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INTERETS DE RECHERCHE

Administration électronique (e-gouvernement), comportement des utilisateurs des systèmes

FORMATION

2010	Ph.D. en Systèmes d'Information, Hong Kong University of Science and Technology (HKUST), Chine
2003	BBA en Systèmes d'Information et Finance, Hong Kong University of Science and Technology (HKUST), Chine

EXPERIENCE PROFESSIONNELLE

Positions académiques principales

2021 - Présent	Professeur, ESSEC Business School, France
2015 - 2021	Professeur associé, ESSEC Business School, France
2013 - 2015	Professeur assistant, ESSEC Business School, France

Autres affiliations académiques

2022 - 2025	Responsable de département, département Systèmes d'Informations, Sciences de la Décision et Statistiques, ESSEC Business School, France

BOURSES, PRIX ET DISTINCTIONS

Prix et Distinctions

2026	Prix du Meilleur Article Court, European Conference on Information Systems 2026
2022	Prix du Meilleur Rédacteur Associé, Pacific Asia Conference on Information Systems 2022
2019	Prix de Rédacteur Associé Exceptionnel, International Conference on Information Systems 2019
2019	Relecteur de l'année, MIS Quarterly, 2018
2017	Prix Ambassadeur, Journal of Operations Management 2017
2012	Finaliste, Prix du Meilleur Article, Journal of Operations Management Jack Meredith 2012

PUBLICATIONS

Articles

CHAN, F., THONG, J.Y.L., BROWN, S.A. et VENKATESH, V. (2025). Design characteristics and service experience with e-government services: A public value perspective. *International Journal of Information Management*, 80, pp. 102834.

CHAN, F., THONG, J.Y.L. et VENKATESH, V. (2025). Job Crafting in the Context of Enterprise System Implementations. *Journal of Management Information Systems*, 42(2), pp. 564-598.

VENKATESH, V., THONG, J.Y.L., SPOHRER, K., CHAN, F., ARORA, A., HOEHLE, H. et VENKATRAMAN, S. (2023). Equality Does Not Make You Happy: Effects of Differentiated Leader-Member Exchange and Team-Member Exchange on Developer Satisfaction in Agile Development Teams. *MIS Quarterly*, 47(3), pp. 1239-1270.

HONG, W., CHAN, F. et THONG, J.Y.L. (2021). Drivers and Inhibitors of Internet Privacy Concern: A Multidimensional Development Theory Perspective. *Journal of Business Ethics*, 168, pp. 539-564.

CHAN, F., THONG, J.Y.L., BROWN, S.A. et VENKATESH, V. (2021). Service Design and Citizen Satisfaction with EGovernment Services: A Multidimensional Perspective. *Public Administration Review*, 81(5), pp. 874-894.

VENKATESH, V., THONG, J.Y.L., CHAN, F., HOEHLE, H. et SPOHRER, K. (2020). How agile software development methods reduce work exhaustion: Insights on role perceptions and organizational skills. *Information Systems Journal*, 30(4), pp. 733-761.

VENKATESH, V., SYKES, T.A., CHAN, F., THONG, J.Y.L. et HU, P.J.H. (2019). Children's Internet Addiction, Family-To-Work Conflict, and Job Outcomes: A Study of Parent–Child Dyads. *MIS Quarterly*, 43(3), pp. 903-927.

HOEHLE, H., ALOYSIUS, J.A., CHAN, F. et VENKATESH, V. (2018). Customers' tolerance for validation in omnichannel retail stores. *The International Journal of Logistics Management*, 29(2), pp. 704-722.

VENKATESH, V., CHAN, F., THONG, J.Y.L. et HU, P. (2016). Managing Citizens' Uncertainty in E-Government Services: The Mediating and Moderating Roles of Transparency and Trust. *Information Systems Research*, 27(1), pp. 87-111.

HONG, J., CHAN, F., THONG, J.Y.L., CHASALOW, L.C. et DHILLON, G. (2014). A Framework and Guidelines for Context-Specific Theorizing in Information Systems Research. *Information Systems Research*, 25(1), pp. 111-136.

VENKATESH, V., CHAN, F. et THONG, J.Y.L. (2012). Designing E-Government Services: Key Service Attributes and Citizens' Preference Structures. *Journal of Operations Management*, 30(43862), pp. 116-133.

VENKATESH, V., THONG, J.Y.L., CHAN, F., HU, P.J.H. et BROWN, S.A. (2011). Extending the Two-Stage Information Systems Continuance Model: Incorporating Utaut Predictors and the Role of Context. *Information Systems Journal*, 21(6), pp. 527-555.

CHAN, F., THONG, J.Y.L., VENKATESH, V., BROWN, S.A. et HU, P.J.H. (2010). Modeling Citizen Satisfaction with Mandatory Adoption of an E-Government Technology. *Journal of the Association for Information Systems*, 11(10), pp. 519-549.

CHAN, F. et THONG, J.Y.L. (2009). Acceptance of Agile Methodologies: A Critical Review and Conceptual Framework. *Decision Support Systems*, 46(4), pp. 803-814.

HU, P.J.H., BROWN, S.A., THONG, J.Y.L., CHAN, F. et TAM, K.Y. (2009). Determinants of Service Quality and Continuance Intention of Online Services: The Case of eTax. *Journal of the American Society for Information Science and Technology (JASIST)*, 60(2), pp. 292-306.

Actes d'une conférence

ALAEI, S. et CHAN, F. (2026). E-government and social inclusion: A double-edged sword? Dans: *European Conference on Information Systems (ECIS) 2026*. Association for Information Systems (AIS).

QUE, Y. et CHAN, F. (2026). Indifferent or intrigued? How the distance paradox shapes the vividness effect in digital promotion. Dans: *European Conference on Information Systems (ECIS) 2026*. Association for Information Systems (AIS).

ALAEI, S. et CHAN, F. (2025). The dual impacts of national digital initiatives on public safety and freedom. Dans: *European Conference on Information Systems (ECIS) 2025*. Association for Information Systems (AIS).

ANDRASCHKO, L. et CHAN, F. (2024). On the Paradox of Twin Transformation. Dans: *2024 International Conference on Information Systems (ICIS)*. Association for Information Systems (AIS).

Conférences

ANDRASCHKO, L. et CHAN, F. (2025). Sustainability in the Era of Generative AI: Structuring Research Problems and Contribution Spaces. Dans: 2025 International Conference on Information Systems (ICIS) Conference. Nashville.

Presse

CHAN, F. (2024). Why equal treatment falls short: Leadership dynamics in agile teams. *ESSEC Knowledge*.

CHAN, F. (2021). Internet privacy: What makes people more or less worried about it? *ESSEC Knowledge*.

CHAN, F. (2021). How your child's Internet habits impact your work. *ESSEC Knowledge*.

AUTRES ACTIVITES DE RECHERCHE

Co-direction d'une revue

Depuis 2021	Information Systems Journal
2016 - 2020	Information Systems Journal

Autres activités de recherche

2026	Co-Président de Filière: Pacific Asia Conference on Information Systems (Digital Innovation, Transformation, and Entrepreneurship)
2025	Co-Président de Filière: International Conference on Information Systems (IT Implementation and Adoption)
2021	Co-Président de Filière: Pacific Asia Conference on Information Systems (General Topics)
2020	Co-Président de Filière: Pacific Asia Conference on Information Systems (IS Implementation and Adoption)
2017	Co-Président de Filière: International Conference on Information Systems (Human Behavior and IS)

2013 Co-Président de Filière: Pacific Asia Conference on Information Systems (Human Computer Interaction)

ENSEIGNEMENT

2022 Research Design, ESSEC Business School, France

2022 Digital Business Research, ESSEC Business School, France

2022 Quantitative Research Methods for Management, ESSEC Business School, France

2017 PhD Professional Development Workshop, ESSEC Business School, France

2014 Computing Skills, ESSEC Business School, France

2014 Managing IT in the Digital Age, ESSEC Business School, France

2013 Mixed Method Research in IS, ESSEC Business School, France

2013 E-Business, ESSEC Business School, France

ACTIVITES PROFESSIONNELLES

Consulting

2022 - 2024 Consultant, United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)