

# Frank CHAN

Professeur

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Département: Systèmes d'Information, Data  
Analytics et Opérations  
Campus de Cergy

## DIPLÔMES

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| 2010 | Ph.D. en Systèmes d'Information<br>(Hong Kong University of Science and Technology (HKUST) Chine)          |
| 2003 | BBA en Systèmes d'Information et Finance<br>(Hong Kong University of Science and Technology (HKUST) Chine) |

## CARRIÈRE

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### POSITIONS ACADÉMIQUES PRINCIPALES

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|-------------------|---|
| 2013 - 2015-08-31 | Professeur assistant (ESSEC Business School France) |
| 2015 - 2021-08-31 | Professeur associé (ESSEC Business School France)   |
| 2021 - Présent    | Professeur (ESSEC Business School France)           |

### AUTRES POSITIONS

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|-------------------|---|
| 2022 - 2025-09-30 | Responsable de département, département Systèmes d'Informations, Sciences de la Décision et Statistiques (ESSEC Business School France) |
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## PUBLICATIONS

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### ARTICLES

- [CHAN, F. et THONG, J.Y.L. \(2009\). Acceptance of Agile Methodologies: A Critical Review and Conceptual Framework. \*Decision Support Systems\*, 46\(4\), pp. 803-814.](#)
- [VENKATESH, V., CHAN, F., THONG, J.Y.L. et HU, P. \(2016\). Managing Citizens' Uncertainty in E-Government Services: The Mediating and Moderating Roles of Transparency and Trust. \*Information Systems Research\*, 27\(1\), pp. 87-111.](#)
- [HONG, J., CHAN, F., THONG, J.Y.L., CHASALOW, L.C. et DHILLON, G. \(2014\). A Framework and Guidelines for Context-Specific Theorizing in Information Systems Research. \*Information Systems Research\*, 25\(1\), pp. 111-136.](#)
- [HU, P.J.H., BROWN, S.A., THONG, J.Y.L., CHAN, F. et TAM, K.Y. \(2009\). Determinants of Service Quality and Continuance Intention of Online Services: The Case of eTax. \*Journal of the American Society for Information Science and Technology \(JASIST\)\*, 60\(2\), pp. 292-306.](#)
- [CHAN, F., THONG, J.Y.L., VENKATESH, V., BROWN, S.A. et HU, P.J.H. \(2010\). Modeling Citizen Satisfaction with Mandatory Adoption of an E-Government Technology. \*Journal of the Association for Information Systems\*, 11\(10\), pp. 519-549.](#)
- [VENKATESH, V., THONG, J.Y.L., CHAN, F., HU, P.J.H. et BROWN, S.A. \(2011\). Extending the Two-Stage Information Systems Continuance Model: Incorporating Utaut Predictors and the Role of Context. \*Information Systems Journal\*, 21\(6\), pp. 527-555.](#)
- [VENKATESH, V., CHAN, F. et THONG, J.Y.L. \(2012\). Designing E-Government Services: Key Service Attributes and Citizens' Preference Structures. \*Journal of Operations Management\*, 30\(43862\), pp. 116-133.](#)
- [VENKATESH, V., SYKES, T.A., CHAN, F., THONG, J.Y.L. et HU, P.J.H. \(2019\). Children's Internet Addiction, Family-To-Work Conflict, and Job Outcomes: A Study of Parent-Child Dyads. \*MIS Quarterly\*, 43\(3\), pp. 903-927.](#)
- [VENKATESH, V., THONG, J.Y.L., CHAN, F., HOEHLE, H. et SPOHRER, K. \(2020\). How agile software development methods reduce work exhaustion: Insights on role perceptions and organizational skills. \*Information Systems Journal\*, 30\(4\), pp. 733-761.](#)
- [HONG, W., CHAN, F. et THONG, J.Y.L. \(2021\). Drivers and Inhibitors of Internet Privacy Concern: A Multidimensional Development Theory Perspective. \*Journal of Business Ethics\*, 168, pp. 539-564.](#)
- [CHAN, F., THONG, J.Y.L., BROWN, S.A. et VENKATESH, V. \(2021\). Service Design and Citizen Satisfaction with E-Government Services: A Multidimensional Perspective. \*Public Administration Review\*, 81\(5\), pp. 874-894.](#)
- [HOEHLE, H., ALOYSIUS, J.A., CHAN, F. et VENKATESH, V. \(2018\). Customers' tolerance for validation in omnichannel retail stores. \*The International Journal of Logistics Management\*, 29\(2\), pp. 704-722.](#)
- [VENKATESH, V., THONG, J.Y.L., SPOHRER, K., CHAN, F., ARORA, A., HOEHLE, H. et](#)

[VENKATRAMAN, S. \(2023\). Equality Does Not Make You Happy: Effects of Differentiated Leader-Member Exchange and Team-Member Exchange on Developer Satisfaction in Agile Development Teams. \*MIS Quarterly\*, 47\(3\), pp. 1239-1270.](#)

[CHAN, F., THONG, J.Y.L., BROWN, S.A. et VENKATESH, V. \(2025\). Design characteristics and service experience with e-government services: A public value perspective. \*International Journal of Information Management\*, 80, pp. 102834.](#)

[CHAN, F., THONG, J.Y.L. et VENKATESH, V. \(2025\). Job Crafting in the Context of Enterprise System Implementations. \*Journal of Management Information Systems\*, 42\(2\), pp. 564-598.](#)

## **ARTICLES OU VIDÉOS DE VULGARISATION**

[CHAN, F. \(2021\). Internet privacy: What makes people more or less worried about it? \*ESSEC Knowledge\*.](#)

[CHAN, F. \(2021\). How your child's Internet habits impact your work. \*ESSEC Knowledge\*.](#)

[CHAN, F. \(2024\). Why equal treatment falls short: Leadership dynamics in agile teams. \*ESSEC Knowledge\*.](#)

## **ACTES D'UNE CONFÉRENCE**

[ANDRASCHKO, L. et CHAN, F. \(2024\). On the Paradox of Twin Transformation. Dans: \*2024 International Conference on Information Systems \(ICIS\)\*. Association for Information Systems \(AIS\).](#)

[ALAEI, S. et CHAN, F. \(2025\). The dual impacts of national digital initiatives on public safety and freedom. Dans: \*European Conference on Information Systems \(ECIS\) 2025\*. Association for Information Systems \(AIS\).](#)

## **ACTIVITÉS DE RECHERCHE**

### **Autre activité académique**

- 2017 - 2017: Co-Président de Filière: International Conference on Information Systems (Human Behavior and IS)
- 2013 - 2013: Co-Président de Filière: Pacific Asia Conference on Information Systems (Human Computer Interaction)
- 2020 - 2020: Co-Président de Filière: Pacific Asia Conference on Information Systems (IS Implementation and Adoption)
- 2021 - 2021: Co-Président de Filière: Pacific Asia Conference on Information Systems (General Topics)

2025 - 2025: Co-Président de Filière: International Conference on Information Systems (IT Implementation and Adoption)

**Co-direction d'une revue - Co-rédacteur en chef**

2016 - 2020: Associate Editor - Information Systems Journal

2021 - Présent: Senior Editor - Information Systems Journal

**ACTIVITÉS PROFESSIONNELLES**

**Consulting**

2022 - 2024: Consultant, United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)