



2<sup>nd</sup> Pre-ICIS Annual Workshop on

# HCI Research in MIS

(HCI/MIS'03)

Organized by AIS SIGHCI  
<http://melody.syr.edu/hci>

## WORKSHOP PROGRAM & PROCEEDINGS

[http://melody.syr.edu/hci/pre\\_icis03\\_wksp](http://melody.syr.edu/hci/pre_icis03_wksp)

December 12-13, 2003, Seattle, Washington

Workshop Co-Chairs  
Ping Zhang  
Jonathan Lazar  
Scott McCoy

Program Chair  
Fiona Fui-Hoon Nah

Local Organizing Committee  
Traci Hess  
Jeff Kim

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SYRACUSE UNIVERSITY  
School of  
Information Studies





# SYRACUSE UNIVERSITY

## School of Information Studies

THE ORIGINAL SCHOOL  
FOR THE  
INFORMATION AGE

## The School of Information Studies: Who We Are

The School of Information Studies is an international leader in the information field. The first of its kind in the nation, the school not only enjoys an established national ranking, but also boasts a tremendous demand for its education, its research, and the skills of its graduates.

The purpose of the School of Information Studies is to expand human capabilities through information. Our core values guide us to see service as central to our mission; we focus on people and not just technology, and we strive to make a positive impact on individuals, organizations, and society. This year we celebrate 28 years of the transformation and renaming of our school—The School of Information Studies—the first in the field to embrace *information* as an area of study. We have the right to claim ours as “The Original Information School.”<sup>®</sup>

During the past three years, the School of Information Studies has had the fastest growing undergraduate program of any in the University, due partially to the explosive growth of the information field, and partly to the unique nature of our programs. Driven by the popular recognition of the field, the critical need for knowledge workers, and the high starting salaries of its graduates, the school has grown some 350% during the past decade. Our undergraduate program was listed as Syracuse University’s most popular major in a Princeton Review publication of the 311 best colleges.

The School of Information Studies is ranked among the best in the nation, and the school’s faculty is internationally renowned. In 1999 *U.S. News and World Report* rated the school’s master’s in library science program third nationally, up from fourth in the previous rankings. The school was also rated second in the information systems specialty according to the same report. The school’s Ph.D. program and the overall quality of its faculty were ranked second in a 1993 survey of 1,700 educators nationwide, and nearly half of its graduates have won national awards for their dissertation research. The faculty impacts the information field through their highly productive research and development programs. In a recent study in the *Journal of the American Society for Information Science* four members of the school’s faculty were ranked among the most influential in the field.

### Degree Programs

**Bachelor of Science in  
Information Management &  
Technology**

**Master of Library Science**

**Master of Science in  
Information Management**

**Master of Science in  
Telecommunications &  
Network Management**

**Ph.D. in Information Transfer**

### Research and Development Centers

The School of Information Studies supports eight research and development centers. Centers provide an important focus for both faculty and student research as well as opportunities for active learning. The centers only operate on multi-million dollar government and corporate R&D contracts. The School ranked third in the university among the colleges with the largest sponsored research, and the School’s faculty is first in per capita research productivity. The eight centers are: Center for Natural Language Processing, Community and Information Technology Institute, Center for Digital Commerce, The Information Institute of Syracuse, Center for Emerging Network Technology, Convergence Center, Center for Systems Assurance, and Center for Digital Literacy.

**School of Information Studies · (315) 443-2911 · <http://istweb.syr.edu>**

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## WELCOME MESSAGE FROM THE WORKSHOP CO-CHAIRS

On behalf of the entire organizing committee, we welcome you to the Second Annual Pre-ICIS Workshop on HCI Research in MIS (HCI/MIS'03)! Last year's workshop in Barcelona was an overwhelming success. This year's workshop extends the success by having a much larger scope. The number of paper submissions represents a 163% increase (16 vs. 42), the number of accepted peer-reviewed presentations is a 113% increase (8 vs. 17), the size of the Program Committee (PC) increased by 108% (25 vs. 52, plus this year more additional reviewers too), and we have a much larger body of participants as well. The acceptance rate has decreased from last year's 50% to this year's 40%, despite the fact that we had much higher quality submissions overall this year. Last year, six papers were invited for consideration in the *Journal of the Association for Information Systems* (JAIS) special theme on HCI in MIS. This year, nine papers were selected for consideration in the *Journal of Management Information Systems* (JMIS) special section devoted to the workshop. In addition, there are several new items at this year's workshop: two high profile panels, an open reception, a best paper award, and a best reviewer award.

This workshop represents the importance of HCI research in the MIS discipline, highlighted by the enthusiastic support and efforts, excellent insights, long hours of hard work, and great cooperation and collaboration among so many people! We hope that these efforts will help influence both future research efforts and actual practice in industry. Members of the Advisory Committee (AC) have provided strong support and encouragement. Dennis Galletta, an AC member, has worked closely with the organizing team on many aspects of the workshop. Fiona Nah worked diligently in handling the large number of submissions and a large body of PC members and reviewers, in addition to many other aspects of workshop planning. We want to acknowledge a special group of people that formed the best paper selection committee: Dinesh Batra, Jane Carey, Vance Wilson, and Mun Yi. Our local organizing committee, Traci Hess and Jeff Kim, managed the video equipment, photo taking, lunch information, and other local logistics. We have two doctoral student volunteers, John Mathew and Hong Sheng, who are helping out with various matters at the workshop site. Our generous sponsors are Dean Ray von Dran from Syracuse University and Dean Michael Eisenberg from The University of Washington. The last but not the least are the workshop participants who demonstrate their confidence and support in our effort and results, and their tremendous interest and enthusiasm in HCI research in MIS. We would like to take this opportunity to express our sincere appreciation for all the support, assistance, cooperation, and collaboration that make this workshop a success. Please enjoy the results of such great collaborative efforts!

Ping Zhang, Jonathan Lazar and Scott McCoy, Workshop Co-Chairs

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## WELCOME MESSAGE FROM THE WORKSHOP PROGRAM CHAIR

This year's workshop attracted an overwhelming number of high quality submissions, making acceptance fiercely competitive. Of the 42 submissions, 17 papers were finally selected (i.e., 40% acceptance rate) for inclusion in the workshop proceedings and for presentation at the workshop. Two papers received four reviews, 38 papers received three reviews, and two papers received two reviews. The extended abstracts of the papers are published in the proceedings and the full papers will be presented at the workshop.

We would like to acknowledge the outstanding reviewing efforts of the Program Committee (PC). In addition, the following people served as reviewers: Stefan Holmlid, Geoffrey Hubona, Jeroen Kraaijenbrink, Liping Liu, Hong Sheng, Xin Tan, Yuhong Tian, and Wei Zhang. The outstanding efforts of the PC and the reviewers did not go unnoticed. A large number of authors expressed their appreciation for the high quality and constructive reviews they have received. These reviews also helped tremendously in making the acceptance decisions. On behalf of the authors, I thank the Program Committee and the reviewers for their thorough and extremely helpful reviews. Their efforts have truly aided the advancement of HCI research in Information Systems. I would also like to thank Ping Zhang for helping out in making the final acceptance decisions.

With the exceptional support of AIS SIGHCI members and the significant level of interest exhibited by the MIS community in HCI research, we have put together a high quality program. We thank you for your continuing support and participation in the activities and events organized by AIS SIGHCI. Enjoy the program!

Fiona Fui-Hoon Nah, Program Chair

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## WORKSHOP COMMITTEES

### Advisory Committee:

Izak Benbasat, University of British Columbia  
Fred Davis, University of Arkansas  
Dennis Galletta, University of Pittsburgh  
Sirkka Jarvenpaa, The University of Texas at Austin  
Jane Webster, Queen's University  
Vladimir Zwass, Fairleigh Dickinson University

### Workshop Co-Chairs:

Ping Zhang, Syracuse University  
Jonathan Lazar, Towson University  
Scott McCoy, College of William and Mary

### Workshop Program Chair:

Fiona Fui-Hoon Nah, Univ. of Nebraska-Lincoln

### Local Organizing Committee:

Traci Hess, Washington State University  
Jeff Kim, University of Washington

### Program Committee:

Dinesh Batra, Florida International University  
Shirley (Annie) Becker, Northern Arizona University  
Paul Beckman, San Francisco State University  
Hock Chuan Chan, National University of Singapore  
Susy Chan, DePaul University  
Patrick Chau, University of Hong Kong  
Jasbir Dhaliwal, Northern Kentucky University  
Mark Dishaw, University of Wisconsin Oshkosh  
Anthony Faiola, Indiana University at Indianapolis  
Xiaowen Fang, DePaul University  
Christina Finneran, Syracuse University  
John E. Galvin, Indiana University  
Andrew Gemino, Simon Fraser University  
Matt Germonprez, Case Western Reserve University  
Jane Gravill, University of Western Ontario

### Program Committee (Cont'd):

Richard Hall, University of Missouri-Rolla  
Traci Hess, Washington State University  
Pamela Hinds, Stanford University  
Andrea Houston, Louisiana State University  
Chuck Kacmar, Florida State University  
Arnold Kamis, Bentley College  
Jinwoo Kim, Yonsei University  
Barbara Klein, University of Michigan-Dearborn  
Zoonky Lee, Yonsei University  
Sheau-Farn Max Liang, National Taipei Univ. of Tech.  
Nancy Lightner, Appalachian State University  
Astrid Lipp, Georgia State University  
Eleanor Loiacono, Worcester Polytechnic Institute  
Paul Lowry, Brigham Young University  
Ann Majchrzak, University of Southern California  
Jiye Mao, City University of Hong Kong  
Nelson Massad, Florida Atlantic University  
Robbie Nakatsu, Loyola Marymount University  
Tom Plocher, Honeywell Technology Center  
Srinivasan Rao, University of Texas at San Antonio  
Julie Ratner, InfoSpace  
Tom Roberts, University of Kansas  
Howard Rosenbaum, Indiana University  
Larry Seligman, University of Georgia  
Cheri Speier, Michigan State University  
Thomas Stafford, University of Memphis  
Noam Tractinsky, Ben-Gurion University  
Lai Lai Tung, Nanyang Technological University  
Ozgur Turetken, Temple University  
Misha Vaughan, Oracle Corporation  
Viswanath Venkatesh, University of Maryland  
Susan Wiedenbeck, Drexel University  
Fons Wijnhoven, University of Twente  
Vance Wilson, University of Wisconsin-Milwaukee  
Mun Yi, University of South Carolina  
Fatemeh (Mariam) Zahedi, Univ. of Wisconsin-Milwaukee  
Wenli Zhu, Microsoft Corporation

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## INTRODUCING THE PANELISTS



**Izak Benbasat** is CANADA Research Chair in Information Technology Management at the Sauder School of Business, University of British Columbia, Vancouver, Canada. He received his Ph.D. (1974) in Management Information Systems from the University of Minnesota. Professor Benbasat is the past editor-in-chief of

*Information Systems Research* and currently is a Senior Editor of the *Journal of the Association for Information Systems*. His research interests include evaluating user interfaces and web-based recommendation agents to facilitate business-to-consumer electronic commerce.



**Mary Czerwinski** is a Senior Researcher and Manager of the Visualization and Interaction Research group at Microsoft Research. The group is responsible for studying and designing advanced technology and interaction techniques that leverage human capabilities

across a wide variety of input and output channels. Mary's primary research areas include spatial cognition, information visualization and task switching. Mary has been an affiliate assistant professor at the Department of Psychology, University of Washington since 1996. She has also held positions at Compaq Computer Corporation, Rice University, Lockheed Engineering and Sciences Corporation, and Bell Communications Research. She received a Ph.D. in cognitive psychology from Indiana University in Bloomington. Mary is active in the field of Human-Computer Interaction, publishing and participating in a wide number of conferences, professional venues and journals. More information about Dr. Czerwinski can be found at <http://research.microsoft.com/users/marycz>.



**Dennis Galletta** is an Associate Professor at the Katz Graduate School of Business, University of Pittsburgh. His articles have appeared in journals such as *Management Science*, *Information Systems Research*, *Decision Sciences*, *Communications of the ACM*, *Journal of MIS*, *Data Base*, *Information & Management*, and *Accounting, Management and*

*Information Technologies*. He has served on several

editorial boards, including *MIS Quarterly*, *Data Base*, *Information Systems* and *eBusiness Management*, and *Cycle Time Research*. He is an AIS Fellow, and served as AIS VP of Member Services, ICIS Treasurer, Inaugural AMCIS Conference Chair, AIS Council Americas representative, and AMCIS 2003 program co-chair.



**Jonathan Lazar** is a faculty member in the Department of Computer and Information Sciences at Towson University. He is the author of the book "User-Centered Web Development," and regularly presents and publishes papers on the topic of web usability. He is also the 2002 winner of the "Excellence in Teaching" award, and the 2003 winner of the

"Business and Community Outreach" award, both in the College of Science and Mathematics. At Towson University, Dr. Lazar serves as director of the undergraduate program in computer information systems, and also is the director of the Universal Usability Laboratory.



**Judith S. Olson** is the Richard W. Pew Professor of Human Computer Interaction at the University of Michigan. She is Professor in the Computer and Information Systems department of the Business School, Professor in the School of Information, and Professor of Psychology. Her research focuses on how groups both get

their work done and how they feel about each other (e.g. trust, social capital) when they communicate over various digital media, like email, IM, video, audio, and shared workspaces. She leads a group of researchers working in the laboratory, doing empirical studies of these phenomena using organizational simulations. She is also doing work in the field, watching real groups in corporations and in science struggle with working together at a distance. Judy has published widely in the CHI and CSCW conferences and the major journals both in HCI and Psychology. She led various conference committees and serves on the editorial boards of several major journals. She has served on a number of national panels for the National Science Foundation and the National Research Council. In 2001 she was appointed to the CHI Academy in the first cohort group.

## INTRODUCING THE PANELISTS (CONT'D)



**Julie Ratner** is User Experience Architect at InfoSpace Mobile after HCI positions at Sandia National Laboratories in Albuquerque New Mexico and The MathWorks in Natick, Massachusetts. Working on wireless data applications for mobile phones is quite a change from her Ph.D. research in Instructional Technology and her publications on discount usability methods. For a complete list of research publications, visit <http://www.iterativedesign.com/articles.htm>. She has presented papers and a tutorial at UPA, CHI, ASEE, Human Factors and the Web Conferences, and Leading Edge Training Technologies.



**Radhika Santhanam** is a Gatton Research faculty member in the Gatton School of Business and Economics, at the University of Kentucky. Using a variety of research methods, she has investigated ways by which user training and better system design can improve users' understanding and utilization of information systems. From a macro perspective, her research has proposed methods that can help organizations monitor their investments in information systems. These research studies have been published in various journals, including *Information Systems Research*, *MIS Quarterly*, *Journal of Management Information Systems*, *Decision Support Systems*, *Information and Organization*, and *European Journal of Information Systems*, among others.



**Dov Te'eni** is on the faculty of management at Tel-Aviv University, Israel. He is also the chairman of Israel's Higher Education E-learning center. Dov studies several related areas of information systems in the organizational context: human-computer interaction, computer support for decision-making and for communication, and systems design. In addition, he is interested in information systems for non-profit organizations. His research usually combines model building, laboratory and field experiments and the development of prototype systems such as Spider and kMail. He is currently working on the design of adaptive Web Articles and the use of information technology for supporting communication within multi-national corporations. For a full list of publications see <http://faculty.biu.ac.il/~teenid/publications.htm>



**Peter Todd** is the Chesapeake and Potomac Professor of Commerce and Associate Dean for Graduate Programs in the McIntire School of Commerce at the University of Virginia. He received his Ph.D. in MIS from the University of British Columbia. His research interests relate to the role of information technology in decision making, the adoption and diffusion of IT innovations and the management of the IT function. He has published in a variety of journals including *Information Systems Research* and *MIS Quarterly*. He currently serves as a Senior Editor for the *MIS Quarterly*.



**Marilyn Tremaine** is professor in Information Systems department at NJIT. Prior to NJIT, she was professor of Computer and Information Systems at Drexel University and Professor of Computer Science at the University of Toronto. She has also worked as Vice President of Research and Development for a microcomputer software company and Senior Research Scientist at the EDS Center for Applied Research. Her current research focuses on the design and development of multimodal interfaces to be used in collaborative settings. Dr. Tremaine has been active in the ACM SIGCHI community serving as VC of Communications, Chair of the Advisory Council, VC of Finance and currently, SIGCHI Chair. She also chaired CHI'86, CSCW'92, and ASSETS'2000. She serves on six technical journal editorial boards and four-to five conference program committees annually.



**Jane Webster** received her PhD from NYU and currently is a professor in the School of Business at Queen's University in Canada. She investigates the impacts of technologies to support distributed work, organizational communication, employee recruitment and selection, employee monitoring, and training and learning. She also focuses on human-computer interaction issues as they relate to organizational systems. She serves as a senior editor for *MIS Quarterly*, and has published in a variety of journals including the *Academy of Management Journal*, *Communication Research*, *Journal of Organizational Behavior*, *MIS Quarterly*, and *Organization Science*.

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## INTRODUCING THE AUTHORS OF PEER-REVIEWED ARTICLES

Catherine **Arnott Smith** (MA, MILS, MSIS, PhD) is Assistant Professor at Syracuse University's School of Information Studies. She was a National Library of Medicine predoctoral medical informatics trainee at the University of Pittsburgh's Center for Biomedical Informatics from 1997 to 2002. Her research interests include consumer health, terminologies in medicine and alternative medicine, and problems of knowledge representation in all three domains.

Brian M. **Ashford** is CIO at the U.S. Army Logistics Management College, Fort Lee, Virginia, and Assistant Professor in the School of Continuing Studies at the University of Richmond. Ashford's specialties are strategic systems planning, management of information systems, and the development and deployment of collaborative technology. He received the Ph.D. in information systems from Virginia Commonwealth University. He has been a registered professional engineer since 1988.

Brent **Auernheimer**, Interim Director, Digital Campus, and professor of computer science, CSU Fresno, received his PhD from UC Santa Barbara; was co-founder/chief scientist, Oak Grove Systems; has held visiting appointments at the Software Engineering Institute (SEI), NASA Jet Propulsion Laboratory, and the University of Hawaii; has been a summer research fellow at NASA Kennedy Space Center. His professional interests are software engineering and human-computer interaction.

Paul L. **Bowen**, PhD, CPA, is a Senior Lecturer in the UQ Business School at The University of Queensland. His primary research activities involve the measurement, control, and improvement of information quality. This research encompasses investigating strategies for improving end-user information retrieval performance. Paul's previous experience includes eight years as a systems analyst and project manager at the Oak Ridge National Laboratory.

Jacek **Brzezinski** is an assistant professor at DePaul University, School of CTI. His research interests include artificial intelligence, natural language processing and e-commerce. His doctoral dissertation focused on machine learning-based modeling of natural language information for information classification purposes. Currently, he is teaching graduate courses in E-commerce.

Hock Chuan **Chan** is an associate professor at the Department of Information Systems, National University of Singapore. He obtained his B.A. and M.A. from the University of Cambridge, and Ph.D. in management information systems from the University of British Columbia. His research interests include user-database interactions and information systems.

Susy **Chan** is an associate professor and directs the Center for E-Commerce Research in the School of CTI at DePaul University. She is the founding director of DePaul's pioneering master's and baccalaureate programs in e-commerce technology. The Mobile Commerce Research Lab that she co-leads with Xiaowen Fang studies usability of wireless applications. Her research also focuses on enterprise systems for e-collaboration.

Andrea **Everard** is an Assistant Professor of Management Information Systems at the Lerner College of Business and Economics at the University of Delaware. She received her PhD in MIS from the University of Pittsburgh. Her research interests are human-computer interaction, electronic commerce, trust, ethical issues, and strategic uses of IT.

Xiaowen **Fang** is an assistant professor in School of Computer Science, Telecommunications and Information Systems (CTI) at DePaul University. His research focuses on user-centered design of Web search tools, usability of e-business, usability of mobile commerce, and multi-modal information presentation.

Mark A. **Fuller** (Ph.D., Univ. of Arizona) is Associate Professor and Department Chair of MIS at Washington State University. Dr. Fuller's research interests include virtual teamwork and social influence in computer mediated communications. Past research has appeared in journals such as Information Systems Research, Group Decision and Negotiation, and Decision Support Systems.

Andrew **Gemino** is Assistant Professor of MIS in the Faculty of Business Administration at Simon Fraser University, Vancouver, Canada. He received his Ph.D. from the University of British Columbia. His research interests include evaluating the ability of system analysis techniques to communicate knowledge and the use of technology to support collaborative work environments.

Dennis F. **Galletta**, Associate Professor at the Katz Business School, University of Pittsburgh, has published in journals such as Management Science, ISR, Decision Sciences, CACM, JMIS, and Database. He served on MIS Quarterly's editorial board and several others, is an AIS Fellow, chaired the first AMCIS conference, and was co-program chair of AMCIS 2003.

Traci J. **Hess** is an Assistant Professor of Management Information Systems at Washington State University and received her Ph.D. from Virginia Tech. Her research interests include social presence in human-computer interaction and user evaluations of IS implementations. She has published her research in such journals as Decision Sciences, Decision Support Systems, and Information Resources Management Journal.

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## INTRODUCING THE AUTHORS OF PEER-REVIEWED ARTICLES (CONT'D)

George M. **Kasper** is Professor of IS at Virginia Commonwealth University. He is the author of numerous articles. *MIT Press* and *Sage Publications* have reprinted his work, and professional groups including SIM have recognized it. Kasper has served as Chairman of ACM's SIGMIS, represents USA ACM to IFIP, and was recently appointed AIS Alternate to CSAB, the lead society within ABET for accrediting CS, IS, and computer engineering programs.

Hoyoung **Kim** is an Assistant Manager of the corporate planning team in Widerthan.com, where he develops the corporate strategy and evaluates mobile Internet service. He received his master degree in MIS and bachelor of the business administration from the Yonsei University. He is interested in post-adoption of the mobile internet and its usability.

Jinwoo **Kim** is Professor of HCI in the School of Business at Yonsei University. He is also working as Director of Human Computer Interaction Lab at Yonsei University. His research interests include navigation structures for interactive systems, cross-cultural value of IT with its impact on usability, and evaluation metrics and framework for digital contents.

Adrienne Olnick **Kutzschan** is 2nd year PhD student in MIS at Queen's University, Kingston, Ontario. Her primary research interests are in the area of human computer interaction and online collaboration. Before resuming studies, she completed an MBA at Simon Fraser University and consulted in IT where she observed firsthand the challenges people face when using technology.

Liping **Liu** is Associate Professor of MIS at University of Akron. His research interests include Electronic Business, Object-Oriented Systems Design, and Uncertainty Reasoning in Artificial Intelligence. His articles have appeared in *Decision Support Systems*, *European Journal of Operational Research*, *Journal of Risk and Uncertainty*, etc. He has served as a guest editor for *International Journal of Intelligent Systems* and a co-editor for *Classic Works on Theory of Evidence*.

Paul Benjamin **Lowry** is Assistant Professor of IS in Brigham Young University, and faculty researcher at the Kevin and Deborah Rollins Center for e-Business. His interests include Internet-based collaboration, virtual teams, distributed facilitation, collaborative software, e-Business, group-based HCI, heuristics, and scientometrics. He received Ph.D. in MIS from the University of Arizona.

Ying **Lu** is a doctoral student in Management Information Systems at the University of Wisconsin-Milwaukee. She received her M.S. from the Pennsylvania State University. Her research interests are in the areas of HCI in e-

commerce, computer-mediated communications, web personalization, and end-user training and adoption of information systems.

John **Mathew** is a doctoral student in Management Information Systems at Washington State University. His research interests include human computer interaction and knowledge management.

Fiona Fui-Hoon **Nah** is Assistant Professor at University of Nebraska-Lincoln. She received her Ph.D. in MIS from University of British Columbia. Her research interests include the use of knowledge-based systems to support group decision-making, HCI in individual and group settings, and ERP. She serves on the editorial board of six major journals and is a co-founder of AIS SIGHCI.

Drew **Parker** is Associate Professor of MIS in the Faculty of Business Administration at Simon Fraser University, Vancouver, Canada. He received his Ph.D. from the University of Western Ontario. He has offered completely online courses since the mid-1990's and has effectively combined research and practice in the area of learning in distributed knowledge sharing environments.

Peter **Polak** is an assistant professor of computer information systems in Business School at the University of Miami. His research interests are in the areas of human-computer interaction, Internet technologies, electronic commerce, electronic auctions, and telecommunications.

Tom **Roberts** is an Assistant Professor at the School of Business at the University of Kansas. He received his doctorate from Auburn University. He previously taught at the University of Central Florida. His research interests include virtual teams, collaborative software, group support systems, and the behavioral aspects of the information technology profession.

Fiona H. **Rohde**, PhD, is a Senior Lecturer in Business School at The University of Queensland. Her primary research activities involve the area of outsourcing, and also the area of information management and its effect of information retrieval. Fiona worked for KPMG in the Computer Audit Division before joining the school approximately 10 years ago.

Hadar **Ronen** received MA in Information Studies at Bar-Ilan University (2003). She is certified in Museology studies Haifa University (1998) and has a BA in Creative Arts and general studies from Haifa University (1992). Hadar worked as a graphic designer and currently is an information specialist in a company developing Knowledge Management platform and Business Intelligence tools. Her interests include User Interface design of web sites and e-books, and digital libraries.

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## INTRODUCING THE AUTHORS OF PEER-REVIEWED ARTICLES (CONT'D)

Hong **Sheng** is a MIS Ph.D. student at University of Nebraska-Lincoln. She received her master degree in MIS from University of Nebraska-Lincoln and her bachelor degree from Shanghai Jiaotong University, China. Her research interests include mobile commerce, strategic implications of mobile applications in organizations, and HCI.

Keng **Siau** is Associate Professor of MIS at University of Nebraska-Lincoln. He is currently serving as Editor-in-Chief of Journal of Database Management and the Book Series Editor for Advanced Topics in Database Research. His research interests include Systems Analysis & Design, mobile commerce, and HCI. Dr. Siau has published over 150 articles, which include more than 55 refereed journal publications.

Felix B **Tan** is Professor of Information Systems at Auckland University of Technology, New Zealand. He serves as the Editor-in-Chief of the Journal of Global Information Management. His current research interests are in business-IT alignment, e-commerce, global IT, management of IT and cognitive mapping/narrative methods. He has published in MIS Quarterly, Journal of Global Information Management, Journal of Information Technology and Information & Management.

Dov **Te'eni** is on the faculty of management at Tel-Aviv University, Israel. He is also the chairman of Israel's Higher Education E-learning center. Dov studies several related areas of information systems in the organizational context: human-computer interaction, computer support for decision-making and for communication, and systems design. In addition, he is interested in information systems for non-profit organizations.

**Tung** Lai Lai is Associate Professor and Associate Director for the Information Management Research Centre at the Nanyang Business School in Singapore. She researches E-Commerce, GSS and Virtual Communities. She is an Associate Editor for Electronic Commerce Research and Applications, Journal of Electronic Commerce in Organizations and e-Service journal. She

has also served as a consultant for both the private and public sectors in Singapore.

Vance **Wilson** is an Assistant Professor of Management Information Systems at the University of Wisconsin-Milwaukee. His research focuses on organizational aspects of human-computer interaction, including study of computer-mediated communication in healthcare, negotiation, and software-development settings.

Rita **Vick** recently completed her PhD in Communication and Information Sciences at the Univ. of Hawaii. Since obtaining her MBA, she has consulted, owned a business, taught graduate and undergraduate courses, published conference papers, journal articles, is currently working on two book chapters, and is seeking a permanent position in industry or academia. Her research interests include distributed cognition, virtual team decision-making, and human-computer interaction.

Chiu Yueh Alice **Wu** has recently completed a Masters Degree specializing in the area of information systems. Prior to undertaking her Masters she completed a Commerce degree. Alice is currently gaining valuable work experience before considering returning to pursue an academic career.

Lian **Xiang** is a graduate student at the Department of Information Systems, National University of Singapore. She received her B.A in information management and information systems from Wuhan University, China. Her research interests include query languages, and user-database interactions.

Shuang **Xu** is a doctoral student in School of CTI at DePaul University. She received her Bachelor degree in CS from Zhejiang University, and her Master degree in CS from Nanjing University, China. Her research concentration is on Human-Computer Interaction, with a keen interest in usability issues on handheld devices. Her dissertation is focusing on dual-modal information presentation.

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## **BEST PAPER AWARD SELECTION PROCESS**

To encourage and acknowledge best efforts from authors of the HCI research in MIS workshops, SIGHCI will be giving out a best paper award at this year's and future workshops. This year's best paper award selection process involved two stages. First, PC members and reviewers were asked to make nominations at the time of reviewing the submissions. Among the 17 accepted submissions, 9 papers received at least one nomination. During the second stage, Ping Zhang and Scott McCoy identified four best paper nominees based on the reviewers' scores in the review results. Then the Best Paper Award Committee, which comprises Dinesh Batra, Jane Carey, Vance Wilson, Mun Yi, and Scott McCoy, independently ranked these four papers. A weighted average score is used to determine the best paper award winner.

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## **BEST PAPER NOMINEES**

Effect of Presentation Flaws on Users' Perception of Quality of On-Line Stores' Web Sites: Is it perception that really counts? Andrea Everard and Dennis Galletta

Development of a Framework for Trust in Mobile Commerce, Keng Siau, Hong Sheng and Fiona Nah

A Study of Task Characteristics and User Intention to Use Handheld Devices for Mobile Commerce, Xiaowen Fang, Susy Chan, Jacek Brzezinski and Shuang Xu

Post-Adoption Behavior of Mobile Internet Users: A Model-Based Comparison between Continuers and Discontinuers, Hoyoung Kim and Jinwoo Kim

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## **BEST REVIEWER SELECTION PROCESS**

Reviewers play an extremely important role in quality control and hence, their best efforts should be recognized and acknowledged. Because reviewers are anonymous and unknown to authors, outstanding reviewers usually go unnoticed despite being 'true heroes' behind the scene. Good reviews not only benefit the authors directly, but also help in building a good workshop program and advancing research efforts in the field. Starting from this workshop, SIGHCI will demonstrate our appreciation of the best review efforts by giving out a best reviewer award at each workshop.

This year, Fiona Nah and Ping Zhang went through the review results to make the final acceptance decisions. Through the process, they identified the best reviewer based on the following criteria:

- Thoroughness of critique, i.e., critical review
- Thoroughness of coaching, i.e., constructive and helpful suggestions and feedback
- Clarity of review
- Timeliness in returning the review

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## WORKSHOP SESSIONS

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### Session 1 (Friday 7:30-9:00)

**Theme: Interface Design & Evaluation - I**

**Chair: Matt Germonprez**

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#### 1. Gender and Personality in Media Rich Interfaces: Do Birds of a Feather Flock Together?

*Traci J. Hess, Washington State University*  
*Mark A. Fuller, Washington State University*  
*John Mathew, Washington State University*

This research explores how user and interface characteristics can interact to influence decision performance. Specifically, this research examines the effects of gender, personality similarity, and increased levels of information cues on user involvement with a computer-based decision aid. In addition, this research explores the downstream effects of user involvement on decision time, effort, satisfaction, confidence, and quality. Findings indicate that gender has a significant influence on user involvement, and that involvement and the level of information cues provided by the decision aid have a direct influence on decision performance.

#### 2. A Test of the Theory of DSS Design for User Calibration: The Effects of Expressiveness and Visibility on User Calibration

*Brian M. Ashford, U.S. Army Logistics Management  
College*  
*George M. Kasper, Virginia Commonwealth  
University*

This paper reports a test of the theory of decision support systems design for user calibration that compares the efficiency of the visual computing paradigm with that of the conventional text paradigm over varied levels of problem novelty. Perfect user calibration exists when a user's confidence in a decision equals the quality of the decision. The laboratory study reported here compared the effects on user calibration of problems depicted either using a text paradigm or visual computing paradigm. The results support the theory. When problems are new and novel, visual depiction improves user calibration. As problems became more familiar and problem novelty decreases, no difference was found in user calibration

between subjects exposed to visibility diagrams and those exposed to a traditional text paradigm.

#### 3. When Information Technology Design Favors Form Over Function: Where is the Value-Added "Tipping Point"?

*Rita M. Vick, University of Hawaii*  
*Brent Auernheimer, California State Univ. Fresno*

Performing usability analysis early in the design process results in lower overall development, deployment, and maintenance costs. Pre-development user and task analysis through questionnaires, observation, low-fidelity prototyping, and usability testing enables productive interactive testing of subsequent operable system prototypes. This helps assure a positive return on investment in information technology. When user-centered design assessment is supplanted by assumptions about user, task, and work environment, the result is often production of applications embellished with functionality unrelated to the user's task. Surveys were administered to elicit user perception of system usability and usefulness and of satisfaction with intra-team interaction. This was the first step in determining the relationship between form and function for users of a Synchronous Distributed-Decision Support System (SD-DSS). It was anticipated that the teamwork process would be most troublesome while the SD-DSS would be perceived as easy to use and functional. The reverse proved to be the case.

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### Session 2 (Friday 9:30-11:00)

**Theme: Social Aspects of HCI**

**Chair: Mun Yi**

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#### 4. A Communication Goals Model of Online Persuasion

*E. Vance Wilson, Univ. of Wisconsin-Milwaukee*  
*Ying Lu, Univ. of Wisconsin-Milwaukee*

Online communication media are being used increasingly for attempts to persuade message receivers. This paper presents a theoretical model that predicts outcomes of online persuasion based on the structure of primary and secondary goals message receivers hold toward the communication.

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## 5. The "Voice Effect" in Groups

*Tom L. Roberts, University of Kansas*  
*Paul Benjamin Lowry, Brigham Young University*

This study looks at how collaborative technology, proximity choices, and group size can affect voicing in groups. Results of the study, involving two experiments with 550 participants, show that collaborative technology can improve an individual's desire to voice, instrumental motives to voice, non-instrumental motives to voice, and the opportunity to voice in face-to-face groups. The results also show that the use of collaborative technology can lesson individual voice losses as groups increase in size especially in distributed environments. These findings have important implications in group interactions using technology.

## 6. An Empirical Investigation of Antecedents of Internet Abuse in the Workplace

*Dennis F. Galletta, University of Pittsburgh*  
*Peter Polak, University of Miami*

This study examined the extent to which employees engage in Internet abuse, and whether any of 15 antecedents predict the amount of that abuse. Data were collected from 571 Usenet users in an on-line survey. Aggregating the time for each of the eleven listed methods of Internet abuse revealed a total of 5.8 hours per week, on average. Most of the antecedents in two of the three Theory of Planned Behavior (TPB) categories (Attitudes and Subjective Norms), were significant, and none of the antecedents in the third TPB category (Perceived Behavioral Control) showed significance. addiction, self-justification, job satisfaction, peer culture, and supervisor culture were significant predictors of Internet abuse. Exploratory demographic factors computer experience, gender, and firm revenue also showed predictive power.

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### Session 3 (Friday 12:30-2:00)

**Theme: HCI Research Transfer to Practice**

**Chair: Mary Czerwinski**

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## 7. HCI Research Transfer to Practice: Better Together (Panel)

*Mary Czerwinski, Microsoft Research*  
*Izak Benbasat, UBC*

*Julie Ratner, Infospace Mobile*  
*Radhika Santhanam, University of Kentucky*  
*Peter Todd, University of Virginia*

Currently, HCI researchers and HCI practitioners work in relatively separate spheres of influence. Practitioners often question the value of academic HCI research and desire more practical directions. HCI researchers often wonder if their research findings are communicated via the optimal channels for influencing practitioners' process and direction, or whether their results generalize to the real workaday world of HCI. This panel attempts to outline what practitioners need from their academic partners, and how they think these needs can be addressed by academic research. Academics on the panel will state what they see as interesting future research challenges, and whether or how they think they can address the practitioner community's interests. The practitioners on the panel will then state their opinions about the opportunities for technology transfer from academia to practice.

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### Session 4 (Friday 2:30-4:00)

**Theme: Interface Design & Evaluation - II**

**Chair: Andrea Houston**

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## 8. A Model Made of Paper: Clinicians Navigate the Electronic Health Record

*Catherine Arnott Smith, Syracuse University*

The electronic health record (EHR) is actually an aggregation of individual clinical documents. Medical records document not only the knowledge domains of clinical practice, but the work processes and practices that support these domains. Human-computer interaction is an important factor in EHR system success: researchers have argued that clinician readers consciously perceive the context of production, and integrate an understanding of the producer into their understanding of the data. In support, this paper reports findings of an information retrieval study using a simulated EHR containing deidentified clinical documents. Physician subjects verbally demonstrated use of a mental model of the paper medical record during their navigation of the system. Clinicians may actively apply a mental representation of their domain of practice—and actively refer to this paper-based knowledge base—when they access medical data. An understanding of the mental models that clinicians use would greatly inform our understanding of EHR systems.

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**9. Effect of Presentation Flaws on Users' Perception of Quality of On-Line Stores' Web Sites: Is it perception that really counts?**

*Andrea Everard, University of Delaware  
Dennis Galletta, University of Pittsburgh*

Presentation flaws are abundant in web sites, but there has been no study to determine how presentation flaws affect consumers' perceptions of quality of an on-line store, trust in the store, and ultimately the intention to purchase. The theoretical foundation stems from various relevant streams of literature: trust and credibility, impression formation, and impression management. A laboratory experiment examined three main factors, incompleteness, error, and poor style, and used 160 student subjects in a completely balanced, fully factorial design (2x2x2). It was found that error, incompleteness, and poor style affected consumers' perceived quality of the web site. Furthermore, it was found that the relationship between the factors and perceived quality was mediated by the perception of the flaws. The perception of flaws rather than the actual flaws influenced users' perception of quality.

**10. Exploring Website Evaluation Criteria using the Repertory Grid Technique: A Web Designers' Perspective**

*Felix B Tan, Auckland University of Technology  
Lai Lai Tung, Nanyang Technological University*

This study aims to investigate web designers' perceptions of an "effective" website. Twenty web designers were interviewed using Kelly's Repertory Grid Technique in order to elicit factors that they consider important when designing or developing B2C websites. Using grounded theory approach, these elicited data were then classified into 14 meta-categories. The intensive nature of the interviews eventually gave rise to a comprehensive framework that broadens the base of existing web evaluation literature. This framework is based on an adapted Technology Acceptance Model with the 4 dimensions of Perceived Ease of Use, Perceived Usefulness, Perceived Playfulness and Attractiveness.

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**Session 5 (Saturday 7:30-9:00)**

**Theme: HCI in Database & SA&D**

**Chair: Dinesh Batra**

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**11. Usability and Efficacy Reactions to Object-Oriented: The Impact of Prior Knowledge**

*Liping Liu, University of Akron*

In this paper, we examine how prior knowledge impacts usability and efficacy reactions to object-oriented techniques. We develop research hypotheses based on the multiconstraint theory of analogical reasoning. We empirically test the hypotheses in an open learning setting. We observed a significant interaction effect: the subjects with prior knowledge on either data or process modeling technique perceived greater difficulty and less confidence in learning object-oriented techniques than novices as well as those who have prior knowledge on both structured techniques. Prior knowledge explained 19% of the variance in both usability and efficacy reactions and, as a common cause, partially explained their correlation.

**12. Evaluation of the Impacts of Data Model and Query Language on Query Performance**

*Hock Chuan Chan, National Univ. of Singapore  
Lian Xiang, National Univ. of Singapore*

It is important to understand how users can utilize database systems more effectively to enhance performance. A major research interest is to evaluate and compare user performance across different data models and query languages. So far, experiments have tested combinations of model plus language. An interesting theoretical and practical question is: how much of the performance difference is caused by the data model itself, and how much by the additional query language syntax? A cognitive model of query processing suggests measurement at two stages. The data model has impact at the first stage, and the model with the query language syntax together has the impact at the second stage. An experiment that compares the object-oriented and relational models and query languages at the two stages provides fresh results.

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### 13. End User Query Performance: The Interaction of User Characteristics and Information Request Ambiguity

*Paul L. Bowen, Univ. of Queensland  
Fiona H. Rohde, Univ. of Queensland  
Chiu Yueh Alice Wu, Univ. of Queensland*

This paper investigates the effects of personality characteristics on individuals' abilities to resolve ambiguity in an information retrieval environment. In particular, this research examines the effects on query performance of the interaction of personality characteristics (as measured using the NEO PI-R) with information requests that contained extraneous, syntactic, or both extraneous and syntactic ambiguities. The results indicate that ambiguity affected performance. The results also show that various personality dimensions significantly affect end-users' abilities to compose accurate queries. Neuroticism, agreeableness, openness to experience, and conscientiousness affected the number of errors made in the query formulations. Conscientiousness affected the length of time taken to compose the queries and neuroticism affected the confidence end users had in the accuracy of their queries. In addition, the results indicated that, while the personality dimensions affected performance, there was no interaction between the personality dimensions and ambiguity.

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**Session 6 (Saturday 9:30-11:00)**  
**Theme: HCI in Mobile Technology**  
**Chair: Jasbir Dhaliwal**

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### 14. Development of a Framework for Trust in Mobile Commerce

*Keng Siau, University of Nebraska-Lincoln  
Hong Sheng, University of Nebraska-Lincoln  
Fiona Nah, University of Nebraska-Lincoln*

Mobile commerce represents a significant development in e-commerce. Despite the potential of mobile commerce, trust is a major obstacle in its adoption and development. The focus of this research is to develop a framework to identify the factors influencing trust in mobile commerce and to explain the development of such trust using a means-ends objective network. We utilized the Value-Focused Thinking approach to interview subjects in order to identify their fundamental and means objectives concerning trust in mobile commerce and to construct a means-ends objective network. A trust framework is developed from the means-ends objective network. As one of the first research on trust in mobile commerce, the

framework developed in this study provides valuable information for researchers and practitioners, and serves as a conceptual foundation for future research in mobile commerce.

### 15. A Study of Task Characteristics and User Intention to Use Handheld Devices for Mobile Commerce

*Xiaowen Fang, DePaul University  
Susy Chan, DePaul University  
Jacek Brzezinski, DePaul University  
Shuang Xu, DePaul University*

Interface design and the selection of appropriate tasks for small-screen mobile applications are issues critical for mobile commerce. Our earlier research has identified five major task factors that may influence user intention to use handheld devices for wireless applications. These factors are: perceived ease of use, perceived usefulness, perceived playfulness, perceived task complexity, and perceived security. We followed up with a questionnaire-based empirical study to validate the relative impact of these proposed task factors on user intention to use handheld devices for mobile commerce. This paper confirms significant correlations between the task factors and user intention. However, only three of the five factors -- perceived usefulness, perceived security, and perceived playfulness -- are important to user intention, explaining 30% of the variations in a multiple regression model. This study makes a unique contribution to HCI and MIS research by providing empirical evidence of user perception of task characteristics for mobile commerce.

### 16. Post-Adoption Behavior of Mobile Internet Users: A Model-Based Comparison between Continuers and Discontinuers

*Hoyoung Kim, Widerthan.com  
Jinwoo Kim, Yonsei University*

Many mobile Internet users are not continuing to use mobile Internet services after initial use. This study aims to explore how such users (discontinuers) differ from ongoing users (continuers) in terms of accepting mobile Internet technology. We propose an adoption model for the mobile Internet consisting of seven critical factors. An on-line survey was conducted on the basis of this model to compare continuers and discontinuers. The survey results show that discontinuers are more sensitive to usefulness and social influences in using mobile Internet services, while continuers are more sensitive to ubiquitous connectivity.

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**Session 7 (Saturday 12:30-2:00)****Theme: HCI Common Ground****Chair: Dennis Galletta**

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**17. Finding Common Ground Among HCI Reference Disciplines (Panel)***Dennis Galletta, University of Pittsburgh**Jonathan Lazar, Towson University**Judy Olson, University of Michigan**Dov Te'eni, Tel-Avi University**Marilyn Tremaine, NJIT**Jane Webster, Queen's University*

Five panelists provide an interesting set of contrasting points of view of the HCI field from four distinct disciplines: Business, Computer Science, Information Science, and Psychology. Panelists are asked to respond to six questions in their presentations that address what their particular field offers that is unique, what seems to be quite similar, the effects of the overlaps, and advice for the future. Many of the panelists represent multiple fields, providing a unique opportunity to address the issues of overlap.

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**Session 8 (Saturday 2:30-4:00)****Theme: Interface Design & Evaluation - III****Chair: Ozgur Turetken**

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**18. Is Relevance Relevant? Investigating Coherence in Knowledge Sharing Environments***Andrew Gemino, Simon Fraser University**Drew Parker, Simon Fraser University**Adrienne Olnick Kutzschan, Queen's University*

This paper focuses on the impact of relevant backgrounds on computer-mediated knowledge sharing and individual knowledge acquisition. An experiment is described based on the coherence principle from the Cognitive Theory of Multi-Media Learning. Results suggest groups using visual chat scored higher in retention and understanding than individuals working alone. In addition, participants using visual chat with relevant backgrounds obtained higher levels of understanding than participants using no relevance or irrelevant backgrounds. These results support the coherence principle in the cognitive theory of multimedia learning and suggest new directions in the design and evaluation of knowledge sharing environments.

**19. Interactivity and Control: The Case of Dynamic Maps for Navigation in Hypertext***Dov Te'eni, Tel-Aviv University**Hadar Ronen, Bar-Ilan University*

Rich information environments such as online tutorials and web-books pose considerable difficulties for users, of which the most notable is being 'lost in hypertext'. If these environments are to become commonplace, they must be designed to relieve users of these difficulties. In this paper we study the effects of dynamic navigational maps on orientation and search performance. We designed a conceptual map that tracks the user's position vis-à-vis the content of the web-book and the history of the user's visits. We show how these maps improve search performance significantly in terms of efficiency (number of clicks) but only weakly in terms of time or accuracy. We call for more research on how to enhance user control in complex information environments.

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## WORKSHOP PARTICIPANTS (AS OF 11/13/2003)

Arnott Smith, Catherine, Syracuse University  
Batra, Dinesh, Florida International University  
Benbasat, Izak, University of British Columbia  
Bowen, Paul, University of Queensland  
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Wijnhoven, Fons, University of Twente  
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Xiang, Lian, National University of Singapore  
Xu, Shuang, DePaul University  
Yi, Mun, University of South Carolina  
Zhang, Ping, Syracuse University

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## ABOUT AIS SIGHCI (<http://melody.syr.edu/hci>)

AIS SIGHCI is the Special Interest Group on Human-Computer Interaction that is affiliated with the Association for Information Systems (AIS). It is one of the first six SIGs announced in ISWORLD in July 2001.

AIS SIGHCI provides a forum for AIS members to discuss, develop, and promote a range of issues related to the history, reference disciplines, theories, practice, methodologies and techniques, new developments, and applications of the interaction between humans, information, technologies, and tasks, especially in the business, managerial, organizational, and cultural contexts.

The SIG's mission is twofold:

- To facilitate the exchange, development, communication, and dissemination of information among AIS members,
- To promote research related to human-computer interaction within business, managerial, and organizational contexts among AIS members and to the larger community of practitioners and scholars.

Possible topics include, but are not limited to, the following:

- The behavioral, cognitive, motivational, and affective aspects of human/technology interaction
- User task analysis and modeling
- Digital documents/genres and human information seeking behavior
- User interface design and evaluation of the Web for B2B, B2C, C2C e-commerce, e-marketplace and supply chain management, group collaboration, negotiation and auction, enterprise systems, intranets, and extranets
- Integrated and/or innovative approaches, guidelines, and standards for analysis, design, and development of interactive devices and systems
- Design of computer interfaces for single-user or collaborative decision support, including design of standard computer interfaces, as well as design for small-screen mobile devices and pervasive computing
- Development and applications of multi-dimensional information visualizations
- Usability engineering metrics and methods for user interface assessment and evaluation
- Usability studies for end-user computing in work or non-work environment, especially in the Internet era
- Information technology acceptance and diffusion issues from cognitive, motivational, cultural, and user interface design perspectives
- The impact of interfaces/information technology on attitudes, behavior, performance, perception, and productivity

- Issues in software learning and training, including perceptual, cognitive, and motivational aspects of learning
- Gender and technology
- Issues related to the elderly, young, and special needs populations
- Issues in teaching HCI courses

### Governance

At the initial stage of establishment, AIS SIGHCI is governed by the chair and executive vice chair with the assistance of the other officers, under the supervision of the advisory board.

#### Advisory Board

Izak Benbasat, University of British Columbia  
Jane Carey, Arizona State University West  
Fred Davis, University of Arkansas  
Dennis Galletta, University of Pittsburgh  
Sirkka Jarvenpaa, Univ. of Texas at Austin  
Diane Strong, Worcester Polytechnic Institute

#### Chair

Ping Zhang, Syracuse University

#### Executive Vice Chair & Secretary

Fiona Fui-Hoon Nah, Univ. of Nebraska-Lincoln

#### Treasurer

Diana Gant, Syracuse University

#### Vice Chair for Research Resources

Ricard E. (Rick) Downing, Rockhurst University

#### Vice Chair for Teaching Resources

Jinwoo Kim, Yonsei University

#### Vice Chair for Conference Planning

Scott McCoy, College of William and Mary

#### Vice Chair for Membership

Tom Roberts, Kansas University

#### Newsletter Editor

Na (Lina) Li, Syracuse University

### Accomplishments:

Since its inception in July 2001, SIGHCI has undergone significant and steady development, which is made possible by the collaborative efforts of many individuals – specifically, the guidance and support from a number of senior MIS scholars, the high level of interest and support from enthusiastic SIG members, and the hard work of the organizing team. In this limited space, we report a condensed version of some accomplishments (up to October 2003).

#### Identity and Community Building

In the proposal for establishing the SIGHCI, we stated that one of the motivations for establishing the SIG on HCI for the AIS association was to build a community of

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scholars who can share common interests and appreciate each other's work. We are so glad to see that our membership has rapidly grown into an impressive body of 240 people. Members represent academic, industry and other sectors, doctoral students, and many countries. Our discussion listserv is open to non-members as well thus we have more HCI enthusiasts on our list.

### Communication and Outreaching

Several aspects of communications have been rigorously designed and implemented to promote the awareness and reputation of our identity and community, and to promote dialogs within the SIG and with other related parties. (1) The first aspect is for SIG-wide communication on areas of mutual interests including research, teaching, and other discussions. This includes providing specific services on listserv, newsletters, and conference meetings. See below for more details. (2) The second aspect is to promote HCI as an important subfield within the MIS discipline. The first panel organized by the SIGHCI was held at AMCIS'02 with the title "The Role of HCI Research in the MIS Discipline." It was well attended and received very positive responses. After the conference, an in-depth paper based on the panel was published in the Communications of the AIS (see below). To build on the research discussion, the 2nd SIG organized panel was held at AMCIS'03 with the title "The Role of HCI in MIS Curriculum." The summary of the panel is being considered for publication in CAIS. The SIG sponsored meetings at AMCIS and ICIS have made strong impact in several ways. Major MIS journals such as AIS' flagship research journal JAIS and the top ranked JMIS were approached and have agreed to publish high quality expansions of papers from the HCI research workshops. (3) The third aspect is to dialog with other HCI associations and communities, especially the most well known ACM SIGCHI. Continuous efforts are being made to disseminate news about our organization, plans and events (including newsletters) to related listservs, organizations, and websites. For example, you can find our SIG organization from the HCI Bibliography website (<http://www.hcibib.org/>) maintained by Gary Perlman, and The *HCI Index* website by Hans de Graaff (<http://degraaff.org/hci/index.html>). Our 2<sup>nd</sup> workshop news appeared in the ACM SIGCHI's communication magazine, *Interactions – New Visions for Human-Computer Interaction* (Volume X.6, November + December 2003). You may have seen postings on our meetings in the CHI-Announcements and CHI-Place listservs and virtual meeting places, to name a few. Vice versa, our newsletters and listserv have published Calls and conference information from ACM SIGCHI. The two AMCIS HCI minitracks (2002 and 2003) have generated two special issues in two well-known journals in the HCI field: IJHCS and BIT. In addition to ACM

SIGCHI, the American Society for Information Science and Technology (ASIS&T), which is the international society for scholars in Information Science, Library Science, and Information Studies, has a great interest in HCI issues, research, and teaching. Thus, efforts have been made to involve and communicate to ASIS&T. One of the goals of the panel at the 2<sup>nd</sup> workshop "Finding Common Ground on HCI Research in Multiple Disciplines" is to establish a greater level of communication with other associations and disciplines to develop greater synergy. Panelists represent a variety of views including Psychology, Information Science, Computer Science, SIGCHI, Information Systems in an Engineering school, and Management Information Systems in Business Schools. (4) The fourth aspect is to establish communication channels with people in the industry. We have an "Industry Voice" section in our newsletter that has published two voices to date. Another panel at the 2<sup>nd</sup> annual workshop strives to bridge academia and industry research interests in HCI. In addition, this year's workshop has benefited from the industry's perspectives by having an increased number of reviewers from the industry.

### SIGHCI Website (<http://melody.syr.edu/hci>)

Created on 10/15/2001, the website is the hub for information related to the SIGHCI. It is updated frequently to reflect timely information that may be of interest to SIG members, and scholars and practitioners at large. One can find information about the mission, membership, listserv, conferences, news, photo gallery, HCI related journals, research resources, teaching resources, other HCI associations, and SIG officers and contacts on the site.

### Listserv ([http://melody.syr.edu/hci/sig\\_listserv.cgi](http://melody.syr.edu/hci/sig_listserv.cgi))

Created in July 2001, the list is for SIG members and other interested people to exchange information and discuss interesting issues. The archive of past postings was set up in January 2002. A policy of list use was established in December 2002 and is available from the listserv page.

### Member Directory (<http://melody.syr.edu/hci/sigdir>)

The AIS SIGHCI Member Directory contains members' contact information, academic record, teaching interests, research interests, on-going projects and publications. It is meant for members to get to know each other, exchange common interests in teaching and research, and to find possible collaborators. The directory has been available online since 12/4/2002. The 2<sup>nd</sup> version of the member directory is being developed by a team under the supervision of VC Membership Tom Roberts.

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### Newsletter (<http://melody.syr.edu/hci/newsletters/>)

The 1<sup>st</sup> newsletter was published in November 2002, the 2<sup>nd</sup> in July 2003, and the 3<sup>rd</sup> in November 2003. There are two newsletters in each year/volume, published in July and November respectively. Starting from the vol. 3, no.1 July 2004 issue, a new section will be created to publish short essays/opinions/research studies. These papers will be editorial reviewed. Newsletter items should be sent to the newsletter editor, Lina (nli@syr.edu), by early June for the July/no.1 issue and early October for the November/no.2 issue.

### Photo Gallery ([http://melody.syr.edu/hci/sig\\_photos/](http://melody.syr.edu/hci/sig_photos/))

To preserve the excitement and memory of SIGHCI activities (including meetings and other social events), this gallery collects and stores the true moments captured by SIGHCI members. The gallery was created on 9/28/2002.

### SIGHCI Organized Conferences/Meetings

SIGHCI participates in two main conferences on a regular basis, AMCIS and ICIS, both are organized and sponsored by AIS. At AMCIS, SIGHCI has sponsored two minitracks on HCI Studies in MIS in 2002 (Dallas, TX) and 2003 (Tampa, FL). Both minitracks were among the largest minitracks at these two AMCIS conferences. Starting from 2004, SIGHCI will hold a track at AMCIS on HCI Studies in MIS, which contains multiple minitracks related to HCI issues. At ICIS, SIGHCI holds annual research workshops prior to ICIS meetings. The first annual workshop was held in Barcelona, Spain in 2002, and the second in Seattle Washington in 2003. The characteristics of these SIGHCI organized meetings are consistent with those of AMCIS and ICIS. At AMCIS, the HCI tracks facilitate broad participation, and strive to be encouraging and inclusive, thus they tend to have a relatively high acceptance rate. At pre-ICIS workshops, we solicit rigorous research studies that are theoretically sound and methodologically solid. So far, these meetings have included formats of peer reviewed research papers, panel debates/discussions, and invited speakers.

### Special Issues of Refereed Academic Journals

So far, four special issues/special section/special theme of highly regarded academic refereed journals have published or are to publish expansions of the best complete research papers from the four meetings that SIGHCI has organized. AMCIS 02 HCI minitrack generated a special issue on "HCI and MIS: Shared Concerns" in the *International Journal of Human-Computer Studies* (IJHCS, 59, 4, October 2003). A special issue of *Behaviour and Information Technology* (BIT) is being edited from the papers in the AMCIS 2003 HCI minitrack. *Journal of Association for Information Systems* (JAIS) is considering a special theme of papers from the 1<sup>st</sup> pre-ICIS workshop. *Journal of Management Information Systems* (JMIS) is planning to publish expanded versions of the best papers from the 2<sup>nd</sup> workshop. We hope to make this a tradition for all SIGHCI organized meetings.

### Articles Generated by SIGHCI Panels

The first panel (at AMCIS 2002) produced the following article that was published after the conference: P. Zhang, I. Benbasat, J. Carey, F. Davis, D. Galletta, and D. Strong (2002), Human-Computer Interaction Research in the MIS Discipline, *Communications of the AIS* (CAIS), 9(20), 334-355. The 2<sup>nd</sup> panel (at AMCIS 2003) generated a paper that is being considered by CAIS. Hopefully the two panels at the 2<sup>nd</sup> workshop will also produce publishable articles.

### **Future Conferences:**

To continue the tradition, the SIGHCI is planning to participate in the following conferences:

Aug. 5-8 2004 - AMCIS'04, HCI Track, New York, NY  
Aug. 12-15 2005 - AMCIS'05, HCI Track, Omaha, NE  
Aug. 2006 - AMCIS'06, HCI Track, Acapulco, Mexico

Dec. 14-17 2004 – ICIS'04, Workshop, Washington, DC  
Dec. 11-14 2005 – ICIS'05, Workshop, Las Vegas, NV  
Dec. 2006 – ICIS'06, Workshop, London, England

Any AIS member is welcome to join SIGHCI through the AIS website (<http://aisnet.org>). Currently the annual dues are \$10 for SIG, and \$85/\$50 (academic/student) for AIS.

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## NOTES

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## NOTES

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## NOTES

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## OUR IDENTITY

The Information School is the newest school on the UW campus and the only information school in the Northwest. We are emerging as one of the leading information schools in the country. The Information School is about changing lives for the better—through information. Three main areas of focus at the Information School are:

### *Information and the Quality of Life*

*We believe that information and information technologies profoundly influence the quality of people's lives. We are dedicated to better understanding that influence and to ensuring that influence is positive, supportive, and productive for all people in all contexts.*

### *Information Power for All*

We believe in the power of information. We work to ensure that all people have access to the information and technology resources, skills, systems, and services they need to succeed personally and collectively.

### *Human-centered Design of Information Systems and Services*

We believe in information systems and services that meet human needs and solve human problems. Much of our work informs the design, creation, and delivery of information systems and services that are both useful and usable for the people and organizations who implement them.

Central to our work in each of these areas is our focus on three core elements:

**information, people, & technology.** The relationships among information, people, and technology pervade every aspect of our research, teaching, and service.

The Information School community is also dedicated to living what we study, teach, and share. This means that a collaborative culture is central to our work. The Information School is based on inclusiveness, relationships, and connections—within the school, on campus, and in the broader community.

## OUR MISSION

The School, consisting of its students, faculty, staff and administration, is dedicated to educating students for professional careers and leadership roles in the information professions including library and information science. Through our specific goals and objectives in instruction, research, service and outreach we create and will continue to create a dynamic learning environment dedicated to preparing our students to respond not only to the opportunities of today, but to the challenges they will face in the 21st century.

## OUR VISION

### *People and Knowledge: Building Information Connections*

The Information School believes that connecting people with knowledge is of fundamental individual and societal importance; further we believe access to information is a basic human right. We commit ourselves to sustain this vision.

### **Degree Programs:**

- Bachelor of Science in Informatics
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## Pre-ICIS HCI/MIS'03 Schedule at a Glance

Friday December 12, 2003      West Ballroom		
Time	Session	Presentation
7-8	Continental Breakfast	
7:30-9	1. Interface Design & Evaluation – I	1. Gender and Personality in Media Rich Interfaces: Do Birds of a Feather Flock Together? Traci J. Hess, Mark A. Fuller and John Mathew 2. A Test of the Theory of DSS Design for User Calibration: The Effects of Expressiveness and Visibility on User Calibration, Brian M. Ashford and George M. Kasper 3. When Information Technology Design Favors Form over Function: Where is the Value-added "Tipping Point"? Rita M. Vick and Brent Auernheimer
9-9:30	Coffee Break	
9:30-11	2. Social Aspects of HCI	4. A Communication Goals Model of Online Persuasion, E. Vance Wilson and Ying Lu 5. The "Voice Effect" in Groups, Tom L. Roberts and Paul Benjamin Lowry 6. An Empirical Investigation of Antecedents of Internet Abuse in the Workplace, Dennis F. Galletta and Peter Polak
11-12:30	Lunch Break (on own)	
12:30-2	3. Panel	7. HCI Research Transfer to Practice: Better Together, Mary Czerwinski, Izak Benbasat, Julie Ratner, Radhika Santhanam, Peter Todd
2-2:30	Coffee Break	
2:30-4	4. Interface Design & Evaluation – II	8. A Model Made of Paper: Clinicians Navigate the Electronic Health Record, Catherine Arnott Smith 9. Effect of Presentation Flaws on Users' Perception of Quality of On-Line Stores' Web Sites: Is it Perception that really Counts? Andrea Everard and Dennis F. Galletta * 10. Exploring Website Evaluation Criteria using the Repertory Grid Technique: A Web Designers' Perspective, Felix B Tan and Lai Lai Tung
5-6:30	SIGHCI Executive Meeting (Boardroom on 4 <sup>th</sup> floor)	

Saturday, December 13, 2003      Metropolitan Ballroom		
Time	Session	Presentation
7-8	Continental Breakfast	
7:30-9	5. HCI in Database & Systems Analysis and Design	11. Usability and Efficacy Reactions to Object-Orientation: The Impact of Prior Knowledge, Liping Liu 12. Evaluation of the Impacts of Data Model and Query Language on Query Performance, Hock Chuan Chan and Lian Xiang 13. End User Query Performance: The Interaction of User Characteristics and Information Request Ambiguity, Paul L. Bowen, Fiona H. Rohde and Chiu Yueh Alice Wu
9-9:30	Coffee Break	
9:30-11	6. HCI in Mobile Technology	14. Development of a Framework for Trust in Mobile Commerce, Keng Siau, Hong Sheng and Fiona Nah * 15. A Study of Task Characteristics and User Intention to Use Handheld Devices for Mobile Commerce, Xiaowen Fang, Susy Chan, Jacek Brzezinski and Shuang Xu * 16. Post-Adoption Behavior of Mobile Internet Users: A Model-Based Comparison between Continuers and Discontinuers, Hoyoung Kim and Jinwoo Kim *
11-12:30	Lunch Break (on own)	
12:30-2	7. Panel	17. Finding Common Ground Among HCI Reference Disciplines, Dennis Galletta, Jonathan Lazar, Judy Olson, Dov Te'eni, Marilyn Tremaine, Jane Webster
2-2:30	Coffee Break	
2:30-3:30	8. Interface Design & Evaluation – III	18. Is Relevance Relevant? Investigating Coherence in Knowledge Sharing Environments, Andrew Gemino, Drew Parker and Adrienne Olnick Kutzschan 19. Interactivity and Control: the Case of Dynamic Maps for Navigation in Hypertext, Dov Te'eni and Hadar Ronen
3:30-4	Conclusion	Presentation of the Best Reviewer Award and Best Paper Award
6-7	Reception (Cedar Room)	

\* Best paper nominees