

MIN-SEOK PANG

Associate Professor of Management Information Systems and
Milton F. Stauffer Research Fellow

Fox School of Business, Temple University

Associate Editor, *MIS Quarterly* and *Journal of the AIS*

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ACADEMIC APPOINTMENTS

Fox School of Business, Temple University, Philadelphia, Pennsylvania

- Associate Professor (with tenure), 2018 – current
- Assistant Professor, 2014 – 2018

School of Business, George Mason University, Fairfax, Virginia

- Assistant Professor, 2011 – 2014

EDUCATION

Stephen M. Ross School of Business, University of Michigan, Ann Arbor, Michigan

- **Ph.D. in Business Administration**, 2011
- Dissertation Title : *Information Technology and Value Creation in the Public Sector Organizations*
- Dissertation Advisor : Dr. M.S. Krishnan

College of Business, Korea Advanced Institute of Science and Technology, Seoul, Korea

- **M.S. in Management**, 2006

College of Engineering, Korea Advanced Institute of Science and Technology, Daejon, Korea

- **B.S. in Industrial Engineering**, 2000 (Minor with Computer Science)

HONORS AND AWARDS

INFORMS Information Systems Society (ISS)

- The ISS Sandra A. Slaughter Early Career Award, 2020

Association for the Information Systems (AIS)

- AIS Distinguished Member, Dec. 2020
- AIS Best Information Systems Publication Award of 2017 – “Politics and Information Technology Investments in the U.S. Federal Government in 2003-2016” *Information Systems Research* (sole-authored)

Information Systems Research (ISR)

- ISR Best Published Paper Award of 2017 – “Politics and Information Technology Investments in the U.S. Federal Government in 2003-2016” (sole-authored)

MIS Quarterly

- MIS Quarterly Outstanding Reviewer of the Year Award, 2015

Temple University

- MIS Full-Time Teacher of the Year Award, 2020
- Milton F. Stauffer Research Fellow, 2018 – current
- Temple President Englert mentions my research on police technology in his State of the University Address on Sep. 29, 2016 (https://www.youtube.com/watch?v=bK35o_E03dA&t=673s, 11:33)
- Fox School of Business Dean’s Research Honor Roll – Top Researchers in July 2013 – June 2015

International Conference on Information Systems (ICIS)

- Outstanding Associate Editor Award, 2017

EDITORIAL APPOINTMENTS AND MAJOR CONFERENCE SERVICES

Associate Editor

- *MIS Quarterly*, 2020 – present
- *Journal of the Association for Information Systems*, 2019 – present
- *Korean Information Systems Review*, 2018 – present

Conferences Services

- Track Chair, International Conference on Information Systems, 2020, Digitization in Cities and the Public Sector
- Track Chair, International Conference on Information Systems, 2019, Governance, Strategy, and Value of IS
- Conference Co-Chair, INFORMS Conference on Information Systems and Technology, 2016
- Program Co-Chair, KrAIS Post-ICIS Workshop, 2019

RESEARCH INTERESTS

- **Strategic IT Management in the Public Sector**
 - IT business value in the public sector
 - Public sector IT governance and management
 - Impact of politics on IT investments and management
- **Technology-Enabled Public Policies**
 - The role and impact of technology in public policies
 - Societal impacts of technologies

PUBLICATIONS

Refereed Journal Publications

- [9] Park, J., **Pang, M.-S.**, Kim, J., and Lee, B. (2021) “The Deterrent Effect of Ride-Sharing on Sexual Assault and Investigation of Situational Contingencies,” *Information Systems Research*, forthcoming.
- [8] Chen, M., **Pang, M.-S.**, and Kumar, S. (2021) “Do You Have a Room for Us in Your IT? An Economic Analysis of Shared IT Services and Implications for IT Industries,” *MIS Quarterly* (45:1a) pp. 225-267.

- [7] Cheng, A.Z., **Pang, M.-S.**, and Pavlou, P.A. (2020) "Mitigating Traffic Congestion: The Role of Intelligent Transportation Systems," *Information Systems Research* (31:3) pp. 653–674.
- Lead article of the issue
- [6] Tae, C.J., **Pang, M.-S.**, and Greenwood, B.N. (2020) "When Your Problem Becomes My Problem: The Impact of Airline IT Disruptions on On-Time Performance of Competing Airlines," *Strategic Management Journal* (41:2) pp. 246-266.
- Video Abstract – <https://www.youtube.com/watch?v=7CnOX8VbKRg>
- [5] **Pang, M.-S.** (2017) "Politics and Information Technology Investments in the U.S. Federal Government in 2003-2016," *Information Systems Research* (28:1) pp. 33-45.
- AIS Best Information Systems Publication Award, *ISR* Best Published Paper Award
 - Recognized as an "exemplar" and a "highly interesting" article by Editor-in-Chief
- [4] **Pang, M.-S.**, Tafti, A., and Krishnan, M.S. (2016) "Do CIO IT Budgets Explain Bigger or Smaller Governments? – Theory and Evidence from U.S. State Governments," *Management Science* (62:4) pp. 1020-1041.
- [3] **Pang, M.-S.**, Tafti, A., and Krishnan, M.S. (2014) "Information Technology and Administrative Efficiency in U.S. State Governments – A Stochastic Frontier Approach," *MIS Quarterly* (38:4) pp. 1079-1101.
- [2] Etzion, H. and **Pang, M.-S.** (2014) "Complementary Online Services in Competitive Markets: Maintaining Profitability in the Presence of Network Effects," *MIS Quarterly* (38:1) pp. 231-248.
- [1] **Pang, M.-S.** and Etzion, H. (2012) "Analyzing Pricing Strategies for Online Services with Network Effects," *Information Systems Research* (23:4) pp. 1364-1377.
- **Pang, M.-S.** and Pavlou, P.A. (2019) "On Information Technology and the Safety of Police Officers," *Decision Support Systems*, (127) 113143.
 - **Pang, M.-S.** (2014) "IT Governance and Business Value in the Public Sector Organizations - The Role of Elected Representatives in IT Governance and Its Impact on IT Value in U.S. State Governments," *Decision Support Systems* (59:1) pp. 274-285.
 - **Pang, M.-S.**, Lee, G., and DeLone, W. (2014) "IT Resources, Organizational Capabilities, and Value Creation in the Public Sector Organizations – Public Value Management Perspective," *Journal of Information Technology* (29:3), pp. 187-205.
 - **Pang, M.-S.**, Suh, W., Kim, J.-H., and Lee, H. (2009) "A Benchmarking-Based Requirement Analysis Methodology for Improving Websites," *International Journal of Electronic Commerce* (13:3), pp. 119-162.

Refereed Book Chapters

- **Pang, M.-S.**, Suh, W., Hong, J., Kim, J.-H., and Lee, H. (2009) "The Use of Website Quality Metrics in the Era of Web 2.0," in *Handbook of Research on Web 2.0, 3.0, and X.0: Technologies, Business, and Social Applications*, Murugesan, S. (ed.), 2010, Hershey, PA: IGI Global.

Other Publication

- **Pang, M.-S.** and Lee, G. (2019) "AI-Powered Intelligent Automation and International Trade in Services: Implications for Service Jobs in APEC Economies," Policy Reference, Korea Institute for

International Economic Policy.

- **Pang, M.-S.** (2015) "Is IT Worth It? Yes! – What State Government Leaders Need to Know About Returns on IT Investments," The IBIT Report, Institute for Business and Information Technology, Temple University.

SELECTED WORKING PAPERS

- "Strategic Roles of IT Modernization and Cloud Migration in Reducing Cybersecurity Risks of Organizations: The Case of U.S. Federal Government" with H. Tanriverdi
- "Creation or Destruction? STEM OPT Extension and Employment of Information Technology Professionals," with X. Guo and J. Gong
- "We Fly Congress: Market Actions as Corporate Political Strategy in the U.S. Airline Industry," with R. Funk and D. Hirschman
- "The Impact of IT Decision-Making Authority on IT Project Performance in the U.S. Federal Government," with G. Lee
- "Cure or Poison? Identity Verification and the Creation of Fake News on Social Media" with S.A. Wang and P.A. Pavlou
- "Tackling Android Fragmentation: Strategies of Android Platform and Mobile Apps," with X. Wu and S. Kumar
- "That's Mine! Employee Side Projects, Intellectual Property Ownership, and Firm Innovation," with X. Wu and C.R. Ren
- "Geographical Fungibility, Resource Reconfiguration, and Operational Performance: Evidence from the U.S. Airline Industry," with C.J. Tae
- "Automated Enforcement on the Road: Surveillance Technology and Traffic Safety," with Z. Cheng and Z. Dong
- "Where is My Goddamn Money? The Interplay between Healthcare Information Technologies and Unpaid Claims," with H. Atasoy and S. Ayabakan
- "Have Electronic Health Records Decreased Prescription Opioid Sales? Evidence from DEA Records," with H. Atasoy and R. Kohli
- "Salads Rather Than Chocolates! An Empirical Study of Instacart's Impact on Obesity Trends," with H. Lee and T. Havakhor

OP-ED CONTRIBUTIONS

- TechCrunch, "Study Shows Cities with Ride-Hailing Services Report Lower Rates of Sexual Assault," Nov. 5, 2020, <https://techcrunch.com/2020/11/05/study-shows-cities-with-ride-hailing-services-report-lower-rates-of-sexual-assault/>
- Federal Computer Week, "The Case for a Federal Department of IT," Apr. 8, 2019, <https://fcw.com/articles/2019/04/08/comment-department-of-it.aspx>
- Federal Computer Week, "How Executive Vacancies Hinder IT Modernization and Cybersecurity," Feb. 25,

2019, <https://fcw.com/articles/2019/02/25/comment-vacancies-cyber-risk.aspx>

SELECTED MEDIA MENTIONS

Mitigating Traffic Congestion: The Role of Intelligent Transportation Systems, *Information Systems Research*

- KYW New Radio, <https://kywnewsradio.radio.com/articles/news/technology-may-soon-help-with-schuylkill-expressway-traffic>

STEM OPT Extension and Employment of Information Technology Professionals

- Poets & Quants, <https://poetsandquants.com/2020/06/30/stem-opt-program-also-helps-u-s-domestic-workers-new-study-finds/>

Strategic Roles of IT Modernization and Cloud Migration in Reducing Cybersecurity Risks of Organizations

- San Antonio Express News, <http://www.expressnews.com/news/local/article/Hurd-leading-effort-to-modernize-government-11140073.php>
- Federal Computer Week, <https://fcw.com/articles/2017/04/10/it-spending-security-research.aspx>
- Fedscoop News, <https://www.fedscoop.com/legacy-makes-federal-agencies-less-secure-study-says/>
- Computerworld, <http://www.computerworld.com/article/3181809/>

Politics and Information Technology Investments in the U.S. Federal Government, *Information Systems Research*

- Federal Computer Week (Dec 9, 2016), <https://fcw.com/articles/2016/12/09/trump-it-great-again.aspx>
- Federal Computer Week (Nov 11, 2016), <https://fcw.com/articles/2016/11/01/it-suffers-in-divided-gov.aspx>
- Computerworld, <http://www.computerworld.com/article/3103585/>

Armed with Technology: The Impact on Fatal Shootings by the Police

- The New York Times, <https://www.nytimes.com/2016/10/23/magazine/police-body-cameras.html>
- The Wall Street Journal Law Blog, <http://blogs.wsj.com/law/2016/08/12/study-links-police-bodycams-to-increase-in-shooting-deaths/>
- Security Magazine, <http://www.securitymagazine.com/articles/87296-smart-technology-not-body-cameras-more-likely-to-reduce-lethal-force-by-police>
- Inside Higher Ed, <https://www.insidehighered.com/news/2017/09/19/after-shooting-georgia-techs-decision-withhold-tasers-questioned>

Do CIO IT Budgets Explain Bigger or Smaller Governments?, *Management Science*

- Computerworld, <http://www.computerworld.com/article/2863157/>
- University of Michigan News, <http://ns.umich.edu/new/releases/22768-do-government-technology-investments-pay-off>
- Ross School of Business, Ross Thought in Action, <http://michiganross.umich.edu/rtia-articles/new-state-technology>

Others

- Pennsylvania Capital-Star, <https://www.penncapital-star.com/government-politics/pa-treasury-twitter-account-to-shutdown-leaving-legacy-of-snarky-relatable-pr/>
- CIO Dive, <https://www.ciodive.com/news/forrester-recession-scenarios-IT-spending/585612/>

PRESENTATIONS AND TALKS

Invited Talks

- University of Connecticut, School of Business, 2021
- University of British Columbia, Sauder School of Business, 2021
- Lyft Safety Advisory Council, 2020
- University of Maryland, Smith School of Business, 2020
- Temple University, Fox School of Business, Department of Strategic Management, 2019
- Government IT Modernization Summit, 2019
- National University of Singapore, School of Computing, 2018
- Johns Hopkins University, Carey Business School, 2018
- Purdue University, Krannert School of Management, 2017
- University of Pittsburgh, Katz Graduate School of Business, 2017
- University of Washington, Foster School of Business, 2016
- Baylor University, Hankamer School of Business, 2016
- University of Groningen, Faculty of Economics and Business, 2016
- University of Texas-Austin, McCombs School of Business, 2015
- University of Minnesota, Carlson School of Management, 2015
- Korea Advanced Institute of Science and Technology, Graduate School of Management, 2011, 2015
- Yonsei University, Department of Public Administration, 2015
- University of Florida, Warrington School of Business, 2014
- Temple University, Fox School of Business, 2014
- Korea University, Department of Public Administration, 2013
- Yonsei University, School of Business, 2011
- George Mason University, School of Business, 2011
- Seoul National University, School of Business, 2008

Refereed Conference Presentations

- International Conference on Information Systems (ICIS) – 2008, 2010, 2013, 2016, 2019
- Workshop on Information Systems and Economics (WISE) – 2007, 2009, 2011, 2015, 2019
- INFORMS Conference on Information Systems and Technology (CIST) – 2009, 2010, 2014, 2018
- Workshop on the Economics of Information Security (WEIS) – 2017
- Conference on Health Information Technology and Analytics (CHITA) – 2019
- Academy of Management (AoM) Annual Meeting – 2020
- Strategic Management Society (SMS) Annual Conference – 2020
- Strategy & the Business Environment (SBE) Conference – 2020
- Public Management Research Conference (PMRC) – 2011, 2013, 2015
- Association for Public Policy Analysis & Management (APPAM) International Conference – 2016
- American Society for Public Administration (ASPA) Annual Meeting – 2016
- Midwestern Political Science Association (MPSA) Conference – 2018

TEACHING EXPERIENCES

Fox School of Business, Temple University

- Information Technology Management (Part-Time MBA Core)
Recent Evaluation Average - 4.83 / 5.0 (5.00 in Fall 2019, 4.93 in Spring 2020)
- Managing Enterprise Cybersecurity (Undergraduate Core for MIS Majors)
- Managing Information in the Enterprise (Executive MBA)
Recent Evaluation Average - 4.59 / 5.0
- MIS Doctoral Seminar (Economic Research on Strategic Management of IT)
- Understanding the Firm through Management and Organizational Theory (Executive DBA)
Recent Evaluation Average - 4.30 / 5.0
- Strategic Management of Information Technology (Undergraduate Elective for MIS Majors and Minors)
Recent Evaluation Average - 4.56 / 5.0
- Data Science (Undergraduate General Education – Science and Technology Area)
Recent Evaluation Average - 4.49 / 5.0

School of Business, George Mason University

- Introduction to Business Information Systems (Undergraduate Core)
- Management and Control of Information Systems (Undergraduate Elective)

STUDENT ADVISING

Doctoral Students – Chair or Co-Chair

- Hyeonsik Shin, Temple University, Chair, expected graduation in 2023
- Xi Wu, Temple University, Chair, expected graduation in 2022
- Zhe Deng, Temple University, Chair, expected graduation in 2022
- Xue Guo, Temple University, Chair (2020)
Initial Placement – Tenure-Track Assistant Professor, University of North Carolina-Charlotte
- Aaron Zhi Cheng, Temple University, Co-Chair (2019)
Initial Placement – Tenure-Track Assistant Professor, London School of Economics
His thesis chapter (job market paper) coauthored with me published at ISR

Doctoral Students – Committee Member

- Anna Pak, Temple University, Department of Strategic Management, expected graduation in 2021
- Ji Eun Shin, National University of Singapore (2020)
- Shuting Ada Wang, Temple University (2019)
Initial Placement – Tenure-Track Assistant Professor, Baruch College, CUNY
- Jiyong Park, Korea Advanced Institute of Science and Technology (2019)
Initial Placement – Tenure-Track Assistant Professor, University of North Carolina, Greensboro
His thesis chapter (job market paper) coauthored with me published at ISR

Executive DBA Students

- Michael Cunningham, Temple University, Primary Mentor, expected graduation in 2023
- Michael McGarry, Temple University, Primary Mentor, expected graduation in 2022
- Ivan Diaz-Molina, Temple University, Committee Member (2019)

ACADEMIC EXPERIENCES

Journal Reviewer

*Management Science, Information Systems Research, MIS Quarterly, Journal of MIS
Production and Operations Management, Decision Sciences, PLOS One, Decision Support Systems
Journal of Information Technology, European Journal of Information Systems
Information and Management, Information Systems Journal, Information Technology and Management
Journal of the Association for Information Science and Technology
Communications of the Association for Information Systems, AIS Transactions on Replication Research
IEEE Transactions on Engineering Management, Journal of Quantitative Criminology
Journal of Institutional Economics, Journal of Empirical Legal Studies*

Conference and Grant Services

- Associate Editor, International Conference on Information Systems, 2014 - 2018, 2021
- Associate Editor, Academy of Management Annual Meeting, 2013 - 2015
- Associate Editor, European Conference on Information Systems, 2014 - 2015
- Program Committee, INFORMS Conference on Information Systems and Technology, 2015, 2017 - 2020
- Program Committee, Workshop on the Economics of Information Security, 2019
- Program Committee, LG CNS/KrAIS Post-ICIS Workshop, 2013 – 2018, 2020
- Program Committee, International Conference on Electronic Commerce, 2015 - 2016
- Program Committee, Workshop on Information Technologies and Systems, 2014
- Session Chair, International Conference on Information Systems, 2017, 2020
- Session Chair, INFORMS Annual Meeting 2014 - 2015
- Student Chair, Big Ten Information Systems Research Symposium, 2010
- Panelist, New Faculty Development Workshop, Decision Sciences Institute Annual Meeting, 2018
- Panelist, KrAIS Post-ICIS Workshop, 2016, 2018 - 2019
- Paper Development Mentor, KrAIS Post-ICIS Workshop, 2018 - 2019
- Mentor, MIS Quarterly Author Development Workshop, 2020
- Discussant, Workshop on Information Systems and Economics, 2016 – 2017, 2019
- Reviewer, The Research Grants Council of Hong Kong, 2020 - 2021

Temple University

- Chair-Elect, Collegiate Assembly of Fox School of Business and Management, 2021 - current
- Member, Fox School Diversity, Equity, and Inclusion Council, 2021 - current
- University Faculty Senate Representative, 2020 - 2021
- Member, Fox School Faculty Development Committee, 2020 - 2021
- Member, Executive DBA Steering Committee, 2020 - current

- Member, Fox School AACSB Strategic Planning Committee, 2018
- Member, Fox School Collegiate Assembly Steering Committee, 2017 - 2018
- Member, Fox School Master's Program Committee, 2014 - 2018
- Member, Fox School of Business Merit Committee, 2016 - 2017
- Member, MIS Ph.D. Committee, 2018 - current
- Member, MIS Tenure-Track Faculty Hiring Committee, 2017 - 2019
- Member, MIS Departmental Merit Committee, 2015 - 2016
- Member, Data Science Faculty Hiring Committee, 2017
- Judge, Fox School Young Scholar's Interdisciplinary Research Forum, 2014, 2016, 2018, 2020
- Judge, Fox School Ph.D. Research Competition, 2017 - 2019

George Mason University

- Course Coordinator, MIS 301 Introduction to Business Information Systems, 2013 - 2014
- Area Representative, Research Data Services Committee, School of Management, 2012 - 2013
- Information Systems Teaching Faculty Search Committee, 2013

KrAIS (Association for the Information Systems Korea Chapter)

- Communication Director and Newsletter Editor, 2013 - 2014

OTHER HONORS AND AWARDS

Strategic Management Society (SMS) Conference

- Nominee, Best Conference Paper Award, 2018

Workshop on Information Technologies and Systems (WITS)

- Nominee, Best Paper Award, 2020

INFORMS Conference on Information Technology and Systems (CIST)

- Nominee, Best Student Paper Award (Shuting Ada Wang), 2017

University of Michigan

- Ross School of Business, Doctoral Studies Fellowship, 2006 - 2011
- Information Systems Executive Forum (ISEF) Fellowship, 2006 - 2011
- Gilbert and Ruth Whitaker Fellowship, 2011
- Robert D. and Janet E. Neary Fellowship, 2009
- Rackham Conference Travel Grant, 2007 - 2010