech “Studying in the U.S.” for student at various universities in South Korea, June 1 – 5, 2009.
 - ❖ Visited 8 universities and institution as part of the UNT delegation to Korea led by Provost, Dr. Wendy Wilkins, October 3 – 10, 2009.
- 2008
- ❖ Delivered speech “Technology, Culture, and Globalization” for the American Society of Women Accountants, Fort Worth Chapter, April 16, 2008. (<http://www.aswa-ftworth.org/images/ASWA-Apr%2008.pdf>)
 - ❖ Spoke on “National Competitiveness from ‘GLocal’ Cooperation” at the Colloquium co-hosted with the City of Dallas for Daegu-Gyeongbuk Development Institute, Daegu, South Korea, October 30, 2008
 - ❖ Toured 5 universities in South Korea and delivered a lecture on “Information Revolution and Globalization” October 27 – 29, 2008.
- 2007
- ❖ Planned and hosted a forum, “Potential Problems and Issues in Developing RFID-based Item and Asset Tracking and Management System” for a group of Koreans working on a RFID project for the Korean Public Procurement Services – a Korean government agency equivalent to GSA in the U.S., University of North Texas, August 20, 2007.
 - ❖ Toured 8 universities in South Korea and delivered a lecture on “RFID – Global Challenges and Opportunities” June 1 – 12, 2007.
 - ❖ Spoke at a colloquium on the global issues of RFID for Daegu-Gyeongbuk Institute (Think-tank organization for Gyeongbuk Province, South Korea), Daegu, South Korea, June 7, 2007.
 - ❖ Chaired two sessions at the 5th RFID World Conference, Dallas, TX, March 26 – 28, 2007.
 - ❖ Planned, organized and delivered a workshop on RFID and logistics for a group of 30 faculty members and graduate students from Inha University, South Korea. Workshop activities include lectures, presentation and tour of facilities. February 17 – 22, 2007.
- 2006
- ❖ Spoke on “RFID and Business Strategy” at the RFID Academic Convocation co-hosted by RFID Journal Live! And MIT Auto-ID Labs, Las Vegas, NV, May 1, 2006.
 - ❖ Spoke on “RFID: Current State and Systemic Research Framework” at the ISRC Director's Research Breakfast Meeting, Gleneagles Country Club, Plano, TX, January 13, 2006

- 2005
- ❖ Participated in the Management Information Systems Symposium hosted by McGraw-Hill Irwin, Tampa, FL, March 10-13, 2005
 - ❖ Spoke on “RFID in Korea” for the Asian delegation for the 3rd Annual RFID World Expo, Grapevine, TX, March 1-4, 2005
 - ❖ Contributed a column “RFID – Why You Should Care about It” for Connections (Publication by Greater Dallas Asian American Chamber of Commerce, June 2005 (Vol. 1 No. 2), pp. 14-15.
 - ❖ Invited to speak at 2006 Texas techCongress on RFID, September 20-21, 2005, Houston, TX
 - ❖ Contributed a column “RFID – Bigger than the Internet?” for Connections (Publication by Greater Dallas Asian American Chamber of Commerce, October 2005 (Vol. 1 No. 3), pp. 12-13.
 - ❖ Invited to deliver a keynote speech at the RFID conference hosted by the University of North Texas (UNT) and the National Information Standards Organization (NIS), Denton, TX, October 25-26, 2005
 - ❖ Invited to speak to students and faculty on research methodologies at the University of Colima, Colima, Mexico, December 1-3, 2005
- 2004
- ❖ Coordinated State Employee Charitable Contribution campaign for the ITDS Department
 - ❖ Spoke on “Electronic commerce: Understanding E-Commerce from a Value Chain Perspective and Beyond” for 1st National Conference on Marketing and Business hosted by University of Colima, Manzanillo, Mexico, June 3-5, 2004
 - ❖ Hosted a seminar “Increasing the contribution of IT to organizational quality, productivity, & effectiveness: Case of city of Denton” for National Computerization Agency (NCA), Seoul, South Korea, March 24, 2004. (Also delivered to the faculty of Chung-Ang University and Kookmin University, South Korea, March 2004)
 - ❖ Hosted a seminar “Information Revolution, Globalization & New World Order: A Korea-US Perspective” for the Advanced Management Program, Konkuk University, Seoul, South Korea, March 23, 2004

EDITORIAL SERVICES

- ❖ Member of International Editorial Review Board of the *International Journal of E-Business Research* (IJEER) (Since 2004)
- ❖ Member of Editorial Review Board of the *International Journal of Electronic Finance* (IJEF) (Since 2004)
- ❖ Member of Editorial Review Board of the *International Journal of Information Security and Privacy* (IJISP) (Since 2006)

PROFESSIONAL MEMBERSHIPS

- ❖ Member, Society for Information Management (SIM)
- ❖ Member, Association for Information Systems (AIS)
- ❖ Member, Sigma Iota Epsilon (Academic Honorary)
- ❖ AIS Student Chapter Advisory Board

Last updated on December 1, 2011