Frank CHAN

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Department: Information Systems, Data Analytics and Operations
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RESEARCH INTERESTS

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

EDUCATION

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

Full-time academic positions

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

2022 - 2025	Department Head, Department of Information Systems, Decision Sciences and Statistics, ESSEC Business School, France

GRANTS AND HONORS

Awards and Honors

2026	European Conference on Information Systems Best Short Paper Award 2026
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

PUBLICATIONS

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.

CHAN, F., THONG, J.Y.L. and 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. 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.

Conference proceedings

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

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

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

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

Conferences

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

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

Associate Editor

Since 2021	Information Systems Journal
2016 - 2020	Information Systems Journal

Other research activities

2026	Track Co-Chair: Pacific Asia Conference on Information Systems (Digital Innovation, Transformation, and Entrepreneurship)
2025	Track Co-Chair: International Conference on Information Systems (IT Implementation and Adoption)
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

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

Consulting

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