Proceedings of the 23rd Australasian Conference on Information Systems

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School of Information Systems
Deakin University
1 Gheringhap Street
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Head of School
Prof Dineli Mather

Edited by
Dr John Lamp

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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, Atiqul 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, Suettelette 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, Hilkka Merisalo-Rantanen, Antii Syvaniemi

Data Warehouse Design and Legal Visualization: The Applicability of H2 for Reporting, Joerg Becker, Mathias Eggert, Stefan Fleischer, Marcel Hedder, Ralf Knackstedt


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 (RE MIS) 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

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 AbuKhoussa, 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
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


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, Deborah Richards, Ayse Bilgin
Student Attention, Engagement and Participation in a Twitter-friendly Classroom, Mustafa Ally
The Tale of Two Cultures: Differences in Technology Acceptance in Twitter Usage, Nauman Saeed, Suku Sinnappan, Stefanie Markham
The Use of Laptop Computers in Programming Lectures, Wafaa Alsaggaf, Margaret Hamilton, James Harland, Daryl D'Souza, Mikko-Jussi Laakso

Knowledge Management and IS
A Framework for Inter-organizational Knowledge Sharing: Managerial Influences, Rosemary Van Der Meer, Luba Torlina, Jamie Mustard
A Similarity Measure on Tree Structured Business Data, Dianshuang Wu, Guangquan Zhang, Jie Lu, Wolfgang A. Halang
Exploring the Global and Local Networks of National Information System Integration Initiatives: A Case Study of National Cultural Collection Integration from an Actor-Network Perspective, Morgan Strong, Nick Letch
Global Positioning Systems in the AFL: Worthwhile or Waste of Time?, Kelly Foreman
How Organisations Know What They Know: A Survey of Knowledge Identification Methods among Australian Organisations, William Newk-Fon Hey Tow, John Venable, Peter Dell
KM Value Creation: Evidence from a case, Nelly Todorova, Ulrich Remus, Paul Cragg
Multiple Perspectives Framework to Model Complex Processes, Choon Bae Yoo, Igor Hawryszkiewycz, Kyeong-Soon Kang
Patient and Business Rules Extraction and Formalisation Using SVN and SBVR for Automated Healthcare, Davor Meersman, Pieter De Leenheer, Fedja Hadzic
Potentials of social media for tacit knowledge sharing among clinicians: Preliminary findings, Sirous 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 Alshehri, Steve Drew, Thamer Alhussain
The Relationship between Knowledge Management Strategic Orientation and Business Strategic Orientation among SMEs, Naief Azyabi, Julie Fisher, Kerry Tanner, Shijia Gao
Towards A Semantic Quality Based Approach for Business Process Models Improvement, Sarah Ayad, Samira Si-said Cherfi, Isabelle Comyn-Wattiau
Ontological and Philosophical Perspectives on IS

_Eureka Moments In Research: Exploring Abductive Processes Using Four Case Examples_, Philip Dobson, Richard Fulford, Llandis Barratt-Pugh, Sue Bahn, Denise Gengatharen, Ann-Claire Larsen

_Identity and Self-Presentation: from a Representational to a Performative Lens in Studying Social Media Engagement in Organisations_, Jo Orsatti, Kai Riemen

_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-Peripheral 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**

_A Taxonomy of Dependencies in Agile Software Development_, Diane E. Strode, Sid L. Huff


_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 Bjerknes, 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