



Proceedings of the 23rd Australasian Conference on Information Systems

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Deakin University, Geelong

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Preface

The Australasian Conference on Information Systems (ACIS) is the premier conference in Australasia for Information Systems academics. The conference covers technical, organisational, business, and social issues in the application of Information Technology (IT).

In 2012, the 23rd ACIS was held at the Waterfront campus, Deakin University, Australia from 3rd – 5th of December, hosted by the School of Information Systems. All papers were accepted following double blind refereeing of the full paper.

The conference theme for 2012 was “Location, location, location”

One location ...

Information systems seems to be taught everywhere. What we consider to be information systems is being taught in many disciplines. Electronic business and marketing is moving into commerce schools. Education schools teach the use of information systems in education; Health informatics in health schools; Digital journalism and digital video in arts schools.

Where is information systems as a discipline? Does it have a long term future?

A second location ...

Information systems is becoming invisible. Information systems are embedded into smart phones and media players, into databases as analytics, technology diffusion has become a theme, social networking is everywhere. Most media these days is digital and corporate media players are repositioning themselves to take advantage of iPads, Kindles and the like.

If information systems ceases to be visible, how do we attract people into it as a discipline?

A third location ...

Information systems seem to be everywhere. We glibly talk about the information age, information systems supporting international commerce and being in every country. The Arab uprisings in 2011 were hailed as being facilitated by social networking. But just how widespread and evenly spread are information systems deployed? Are information systems and the traffic on them flowing freely and accessibly in all countries?

Are information systems evenly deployed around the planet? What issues are there in facilitating this?

The papers in this Proceedings address these and related themes.

John Lamp
Editor

Accepted papers

Broadband, Ubiquitous and Location-aware Information Systems

- Community Perception of Mobile Payment in e-Government Services*, Atiquil Ahsan, Vanessa Chang, Tomayess Issa
- Individually tailored client-focused reports for ubiquitous devices: An experimental analysis*, Stephen P. Smith, Reeva Lederman, Paul Monagle, Basil Alzoughool, Lee Naish, Suelette Dreyfus
- The moderating influence of device characteristics and usage on user acceptance of Smart Mobile Devices*, Mustafa Ally, Michael Gardiner

Business Analytics

- Analysing business processes to manage and resolve strategic issues in a manufacturing business*, Sittimont Kanjanabootra, Brian Corbitt, Miles Nicholls
- Assessing data quality issues in the Emergency Department through data and process mapping*, Jing Gao, Andy Koronios
- Becoming An Analytics-Based Organisation: Strategic Agency In The Change Process In A Retail Organisation*, Petri Hallikainen, Olivera Marjanovic, Hilikka Merisalo-Rantanen, Antii Syvaniemi
- Data Warehouse Design and Legal Visualization: The Applicability of H2 for Reporting*, Joerg Becker, Mathias Eggert, Stefan Fleischer, Marcel Heddier, Ralf Knackstedt
- Estimating Non-Response Bias in a Web-based Survey of Technology Acceptance: A Case Study of Unit Guide Information Systems*, Amara Atif, Deborah Richards, Ayse Bilgin
- Making Sense of Business Intelligence: Proposing a Socio-Technical Framework for Improved Decision Making in Not-for-Profit Organisations*, Dale MacKrell, Martijn Van Den Boogaard
- Supporting Personalised Content Management in Smart Health Information Portals*, Daswin De Silva, Frada Burstein, Julie Fisher
- The Impact of Strategy on Business Analytics Success*, Nargiza Bekmamedova, Graeme Shanks
- Towards a Business Analytics Capability Maturity Model*, Ranko Cosic, Graeme Shanks, Sean Maynard
- Understanding Data Quality Issues in Dynamic Organisational Environments: A Literature Review*, Sarah Anstiss, Olivera Marjanovic

Enterprise 2.0 and Social Media and Networking in Organisations

- A Model for Enhancing Empowerment in Farmers using Mobile Based Information System*, Tamara Ginige, Deborah Richards
- Adoption of Social Media in Victorian Local Governments*, K. Omar, Helana Scheepers, Rosemary Stockdale
- Crowdsourcing Motivations in a not-for-profit GLAM context: The Australian Newspapers Digitisation Program*, Sultana Lubna Alam, John Campbell
- Integrating Online Social Networks with E-Commerce: A CBR Approach*, Zhaohao Sun, Sally Firmin, John Yearwood

Regional Integration 2.0: Facilitating Regional Integration and Development with Collaborative Technologies, Acklesh Prasad, Glen Finau, Jale Samuwai

Social Media in Disaster Response: Queensland Police Service - Public Engagement During the 2011 Floods, Christian Ehnis, Deborah Bunker

Supporting Emotion Communication in Information Systems, Matthew Willis, Christian Jones

The High Seas (C's) of Piracy in Information Systems: Cost, convenience and choice, Jenine Beekhuyzen, Sue Nielsen, Liisa von Hellens

Twitter Tsunami Early Warning Network: A Social Network Analysis of Twitter Information Flows, Akemi Takeoka Chatfield, Uuf Brajawidagda

Understanding the Role of Social Media Monitoring in Generating External Intelligence, Maral Mayeh, Rens Scheepers, Michael Valos

Understanding user participation in Australian Government Tourism Facebook Page, Sultana Lubna Alam, Aodah Diamah

Wikis: Transactive Memory Systems in Digital Form, Paul Jackson

Enterprise Systems, Enterprise Content and the Extended Enterprise

Aligning Global Business Information with ERP Systems for Improved Performance, Manjula Rajapaksha

Business Process Affordances through the Lens of Activity Theory, Edyta Rozycki, Susan Keller, Jacob Cybulski

Co-evolution Path Model: How Enterprises as Complex Systems Survive on the Edge of Chaos, Hadi Kandjani, Peter Bernus, Sue Nielsen

Enterprise Systems for Innovation in Products and Processes: Beyond Operational Efficiency, Prithvi Jyoti Bhattacharya, Peter B Seddon, Rens Scheepers

Exploring the Use of Enterprise Content Management Systems in different types of Organisations, Noreen Izza Arshad, Rachelle Bosua, Milton Simon

How Does Contingent Reward Affect Enterprise Resource Planning Continuance Intention? The Role of Contingent Reward Transactional Leadership, Azadeh Rezvani, Pouria Khosravi, Mohammad Nazir Ahmad

Individuals' Absorptive Capacity in Enterprise System Assimilation, Pouria Khosravi, Azadeh Rezvani, Mohammad Nazir Ahmad

What Drives the End User to Build a Feral Information System?, Anthony Spierings, Don Kerr, Luke Houghton

Green IS and Sustainability

A Comprehensive IS-Enabled Framework and IS Research Agenda to Improve Contributions to Environmental Sustainability by Universities, John Lavarack, Steve Elliot

Applying King et al.'s taxonomy to frame the IS discipline's engagement in green IS discourse, Craig Parker, Rens Scheepers

Framework for a Residential Energy Information System (REMIS) to Promote Energy Efficient Behaviour in Residential Energy End Users, Ming Hock Yew, Alemayehu Molla

ICT to Enhance The Triangle of Life: A Case Study, Rehan Syed, Wasana Bandara

Implementing Green Business Processes: The Importance of Functional Affordances of Information Systems, Stefan Seidel, Jan Recker

Internal organizational factors influencing sustainable implementation of information systems: Experiences from a local government in Indonesia, N. Nurdin, Rosemary Stockdale, Helana Scheepers

Towards using ICT to Enhance Flow of Information to aid Farmer Sustainability in Sri Lanka, Lasanthi De Silva, Jeevani Goonetillake, Gihan Wikramanayake, Athula Ginige

Information Security and Privacy

Active data-centric framework for data protection in cloud environment, Lingfeng Chen, Doan Hoang

Who is more susceptible to phishing emails?: A Saudi Arabian study, Ibrahim Alseadoon, Taizan Chan, Ernest Foo, Juan Gonzalez Nieto

Information Systems Management, Strategy and Competitive Advantage

A Critical Evaluation and Comparison of Two Formative Measures of System Quality Using Criterion Variables, Azim Ali, Mary Tate, Ahmad Rabaa'i

A model to select processes for IT service management improvement, Anup Shrestha, Aileen Cater-Steel, Mark Toleman, Wui-Gee Tan

A Network Analysis of IT Governance Practices: A Case Study of an IT Centralisation Project, Hafizah Mohamad Hsbollah, Alan Simon, Nicholas Letch

A Typology for Business Transformations, Norizan Safrudin, Jan Recker

Banking on ICT: How the Tuvalu Financial Services Industry Benefits from Investment in ICT, Taufia Patolo, Dennis Viehland

Change Implementers' Resistance: Considering Power and Resistance in IT Implementation Projects, Judy McKay, Peter Marshall, Nick Grainger, Rudy Hirschheim

Current Trends in Product Lifecycle Management, Adan Staisch, Georg Peters, Thomas Stueckl, Jan Seruga

Enabling Innovation in Information Technology Outsourcing: An Empirical Study, Bouchaib Bahli

Exploring the Current Status of Call Centre Offshoring Research: A Research Agenda and Future Directions, Jongkil Jeong, Sherah Kurnia, Nargiza Bekmamedova

Feral Practices, Shubhankar Thatte, Nick Grainger, Judy McKay

Health Information Technology Governance: A Perspective on Investment Decision Processes, Eman AbuKhoua, Nabeel Al-Qirim

Information Quality Assessment in Korean manufacturing Organization, Sang Hyun Lee, Abrar Haider

IT Governance Framework For E-Government, Saiqa Aleem, Nabeel Al-Qirim

Motivation-based IS Evaluation Strategy: A Perspective of Marketing Information Systems, Hafizul Islam, Shah J Miah

Power Relations in IS Projects: A Critical Review and a New Research Agenda, Yaqian Ye, Peter Marshall, Judy McKay

Qualitative Investigation of Digital Divide: Toward a Comprehensive Framework, Arief Rahman, Mohammed Quaddus

Strategic planning to build Transformational Preparedness: An Application of Enterprise Architecture Practice, Nilesh Vaniya, Peter Bernus

The impact of ITIL (information technology infrastructure library) recommended practices on the IT outsourcing relationship, Mohammed Alojail, Anne Rouse, Brian Corbitt

The impact of switching costs on the decision to retain or replace IT outsourcing vendors, Sean Van Deventer, Harminder Singh

Towards a Better Understanding of How Effective IT Governance Leads to Business Value: A Literature Review and Future Research Directions, Poorang Haghjoo

Transfer of electronic commerce trust between brick-and-mortar and online business environments, Stephen C. Wingreen, Stephen L. Baglione, Gordon R. Storholm

What Drives the Adoption of Electronic Markets in Australian Small-and-Medium Sized Enterprises? – An Empirical Study, Xiaoxia Duan, Hepu Deng, Brian Corbitt

IS Education

A Design Pattern for Responsible Information Systems Education, Craig McDonald

A Preliminary Evaluation of the Use of Graphic Novels in Teaching Information Systems, Ashley Aitken, Gillian Hatt

A Theory of Change Framework for Developing Cross-Faculty Programs: An Information Systems Perspective, Deborah Richards, Mauricio Marrone

Adoption Vs. Usage of Interactive White Board Technology By Teachers in Higher Education Institutions, Nabeel Al-Qirim

Concepts and Factors Influencing Independent Learning in IS Higher Education, Rohini Balapumi, Ashley Aitken

Creating Value in an Introductory Business IS and IT Unit, Ashley Aitken, Gillian Hatt

Feeding Back and Enhancing Authentic Learning in Quality Course Assessment Design: Locating Information Systems in Rigorous Educational Research, Abdul Hafeez-Baig, Gururajan Raj, Jones David, P. A. Danaher

Identifying the Determinants of E-learning Service Delivery Quality, Ahmed Alsabawy, Aileen Cater-Steel, Jeffrey Soar

Impact of Personalized Recommendation and Social Comparison on Learning Behaviours and Outcomes, Thien Wan Au, Shazia Sadiq

In what ways does policy on academic integrity, copyright and privacy need to respond in order to accommodate assessment with Web 2.0 tools?, Joan Richradson, Margaret Hamilton, Kathleen Gray, Waycott Jenny, Celia Thompson

Industry and University Perspectives of Work Integrated Learning Programs in ICT Degrees, Chris Pilgrim

Information Technology Competencies for Malaysian Accountants : An Academic's Perspective, Ku Maisurah Ku Bahador, Abrar Haider

Predicting the Acceptance of Unit Guide Information Systems, Amara Atif,
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*Student Attention, Engagement and Participation in a Twitter-friendly
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*The Tale of Two Cultures: Differences in Technology Acceptance in Twitter
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The Use of Laptop Computers in Programming Lectures, Wafaa Alsaggaf,
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Knowledge Management and IS

*A Framework for Inter-organizational Knowledge Sharing: Managerial
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*Enterprise Social Networking in Knowledge-intensive Work Practices: A Case
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*Exploring the Global and Local Networks of National Information System
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Integration from an Actor-Network Perspective*, Morgan Strong, Nick
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Global Positioning Systems in the AFL: Worthwhile or Waste of Time?, Kelly
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Patent Management and Social Software, Denise Vanderweijer, Alexander
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*Patient and Business Rules Extraction and Formalisation Using SVN and
SBVR for Automated Healthcare*, Davor Meersman, Pieter De Leenheer,
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*Potentials of social media for tacit knowledge sharing among clinicians:
Preliminary findings*, Siros Panahi, Jason Wastson, Helen Partridge

*The Effects of Website Quality on Adoption of E-Government Service: An
Empirical Study Applying UTAUT Model Using SEM*, Mohammed
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*The Relationship between Knowledge Management Strategic Orientation and
Business Strategic Orientation among SMEs*, Naief Azyabi, Julie Fisher,
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*Towards A Semantic Quality Based Approach for Business Process Models
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Ontological and Philosophical Perspectives on IS

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Identity and Self-Presentation: from a Representational to a Performative Lens in Studying Social Media Engagement in Organisations, Jo Orsatti, Kai Riemer

Locating Frames of Reference for Information Systems: A Position Paper, Rhys McIlwaine, Jocelyn Cranefield, Gillian Oliver

The Relevance of Perspectivism to the Task of Modularisation in Ontology Development, Emily Keen, Chris Keen, Simon Milton

Visualizing the Core-Periphery Distinction in Theory Domains, Dirk Scott Hovorka, James Birt, Kai Larsen, Gavin Finney

Perspectives on the Future of the IS Discipline

IS Discipline in the IT Services Land: An Exploratory Study of IS in India, Jyoti M. Bhat, Bhavya P. Shroff, Rajendra K. Bandi

Looking Back to Tomorrow: Research, Teaching and Practice in IS, Jim Underwood

'Re-composing the Elephant': Bringing the Big Picture back into IS Research, Jennie Carroll, Justin Fidock

State of Multilevel Research Perspective in the Information Systems Discipline, Meng Zhang, Wasana Bandara

The Diverse Landscape of IS Development

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Global Software Development: Measuring, Approximating and Reducing the Complexity of Global Software Development Using Extended Axiomatic Design Theory, Hadi Kandjani, Peter Bernus, Lian Wen

ICT Alternative for Primary Care Delivery in Indonesia: A Proposal, Richard Husada, Lemai Nguyen

Information Systems Development Projects as Complex Adaptive Systems, Karlheinz Kautz

Interplaying User Roles in E-Government Design: A Participatory Good Governance Perspective, Shah J Miah, Wahed Uzzaman

IT Consultants' Voluntary Contract Termination - A Psychological Contract Perspective, Gro Bjercknes, Karlheinz Kautz

Methods of usability evaluations of mobile devices, Fayez Alshehri, Mark Freeman

Power and discourse in information systems practice: a narrative research method, Adam Hart, Jim Underwood

Preliminary Insights from a Multiple Case Study on Process Modelling Impact, Eike Bernhard, Jan Recker

Profile Information and Business Outcomes of Providers in Electronic Service Marketplaces: An Empirical Investigation, Behrang Assemi, Daniel Schlagwein

The View from the Trenches: Satisfaction with eHealth systems by a group of health professionals, Leigh Ellen Potter, Cole Purdie, Sue Nielsen