

MIN-SEOK PANG

Associate Professor of Management Information Systems

Milton F. Stauffer Research Fellow

Fox School of Business, Temple University

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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, Daejeon, Korea

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

HONORS AND AWARDS

Association for the Information Systems (AIS)

- 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*

Information Systems Research

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

MIS Quarterly

- MIS Quarterly Outstanding Reviewer of the Year Award, 2015

Temple University

- 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)
- Milton F. Stauffer Research Fellow, 2018 – current
- 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

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

- **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
- **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.
- **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.
- 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.
- **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.** (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.** (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.

WORKING PAPERS AND WORK-IN-PROGRESS

Manuscripts under Revision

- “On Information Technology and the Safety of Police Officers” with P.A. Pavlou
- “The Deterrent Effect of Ride-Sharing on Sexual Assault and Investigation of Situational Contingencies” with J. Park, J. Kim, and B. Lee
- “When Your Problem Becomes My Problem: The Impact of Airline IT Disruptions on On-Time Performance of Competing Airlines,” with C.J. Tae and B.N. Greenwood
- “Mitigating Traffic Congestion: The Role of Intelligent Transportation Systems” with Z. Cheng and P.A. Pavlou
- “Do You Have a Room for Us in Your IT? - An Economic Analysis of Shared IT Services and Implications for IT Industries” with M. Chen and S. Kumar
- “Armed with Intelligence: Impact on Fatal Shootings by the Police” with P.A. Pavlou

Manuscripts under Review

- “The Impact of Horizontal Mergers on the Operational Performance in the U.S. Airline Industry,” with C.J. Tae

Working Papers

- “Cure or Poison? Identity Verification and the Creation of Fake News on Social Media” with S.A. Wang and P.A. Pavlou
- “Security Breaches in the U.S. Federal Government” with H. Tanriverdi

Research-in-Progress

- “Automated Enforcement on the Road: Surveillance Technology and Traffic Safety,” with Z. Cheng and Z. Dong
- “Does Sharing Make My Data More Insecure? An Empirical Study on Health Information Exchanges and Data Breaches,” with L. Zhang and S. Wattal
- “Creation or Destruction? U.S. Visa Policies and Employment of Information Technology Professionals,” with X. Guo and J. Gong

SELECTED MEDIA MENTIONS

Security Breaches in the U.S. Federal Government

- San Antonio Express News, <http://www.expressnews.com/news/local/article/Hurd-leading-effort-to->

[modernize-government-11140073.php](#)

- Federal Computer Week, <https://few.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://few.com/articles/2016/12/09/trump-it-great-again.aspx>
- Federal Computer Week (Nov 11, 2016), <https://few.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>

PRESENTATIONS AND TALKS

Invited Talks

- 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
- Workshop on Information Systems and Economics (WISE) – 2007, 2009, 2011, 2015
- INFORMS Conference on Information Systems and Technology (CIST) – 2009, 2010, 2014, 2018
- Workshop on the Economics of Information Security (WEIS) – 2017
- Association for Public Policy Analysis & Management (APPAM) International Conference – 2016
- Public Management Research Conference (PMRC) – 2011, 2013, 2015
- 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 - 4.80 / 5.0 (4.94 in Spring 2018)
- Managing Information in the Enterprise (Executive MBA)
Recent Evaluation Average - 4.59 / 5.0
- MIS Doctoral Seminar (Economic Research on Strategic Management of IT)
- 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

- Aaron Zhi Cheng, Temple University, Co-Chair (expected graduation – 2019)
- Shuting Ada Wang, Temple University, Committee Member (expected graduation – 2019)
- Jiyong Park, Korea Advanced Institute of Science and Technology, Committee Member
(expected graduation – 2019)
Initial Placement – Tenure-Track Assistant Professor, University of North Carolina, Greensboro

ACADEMIC EXPERIENCES

Reviewer

- *Management Science, Information Systems Research, MIS Quarterly, Journal of MIS*
- *Production and Operations Management, Decision Sciences*
- *Journal of Information Technology, European Journal of Information Systems*
- *Information and Management, Information Systems Journal, Information Technology and Management*
- *IEEE Transactions on Engineering Management, Journal of Quantitative Criminology*
- *Journal of Institutional Economics, Journal of Empirical Legal Studies*
- International Conferences on Information Systems (ICIS)
- Academy of Management (AoM) Annual Meeting
- Pacific Asia Conference on Information Systems (PACIS)
- Public Management Research Conference (PMRC)
- KrAIS Post-ICIS Workshop

Conference Services

- Track Chair, International Conference on Information Systems (ICIS), 2019, Governance, Strategy, and Value of IS Track
- Conference Co-Chair, INFORMS Conference on Information Systems and Technology (CIST), 2016
- Chair, KrAIS Post-ICIS Workshop, 2019
- Student Chair, Big Ten Information Systems Research Symposium, 2010
- Associate Editor, International Conference on Information Systems (ICIS), E-Business Track, 2014 - 2018
- Associate Editor, Academy of Management Annual Meeting, OCIS Division, 2013 - 2015
- Associate Editor, European Conference on Information Systems (ECIS), Economics and Value of IT Track, 2014 - 2015
- Discussant, Workshop on Information Systems and Economics (WISE), 2016 – 2017
- Panelist, New Faculty Development Workshop, Decision Sciences Institute (DSI) Annual Meeting, 2018
- Panelist and Paper Development Mentor, KrAIS Post-ICIS Workshop, 2016, 2018
- Session Chair, International Conference on Information Systems (ICIS), 2017
- Session Chair, INFORMS Annual Meeting 2014 – 2015
- Program Committee, INFORMS Conference on Information Systems and Technology (CIST), 2015, 2017-2018
- Program Committee, LG CNS/KrAIS Post-ICIS Workshop, 2013 - 2018
- Program Committee, International Conference on Electronic Commerce (ICEC), 2015 - 2016
- Program Committee, Workshop on Information Technologies and Systems (WITS), 2014

Temple University

- Member, AACSB Strategic Planning Committee, 2018
- Member, Fox School Collegiate Assembly (CAFSBM) Steering Committee, 2017 - 2018
- Member, Master's Program Committee, 2014 - 2018
- Member, MIS Tenure-Track Faculty Hiring Committee, 2017 - current
- Member, Data Science Faculty Hiring Committee, 2017

- Member, Fox School of Business Merit Committee, 2016 - 2017
- Member, MIS Departmental Merit Committee, 2015 - 2016
- Judge, Fox School Ph.D. Research Competition, 2017 - 2018
- Judge, Fox School Young Scholar's Interdisciplinary Research Forum, 2014, 2016, 2018

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

Temple University

- MIS Community Platform Excellence Award, 2017

Strategic Management Society (SMS) Conference

- Nominee, Best Conference Paper Award, 2018

INFORMS Conference on Information Technology and Systems (CIST)

- Nominee, Best Student Paper Award (by 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

Graduate School of Management, Korea Advanced Institute Science and Technology

- Received a full tuition and stipends for the two years of master program

Korea Advanced Institute Science and Technology

- Received a full tuition and stipends for the four years of undergraduate program