

# Frank CHAN

Professor

Department: Information Systems, Data  
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## RESEARCH INTERESTS

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agile software development, digital sustainability, Electronic government (e-government),

## EDUCATION

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- |      |   |
|------|---|
| 2010 | Ph.D. in Information Systems, Hong Kong University of Science and Technology (HKUST), China           |
| 2003 | BBA in Information Systems and Finance, Hong Kong University of Science and Technology (HKUST), China |

## EMPLOYMENT

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### Full-time academic positions

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| 2021 - Present | Professor, ESSEC Business School, France           |
| 2015 - 2021    | Associate Professor, ESSEC Business School, France |
| 2013 - 2015    | Assistant Professor, ESSEC Business School, France |

### Other affiliations and appointments

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|-------------|---|
| 2022 - 2025 | Department Head, Department of Information Systems, Decision Sciences and Statistics, ESSEC Business School, France |
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## GRANTS AND HONORS

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### Awards and Honors

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| 2022 | Pacific Asia Conference on Information Systems Best Associate Editor Award 2022         |
| 2019 | International Conference on Information Systems Outstanding Associate Editor Award 2019 |
| 2019 | MIS Quarterly Reviewer of the Year Award 2018   |
| 2017 | Journal of Operations Management Ambassador Award 2017                                  |
| 2012 | Finalist for Journal of Operations Management Jack Meredith Best Paper Award 2012       |

### Journal Articles

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

## Press

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*.

## OTHER RESEARCH ACTIVITIES

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### Associate Editor

Since 2021 Information Systems Journal

2016 - 2020 Information Systems Journal

### Other research activities

2021 Track Co-Chair: Pacific Asia Conference on Information Systems (General Topics)

2020 Track Co-Chair: Pacific Asia Conference on Information Systems (IS Implementation and Adoption)

2017 Track Co-Chair: International Conference on Information Systems (Human Behavior and IS)

2013 Track Co-Chair: Pacific Asia Conference on Information Systems (Human Computer Interaction)

## TEACHING EXPERIENCE

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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

## PROFESSIONAL ACTIVITIES

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### Consulting

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