

# Frank CHAN

Professeur

Département: Systèmes d'Information, Data

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Pays d'origine: Chine

## INTERETS DE RECHERCHE

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

## FORMATION

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| 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

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### Positions académiques principales

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|----------------|---|
| 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

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|-------------|---|
| 2022 - 2025 | Responsable de département, département Systèmes d'Informations, Sciences de la Décision et Statistiques, ESSEC Business School, France |
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## BOURSES, PRIX ET DISTINCTIONS

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### Prix et Distinctions

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| 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     |

### 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. (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

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### Co-direction d'une revue

Depuis 2021 Information Systems Journal

2016 - 2020 Information Systems Journal

### Autres activités de recherche

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

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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

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### Consulting

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