

Frank CHAN

Professor

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Department: Information Systems, Data Analytics
and Operations
Campus de Cergy

DIPLOMAS

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- | | |
|------|--|
| 2010 | Ph.D. in Information Systems
(Hong Kong University of Science and Technology (HKUST) China) |
| 2003 | BBA in Information Systems and Finance
(Hong Kong University of Science and Technology (HKUST) China) |

CAREER

FULL-TIME ACADEMIC APPOINTMENTS

- | | |
|-------------------|--|
| 2013 - 2015-08-31 | Assistant Professor (ESSEC Business School France) |
| 2015 - 2021-08-31 | Associate Professor (ESSEC Business School France) |
| 2021 - Now | Professor (ESSEC Business School France) |

OTHER APPOINTMENTS

- | | |
|-------------------|---|
| 2022 - 2025-09-30 | Department Head, Department of Information Systems, Decision Sciences and Statistics (ESSEC Business School France) |
|-------------------|---|

PUBLICATIONS

JOURNAL ARTICLES

[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.](#)

[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.](#)

[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.](#)

PRESS ARTICLE, VIDEO OR OTHER POPULAR MEDIA

[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*.](#)

CONFERENCE PROCEEDINGS

[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 \(AIS\).](#)

RESEARCH ACTIVITIES

Other academic activity

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

2025 - 2025: Track Co-Chair: International Conference on Information Systems (IT Implementation and Adoption)

Senior or Associate Editor

2016 - 2020: Associate Editor - Information Systems Journal

2021 - Now: Senior Editor - Information Systems Journal

PROFESSIONAL ACTIVITIES

Consulting

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