

KENG L. SIAU

Lee Kong Chian Professor of Information Systems
School of Computing and Information Systems
Singapore Management University
Email: klsiau@smu.edu.sg

EDUCATION

- Degree:** **Ph.D. in Business Administration, 1996**
University: University of British Columbia, Canada (1992-1996)
Ranked #35, Best Global Universities Rankings, U.S. News and World Report, 2024
Ranked #41, Times Higher Education World University Rankings, 2024
Ranked #34, QS World University Rankings, 2024
Ranked #26, QS World University Rankings for Computer Science and Information Systems, 2024
Ranked #40, QS World University Rankings for Business & Management Studies, 2024
Area of Study: Management Information Systems (Major)
Cognitive Psychology (Minor)
- Degree:** **Master of Science, 1991**
University: National University of Singapore (1989-1991)
Ranked #26, Best Global Universities Rankings, U.S. News and World Report, 2024
Ranked #19, Times Higher Education World University Rankings, 2024
Ranked #8, QS World University Rankings, 2024
Ranked #6, QS World University Rankings for Computer Science and Information Systems, 2024
Area of Study: Computer & Information Sciences
- Degrees:** **Bachelor of Science (Hons.), 1989**
University: National University of Singapore (1985-1989)
Ranked #26, Best Global Universities Rankings, U.S. News and World Report, 2024
Ranked #19, Times Higher Education World University Rankings, 2024
Ranked #8, QS World University Rankings, 2024
Ranked #6, QS World University Rankings for Computer Science and Information Systems, 2024

Area of Study: Computer & Information Sciences

ACADEMIC EXPERIENCE

July 2024 – present	Lee Kong Chian Professor of Information Systems School of Computing and Information Systems Singapore Management University
June 2021 – June 2024	Department Head Chair Professor of Information Systems Department of Information Systems City University of Hong Kong
Sept 2022 – July 2024	Chair Professor (Affiliate) School of Data Science City University of Hong Kong
Jan 2024 – July 2024	Inaugural Affiliate Professor CityU Academy of Innovation City University of Hong Kong
June 2012 – June 2021	Head of Business Programs (“Business Dean” equivalent) Department of Business and Information Technology College of Arts, Sciences, and Business Missouri University of Science and Technology
Sept 2006 – June 2012	Edwin J. Faulkner Chair Professor Department of Management College of Business Administration University of Nebraska-Lincoln
Sept 2005 – June 2012	Full Professor Department of Management College of Business Administration University of Nebraska-Lincoln
Sept 2000 – Aug 2005	Associate Professor Department of Management College of Business Administration University of Nebraska-Lincoln

Aug 1996 – Aug 2000 Assistant Professor
 Department of Management
 College of Business Administration
 University of Nebraska-Lincoln

AWARDS AND ACCOLADES

1. Consistently ranked as a Top Information Systems Researcher in the world based on h-index (https://ailab-ua.github.io/courses/h_index/; <https://eller.arizona.edu/departments-research/centers-labs/artificial-intelligence/research/resources>)
 - a. 2010 Rank: 61 (h-index = 27)
 - b. 2011 Rank: 64 (h-index = 27)
 - c. 2012 Rank: 54 (h-index = 34)
 - d. 2015/16 Rank: 46 (h-index = 42)
 - e. 2017 Rank: 51 (h-index = 47)
 - f. 2019 Rank: 59 (h-index = 52)
 - g. 2020 Rank: 57 (h-index = 54)
 - h. 2022 Rank: 37 (h-index = 68)
 - i. 2024 Rank: 33 (h-index = 74)
2. Ranked number 14 for top information systems researchers based on productivity rate (productivity rate of 1.93) (*ACM Transactions on Management Information Systems, Vol. 2, No. 2, Article 7, Publication date: June 2011*)
3. One of the top 2% most-cited scientists in the world (ranked in the top 1%), according to a study by Stanford University (Baas, J., Boyack, K., Ioannidis, J. (2020, 2021, 2022, 2023), "Updated science-wide author databases of standardized citation indicators," Mendeley Data, V3, doi: 10.17632/btchxktyw.3)
4. Ranked as one of the top ten e-commerce researchers in the world (Arithmetic Rank of 7, Geometric Rank of 3)¹, 2006
5. Citation count for the paper "Building Customer Trust in Mobile Commerce" is ranked in the top 1% in the field as reported by Essential Science Indicators, 2006
6. Association for Information Systems AMCIS Outstanding Leader Award, 2023
7. Association for Information Systems Fellow Award, 2022

¹ Kim, S., Aiken, M., and Vanjani, M. (2006). Profiles in electronic commerce. In M. Adams and A. Alkhafaji (Eds.), *Business Research Yearbook*, Vol. 13, pp. 464-469.

8. Association for Information Systems Sandra Slaughter Service Award, 2019
9. Association for Information Systems Award for Outstanding Contribution to IS Education, 2019
10. Association for Information Systems Distinguished Member – Cum Laude, 2019
11. Faculty External Recognition Award (Tier 3), Missouri S&T, 2020
12. Outstanding Contributions to Graduate Studies Award for 2019-2020, Missouri S&T
13. Post-Tenure Award, Missouri S&T, 2018
14. IBM Innovation Award, 2010
15. IBM Faculty Award, 2006, 2008
16. International Federation for Information Processing (IFIP) Outstanding Service Award, 2006
17. University of Nebraska-Lincoln College of Business Administration Research Award, 2005
18. Outstanding Leader Award, Information Resources Management Association, 2004
19. Organizational Leadership Award, Information Resources Management Association, 2000
20. University of Nebraska-Lincoln Distinguished Teaching Award, 2001
21. College of Business Administration Distinguished Teaching Award, University of Nebraska-Lincoln, 2001

RESEARCH

Fellow, Association for Information Systems

A. Citation Count, h-Index, and Rankings

1. Citation count according to Google Scholar: > 23,000
2. h-index according to Google Scholar: 76
3. i10-index according to Google Scholar: 201

According to J.E. Hirsch, who proposed the h-index and published the idea in the *Proceedings of the National Academy of Sciences of the United States of America* (2005),

- (i) h-index of 15-20, fellowship in the National Physical Society
 - (ii) h-index of 45 or higher, membership in the National Academy of Sciences (<https://beckerguides.wustl.edu/authors/hindex>)
4. Totalling more than US \$20 million in funding
 5. In 2020, 2021, 2022, and 2023 Stanford University's lists of top 2% most-cited scientists in the world (ranked in the top 1%)

B. Selected Journal Articles (over 60 articles in ABDC A* and A journals; over 100 Scopus publications)

*over 150 refereed and published conference papers not listed in this resume
 *over 20 edited books and proceedings (as editor or co-editor) not listed in this resume

1. Siau, K., Tan, K., Chan, H., "Visual Knowledge Query Language," *IEICE Transactions on Information and Systems*, Vol. E75-D, No. 5, September 1992, pp. 697-703. (Citation count 26)
2. Chan, H., Wei, K., Siau, K., "User-Database Interface: The Effect of Abstraction Levels on Query Performance," *Management Information Systems Quarterly*, Vol. 17, No. 4, December 1993, pp. 441-464. (Citation count 128)
3. Chan, H., Wei, K., Siau, K., "An Empirical Study on End Users' Update Performance for Different Abstraction Levels," *International Journal of*

- Human-Computer Studies*, Vol. 41, No. 3, 1994, pp. 309-328. (Citation count 29)
4. Chan, H., Wei, K., Siau, K., "The Effect of a Database Feedback System on User Performance," *Behaviour and Information Technology: An International Journal on the Human Aspects of Computing*, Vol. 14, No. 3, May-June 1995, pp. 152-162. (Citation count 23)
 5. Siau, K., Chan, H., Wei, K., "End Users Communication with Systems: The Effects of Conceptual and Logical Interfaces on Visual Query Performance of End Users," *Informatie*, Vol. 37, November 1995, pp. 660-668. (Citation count 3)
 6. Csinger, A., Siau, K., "The Global Public Key Infrastructure: Terms and Concepts," *IEEE Computer*, Vol. 31, No. 9, September 1998, pp. 30-31. (Citation count 5)
 7. Siau, K., Wand, Y., Benbasat, I., "The Relative Importance of Structural Constraints and Surface Semantics in Information Modeling," *Information Systems*, Vol. 22, No. 2&3, 1997, pp. 155-170. (Citation count 99)
 8. Chan, H., Siau, K., Wei, K., "The Effect of Data Model, System and Task Characteristics on User Query Performance – An Empirical Study," *The DATA BASE for Advances in Information Systems*, Vol. 29, No. 1, Winter 1998, pp. 31-49. (Citation count 69)
 9. Siau, K., "Xcert Software Inc.," *Journal of Information Technology*, Vol. 14, No. 3, September 1998, pp. 235-242. (Citation count 7)
 10. Siau, K., Nah, F., Teng, L., "Acceptable Internet Use Policy," *Communications of the ACM*, Vol. 45, No. 1, 2002, pp. 75-79. (Citation count 183)
 11. Zhao, L., Siau, K., "Component-Based Development Using UML," *Communications of the Association for Information Systems*, Vol. 9, 2002, pp. 207-222. (Citation count 12)
 12. Siau, K., Messersmith, J., "Analyzing ERP Implementation at a Public University Using the Innovation Strategy Model," *International Journal of Human-Computer Interaction*, Vol. 16, No. 1, 2003, pp. 57-80. (Citation count 79)
 13. Katerattanakul, P., Siau, K., "Creating A Virtual Store Image," *Communications of the ACM*, Vol. 46, No. 12, 2003, pp. 226-232. (Citation count 71)

14. Davis, S., Siau, K., Dhenuvakonda, K., "A Fit-Gap Analysis of E-Business Curricula vs. Industry Need," *Communications of the ACM*, Vol. 46, No. 12, 2003, pp. 167-177. (Citation count 48)
15. Erickson, J., Siau, K., "e-ducation," *Communications of the ACM*, Vol. 46, No. 9, 2003, pp. 134-140. (Citation count 46)
16. Siau, K., Shen, Z., "Building Customer Trust in Mobile Commerce," *Communications of the ACM*, Vol. 46, No. 4, 2003, pp. 91-94. (Citation count 1142)
17. Lee, J., Siau, K., Hong, S., "Enterprise Integration with ERP and EAI," *Communications of the ACM*, Vol. 46, No. 2, 2003, pp. 54-60. (Citation count 706)
18. Siau, K., "Health Care Informatics," *IEEE Transactions on Information Technology in Biomedicine*, Vol. 7, No. 1, March 2003, pp. 1-7. (Citation count 177)
19. Southard, P., Siau, K., "A Survey of Online E-Banking Retail Initiatives," *Communications of the ACM*, Vol. 47, No. 10, October 2004, pp. 99-102. (Citation count 101)
20. Siau, K., Chan, H., Wei, K., "Effects of Query Complexity and Learning on Novice User Query Performance with Conceptual and Logical Database Interfaces," *IEEE Transactions on Systems, Man, and Cybernetics-Part A: Systems and Humans*, Vol. 34, No. 2, 2004, pp. 276-281. (Citation count 54)
21. Siau, K., "Informational and Computational Equivalence in Comparing Information Modeling Methods," *Journal of Database Management*, Vol. 15, No. 1, 2004, pp. 73-86. (Citation count 188)
22. Siau, K., Lee, L., "Are Use Case and Class Diagrams Complementary in Requirements Analysis? An Experimental Study on Use Case and Class Diagrams in UML," *Requirements Engineering*, Vol. 9, No. 4, 2004, pp. 229-237. (Citation count 110)
23. Siau, K., Sheng, H., Nah, F., Davis, S., "A Qualitative Investigation on Consumer Trust in Mobile Commerce," *International Journal of Electronic Business*, Vol. 2, No. 3, May-June 2004, pp. 283-300. (Citation count 155)

24. Siau, K., Long, Y., "Synthesizing E-Government Stage Models – A Meta-Synthesis Based on Meta-Ethnography Approach," *Industrial Management and Data Systems*, Vol. 105, No. 4, 2005, pp. 443-458. (Citation count 707)
25. Siau, K., Tan, X., "Improving the Quality of Conceptual Modeling Using Cognitive Mapping Techniques," *Data and Knowledge Engineering*, Vol. 55, No. 3, 2005, pp. 343-365. (Citation count 198)
26. Nah, F., Siau, K., Tian, Y., "Knowledge Management Mechanisms of Financial Service Sites," *Communications of the ACM*, Vol. 48, No. 6, 2005, pp. 117-123. (Citation count 50)
27. Siau, K., Tan, X., "Technical Communication in Information Systems Development: The Use of Cognitive Mapping," *IEEE Transactions on Professional Communication*, Vol. 48, No. 3, September 2005, pp. 269-284. (Citation count 63)
28. Nah, F., Siau, K., Sheng, H., "The Value of Mobile Applications: A Utility Company Study," *Communications of the ACM*, Vol. 48, No. 2, February 2005, pp. 85-90. (Citation count 392)
29. Erickson, J., Lyytinen, K., Siau, K., "Agile Modeling, Agile Software Development, and Extreme Programming: The State of Research," *Journal of Database Management*, Vol. 16, No. 4, 2005, pp. 88-100. (Citation count 554)
30. Siau, K., Tan, X., "Evaluation Criteria for Information Systems Development Methodologies," *Communications of the Association for Information Systems*, Vol. 16, 2005, pp. 856-872. (Citation count 37)
31. Bajaj, A., Batra, D., Hevner, A., Parsons, J., Siau, K., "Systems Analysis and Design: Should We Be Researching What We Teach?" *Communications of the Association for Information Systems*, Vol. 15, 2005, pp. 478-493. (Citation count 52)
32. Sheng, H., Nah, F., Siau, K., "Strategic Implications of Mobile Technology: A Case Study Using Value-Focused Thinking," *Journal of Strategic Information Systems*, Vol. 14, No. 3, 2005, pp. 269-290. (Citation count 336)
33. Siau, K., Tan, X., "Cognitive Mapping Techniques for User-Database Interaction," *IEEE Transactions on Professional Communication*, Vol. 49, No. 2, 2006, pp. 96-108. (Citation count 38)

34. Siau, K., Sheng, H., Nah, F., "Use of a Classroom Response System to Enhance Classroom Interactivity," *IEEE Transactions on Education*, Vol. 49, No. 3, 2006, pp. 398-403. (Citation count 368)
35. Siau, K., Tan X., "Using Cognitive Mapping Techniques to Supplement UML and UP in Information Requirements Determination," *Journal of Computer Information Systems*, Vol. 46, No. 5, 2006, pp. 59-66. (Citation count 30)
36. Siau, K., Loo, P., "Identifying Difficulties in Learning UML," *Information Systems Management*, Vol. 23, No. 3, 2006, pp. 43-51. (Citation count 160)
37. Allen, G., Bajaj, A., Khatri, V., Ram, S., Siau, K., "Advances in Data Modeling Research," *Communications of the Association for Information Systems*, Vol. 17, 2006, pp. 677-692. (Citation count 10)
38. Siau, K., Long, Y., "Using Social Development Lenses to Understand E-Government Development," *Journal of Global Information Management*, Vol. 14, No. 1, 2006, pp. 47-62. (Citation count 192)
39. Long, Y., Siau, K., "Social Network Structures in Open Source Software Development Teams," *Journal of Database Management*, Vol. 18, No. 2, 2007, pp. 25-40. (Citation count 125)
40. Erickson, J., Siau, K., "Theoretical and Practical Complexity of Modeling Methods," *Communications of the ACM*, Vol. 50, No. 8, 2007, pp. 46-51. (Citation count 89)
41. Zhao, L., Siau, K. "Information Mediation Using Metamodels – An Approach Using XML and Common Warehouse Metamodel," *Journal of Database Management*, Vol. 18, No. 3, 2007, pp. 69-82. (Citation count 18)
42. Fruhling, A., Siau, K., "Assessing Organizational Innovation Capability and Its Effect on E-Commerce Initiatives," *Journal of Computer Information Systems*, Vol. 47, No. 4, 2007, pp. 91-103. (Citation count 120)
43. Katerattanakul, P., Siau, K., "Factors Affecting the Quality of Personal Web Portfolios," *Journal of the American Society for Information Science and Technology*, Vol. 59, No. 1, 2008, pp. 63-76. (Citation count 24)
44. Siau, K., Tan, X., "Use of Cognitive Mapping Techniques in Information Systems Development," *Journal of Computer Information Systems*, Vol. 48, No. 4, 2008, pp. 49-57. (Citation count 46)

45. Sheng, H., Nah, F., Siau, K., "An Experimental Study on U-commerce Adoption: Impact of Personalization and Privacy Concerns," *Journal of the Association for Information Systems*, Vol. 9, No. 6, 2008, pp. 344-376. (Citation count 486)
46. Siau, K., Long Y. "Factors Impacting E-Government Development," *Journal of Computer Information Systems*, Vol. 50, No.1, 2009, pp. 98-107. (Citation count 200)
47. Siau, K., Tian, Y., "A Semiotics Analysis of UML Graphical Notations," *Requirements Engineering*, Vol. 14, No. 1, 2009, pp. 15-26. (Citation count 36)
48. Siau, K., Tan, X., Sheng, H., "Important Characteristics of Software Development Team Members: An Empirical Investigation Using Repertory Grid," *Information Systems Journal*, Vol. 20, No. 6, 2010, pp. 563-580. (Citation count 132)
49. Siau, K., Erickson, J., Nah, F., "Effects of National Culture on Types of Knowledge Sharing in Virtual Communities," *IEEE Transactions on Professional Communication*, Vol. 53, No. 3, 2010, pp. 278-292. (Citation count 73)
50. Sheng, H., Siau, K., Nah, F., "Understanding the Values of Mobile Technology in Education: A Value-Focused Thinking Approach," *The DATA BASE for Advances in Information Systems*, Vol. 41, No. 2, 2010, pp. 25-44. (Citation count 153)
51. Siau, K., Rossi, M., "Evaluation Techniques for Systems Analysis and Design Modelling Methods: A Review and Comparative Analysis," *Information Systems Journal*, Vol. 21, No. 3, 2011, pp. 249-268. (Citation count 283)
52. Tan, X., Alter, S., Siau, K., "Using Service Responsibility Tables to Supplement UML in Analyzing e-Service Systems," *Decision Support Systems*, Vol. 51, No. 3, 2011, pp. 350-360. (Citation count 17)
53. Gao, S., Krogstie, J., Siau, K., "Development of an Instrument to Measure the Adoption of Mobile Services," *Mobile Information Systems*, Vol. 7, No. 1, 2011, pp. 45-67. (Citation count 212)
54. Chen, X., Siau, K., Nah, F., "Empirical Comparison of 3-D Virtual World and Face-to-Face Classroom for Higher Education," *Journal of Database Management*, Vol. 23, No. 3, 2012, pp. 30-49. (Citation count 23)

55. Siau, K., Tian, Y., “Open Source Software Development Process Model – A Grounded Theory Approach,” *Journal of Global Information Management*, Vol. 21, No. 4, 2013, pp. 103-120. (Citation count 11)
56. Gao, S., Krogstie, J., Siau, K., “Adoption of Mobile Information Services: An Empirical Study,” *Mobile Information Systems*, Vol. 10, No. 2, 2014, pp. 147-171. (Citation count 121)
57. Nah, F., Schiller, S., Mennecke, B., Siau, K., Eschenbrenner, B., Sattayanuwat, P., “Collaboration in Virtual Worlds: Impact of Task Complexity on Team Trust and Satisfaction,” *Journal of Database Management*, Vol. 28, No. 4, 2017, pp. 60-78. (Citation count 9)
58. Siau, K., Wang, W., “Building Trust in Artificial Intelligence, Machine Learning, and Robotics,” *Cutter Business Technology Journal*, Vol. 31, No. 2, 2018, pp. 47-53. (Citation count 633)
59. Adapa, A., Nah, F., Hall, R., Siau, K., Smith, S., “Factors Influencing the Adoption of Smart Wearable Devices,” *International Journal of Human-Computer Interaction*, Vol. 34, No. 5, 2018, pp. 399-409. (Citation count 279)
60. Wang, W., Siau, K., “Artificial Intelligence, Machine Learning, Automation, Robotics, Future of Work, and Future of Humanity – A Review and Research Agenda,” *Journal of Database Management*, Vol. 30, No. 1, 2019, pp. 61-79. (Citation count 495)
61. Stephanidis, C., Salvendy, G., Antona, M., Chen, J.Y.C., Dong, J., Duffy, V.G., Fang, X., Fidopiastis, C., Fragomeni, G., Fu, L.P., Guo, Y., Harris, D., Ioannou, A., Jeong, K., Konomi, S., Krömker, H., Kurosu, M., Lewis, J.R., Marcus, A., Meiselwitz, G., Moallem, A., Mori, H., Nah, F., Ntoa, S., Rau, P.P., Schmorow, D., Siau, K., Streitz, N., Wang, W., Yamamoto, S., Zaphiris, P., Zhou, J., “Seven HCI Grand Challenges,” *International Journal of Human-Computer Interaction*, Vol. 35, No. 14, 2019, pp. 1229-1269. (Citation count 430)
62. Fang, H., Siau, K., Memili, E., Dou, J., “Cognitive Antecedents of Family Business Bias in Investment Decisions,” *Entrepreneurship Theory and Practice*, Vol. 43, No. 2, 2019, pp. 409-416. (Citation count 29)
63. Siau, K., Wang, W., “Artificial Intelligence (AI) Ethics – Ethics of AI and Ethical AI,” *Journal of Database Management*, Vol. 31, No. 2, 2020, pp. 74-87. (Citation count 366)

64. Xie, X., Siau, K., Nah, F., “COVID-19 Pandemic – Online Education in the New Normal and the Next Normal,” *Journal of Information Technology Case and Application Research*, Vol. 22, No. 3, 2020, pp. 175-187. (Citation count 392)
65. Chen, X., Siau, K., “Business Analytics/Business Intelligence and IT Infrastructure: Impact on Organizational Agility,” *Journal of Organizational and End User Computing*, Vol. 32, No. 4, 2020, pp. 138-161. (Citation count 73)
66. Sharma, K., Zhan, X., Nah, F., Siau, K., Cheng, M., “Impact of Digital Nudging on Information Security Behavior: An Experimental Study on Framing and Priming in Cybersecurity,” *Organizational Cybersecurity Journal: Practice, Process and People*, Vol. 1, No. 1, 2021, pp. 69-91. (Citation count 22)
67. Siau, K., Woo, C., Storey, V., Chiang, R., Chua, C., Beard, J., “Information Systems Analysis and Design: Past Revolutions, Present Challenges, and Future Research Directions,” *Communications of the Association for Information Systems*, Vol. 50, Article 37, 2022, pp. 835-856. (Citation count 21)
68. Yang, Y., Siau, K., Xie, W., Sun, Y., “Smart Health: Intelligent Healthcare Systems in the Metaverse, Artificial Intelligence, and Data Science Era,” *Journal of Organizational and End User Computing*, Vol. 34, No. 1, 2022, pp. 1-14. (Citation count 97)
69. Xie, X., Siau, K., Chen, C., “Does more investment in universities improve their performances? A Study on the performance of Chinese Universities using Data Envelopment Analysis,” *Journal of Global Information Management*, Vol. 31, Issue 1, 2023, pp. 1- 20. (Citation count 1)
70. Nah, F., Zheng, R., Cai, J., Siau, K., Chen, L., “Generative AI and ChatGPT: Applications, Challenges, and AI-Human Collaboration,” *Journal of Information Technology Case and Application Research*, Vol. 25, No. 3, 2023, pp. 277-304. (Citation count 309)
71. Schiller, S., Nah, F., Luse, A., Siau, K., “Men Are from Mars and Women Are from Venus: Dyadic Collaboration in the Metaverse,” *Internet Research*, Vol. 34, No. 1, 2024, pp. 149-173. (Citation count 12)
72. Wang, Y., Wang, L., Siau, K., “Human-Centered Interaction in Virtual Worlds: A New Era of Generative Artificial Intelligence and Metaverse,” *International Journal of Human-Computer Interaction*, 2024. (forthcoming, Citation count 4)