

# Ghiyoung Im

College of Business  
University of Louisville  
Louisville, KY 40292  
Phone: (502) 852-4794  
Email: ghiyoung.im@louisville.edu

## 1. Academic History

### 1.1 Academic Positions

- 2014-Present Associate Professor (tenured), Department of Information Systems, Analytics and Operations, University of Louisville
- 2012-2014 Assistant Professor, Department of Computer Information Systems, University of Louisville
- 2011-2012 Visiting Assistant Professor, Department of Computer Information Systems, University of Louisville
- 2006-2011 Assistant Professor, Department of Decision Sciences, Clark Atlanta University
- 2001-2006 Lecturer/graduate research assistant, School of Business, Georgia State University, Atlanta, Georgia

### 1.2 Education

- Ph.D. in Business Administration  
Georgia State University, Atlanta, Georgia, 2007  
Major: Computer Information Systems
- Master of Science  
New York University, New York, NY  
Major: Information Systems in Stern School of Business
- Master of Science  
Korea Advanced Institute of Science & Technology (KAIST), Seoul, Korea  
Major: Management Science
- Bachelor of Arts  
Yonsei University, Seoul, Korea  
Major: Economics

## 2. Honors

### 2.1 Research

- Keil, M., Im, G., & Mähring, M. 2004. The Effects of Scapegoating on Willingness to Report Bad News on Troubled Software Projects. Paper presented at *the Tenth Americas Conference on Information Systems*, New York City. (Nominated for the best paper).
- Robey, D., Im, G., & Wareham, J. 2006. Consensus and Diversity in Information Systems Research: Theoretical Foundations of Empirical Research on Interorganizational Systems. *2006 Academy of Management*. Atlanta, Georgia. (included in AOM best paper proceedings)
- Park, C., Im, G.P., & Keil, M. 2006. Overcoming the MUM Effect in IT Project Reporting: The Effect of Time pressure and Blame Shifting. *2006 Academy of Management*. Atlanta, Georgia. (included in AOM best paper proceedings)

### 2.2 General

- *Faculty Excellence Award for 2012*. University of Louisville. (2013)
- *Cybersecurity Service Excellence Award*. University of Louisville. (2015)
- *Research Excellence Award for 2018*. University of Louisville. (2019)
- *Student Champion*. University of Louisville. (2021)
- *Faculty Favorites*. University of Louisville. (2023)

## 3. Research

### 3.1 Peer-Reviewed Publications

#### 3.1.1 Journal articles

- 1) Im, G., & Baskerville, R. 2005. A Longitudinal Study of Information System Threat Categories: The Enduring Problem of Human Error. *Database for Advances in Information Systems*, 36 (4), 68-79.
- 2) Kwon, O. B., Im, G., & Lee, K. C. 2007. MACE-SCM: Multi-Agent and Case-Based Reasoning Collaboration Mechanisms for Supply Chain Management under Demand and Supply Uncertainties. *Expert Systems with Applications*, 33 (3), 690-705.
- 3) Keil, M., Im, G., & Mähring, M. 2007. Reporting Bad News on Software Projects: The Effects of Culturally Constituted Views of Face-saving. *Information Systems Journal*, 17, 59-87.
- 4) Im, G. & Wang, J., 2007. A TETRAD-based Approach for Theory Development in Information Systems Research, *Communications of the Association for Information Systems*, 20, 322-345.
- 5) Im, G., & Rai, A. 2008. Knowledge Sharing Ambidexterity in Interorganizational Relationships. *Management Science*. 54(7), 1281–1296.
- 6) Park, C., Im, G., & Keil, M. 2008. Overcoming the mum effect in IT project reporting: Impacts of fault responsibility and time urgency. *Journal of the Association for Information Systems*. 9(7), 409-431.
- 7) Robey, D., Im, G., & Wareham, J. 2008. Theoretical Foundations of Empirical Research on Interorganizational Systems: Assessing Past Contributions and Guiding Future Directions. *Journal of the Association for Information Systems*. 9(9), 497-518.
- 8) Rai, A., Im, G., & Hornyak, R. 2009. How CIOs Can Align IT Capabilities for Supply Chain Relationships? *MISQ Executive*. 8(1), 9-18.

- 9) Kwon, O.B., Im, G., & Lee, K.C. 2011. An Agent-Based Web Service Approach for Supply Chain Collaboration. *Scientia Iranica*. 18(6), 1545–1552.
- 10) Rai, A., Pavlou, P., Im, G. & Du, S. 2012. Inter-firm IT Capabilities and Strategic Communications for Co-Creating Relational Value. *MIS Quarterly*. 36(1), 233-262.
- 11) Im, G., & Rai, A. 2014. IT-Enabled Coordination for Ambidextrous Interorganizational Relationships. *Information Systems Research*. 25(1), 72-92.
- 12) Im, G. 2014. The Effects of Cognitive and Social Factors on System Usage and Performance Outcome. *Information & Management*. 51 (1), 129-137.
- 13) Im, G., & Straub, D. 2015. The Critical Role of External Validity in Advancing Organizational Theorizing, *Communications of the Association for Information Systems*. 37(44). Available at: <http://aisel.aisnet.org/cais/vol37/iss1/44>
- 14) Park, E., Im, G., Storey, V., & Baskerville, R. 2019. Never, Never Together Again: How Postpurchase Affect Drives Consumer Outcomes Within the Context of Online Consumer Support Communities, *Journal of the Association for Information Systems*. 20(1). Article 1. DOI: 10.17705/1jais.00529 Available at: <https://aisel.aisnet.org/jais/vol20/iss1/1>
- 15) Im, G., Rai, A., & Schurer, L. 2019. Governance and Resource Sharing Ambidexterity for Generating Relationship Benefits in Supply Chain Collaborations. *Decision Sciences*. 50(4), 656-693.
- 16) Namvar, M., Intezari, A., & Im, G. (2021). Sensegiving in organizations via the use of business analytics. *Information Technology & People*. 34(6), 1615-1638.
- 17) Park, E. H., Im, G. P., Zhang, J., Lee, Y. H., Chun, K. H., & Park, Y. S. (2023). The Impacts of Role Overload and Role Conflict on Physicians' Technology Adoption. *Australasian Journal of Information Systems*, 27. <https://doi.org/10.3127/ajis.v27i0.3769>
- 18) Im, G., & Ahuja, M. (2023). The Interdependence of Coordination and Cooperation in Information Technology Outsourcing. *Information Systems Research*. 34(4), 1791-1806. <https://doi.org/10.1287/isre.2023.1216>
- 19) Namvar, M., Li, J., Im, G. P., & Akhlaghpour, S. (forthcoming) Machine Learning Based Decision-Making: A Sensemaking Perspective. *Australasian Journal of Information Systems*.
- 20) Tanriverdi, H., Kwon, J., & Im, G. P. (forthcoming) Taming Complexity in the Cybersecurity of Multihospital Systems: The Role of Enterprise-wide Data Analytics Platforms. *MIS Quarterly*.

### 3.1.2 Conference Proceedings

- 1) Im, G., & Raven, A. 2003. Fit and Social Construction in Knowledge Management Systems. Paper presented at *the 11th European Conference on Information Systems*, Napoli, Italy.
- 2) Kwon, O. B., Im, G., & Lee, K. C. 2004. Using Multi-agent and Case-Based Reasoning for Collaboration in a Supply Chain. Paper presented at *the Tenth Americas Conference on Information Systems*, New York.
- 3) Keil, M., Im, G., & Mähring, M. 2004. The Effects of Scapegoating on Willingness to Report Bad News on Troubled Software Projects. Paper presented at *the Tenth Americas Conference on Information Systems*, New York City. (Nominated for the best paper).
- 4) Kwon, O. B., Im, G., & Lee, K. C. 2005. MACE-SCM: An Effective Supply Chain Decision Making Approach based on Multi-agent and Case-based Reasoning. Paper presented at *the Hawaii International Conference on System Sciences (HICSS-38)*, Hawaii.
- 5) Robey, D., Im, G., & Wareham, J. 2006. Consensus and Diversity in Information Systems Research: Theoretical Foundations of Empirical Research on Interorganizational Systems. *2006 Academy of Management*. Atlanta, Georgia. (included in AOM best paper proceedings)

- 6) Park, C., Im, G.P., & Keil, M. 2006. Overcoming the MUM Effect in IT Project Reporting: The Effect of Time pressure and Blame Shifting. *2006 Academy of Management*. Atlanta, Georgia. (included in AOM best paper proceedings)
- 7) Rai, A., Im, G., & Hornyak, R. 2007. Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-Creation. *pre-ICIS 2007 SIM Academic Workshop*. Montreal, Canada.
- 8) Im, G. 2008. The Effects of Fit and Social Construction on Individual Performance, *The Korea Society of Management Information Systems*, Seoul, Korea.
- 9) Im, G., & Straub, D. 2008. Building Strong Cumulative Tradition in IS: A Methodology for Utilizing External Validity for Theoretical Generalization, *2008 Academy of Management*. Anaheim, California.
- 10) Im, G., Rai, A., & Lambert, L.S. 2009. An Effect of the Fit between Motivation and Knowledge Sharing Ambidexterity in Interfirm Partnering. *2009 Academy of Management*. Chicago, Illinois.
- 11) Park, E., Im, G., & Storey, V. 2012. Consumer Discontinuance of Information Technology: An Emotion Process Perspective. *International Conference on Information Systems*, Orlando.
- 12) Im, G., Park, E., Storey, V. 2013. The Effects of Cognitive and Emotional Contagion on Repurchase Intentions of Information Technology. *International Conference on Information Systems*, Milan, Italy.
- 13) Im, G., Ahuja, M. 2014. IT Outsourcing Project Success: A Learning Framework, *The Korea Society of Management Information Systems*, Seoul, Korea.
- 14) Im, G., Straub, D. 2014. Knowledge Accumulation Patterns and Their Characteristics in IS, *Post-ICIS LG CNS/KrAIS Research Workshop*, Auckland, New Zealand.
- 15) Im, G., Ahuja, M. 2015. Client and Vendor Learning in Information Technology Outsourcing, *Academy of Management*, Vancouver, Canada.
- 16) Goyal, S., Im, G., Davis, F., Limayem, M. 2016. Individual Differences in Online Shopping: The Role of Psychological Contract Violation in Recommendation Agents, *Seventh Annual Post-ICIS LG CNS/KrAIS Research Workshop*, Dublin, Ireland.
- 17) Im, G., Ahuja, M., Jin, S.H. 2017. IT Capabilities and Inter-firm Value Creation, *Post-ICIS LG CNS/KrAIS Research Workshop*, Seoul, Korea.
- 18) Im, G. 2019. IT Connectivity and Supply Chain Relational Flexibility, *Post-ICIS LG CNS/KrAIS Research Workshop*, Munich, Germany.
- 19) M. Losavio et al., "STEM for Public Safety in Cyber: Training for Local Law Enforcement and Cyber Security," *2019 IEEE Integrated STEM Education Conference (ISEC)*, Princeton, NJ, 2019, pp. 215-221, doi: 10.1109/ISECon.2019.8881990.
- 20) Tanriverdi, H., Kwon, J., Im, G. 2020. Data Breaches in Multihospital Systems: Antecedents and Mitigation mechanisms. *International Conference on Information Systems*, Virtual.
- 21) Im, G. 2021. The Impact of IT Connectivity on Supply Chain Strategic Flexibility and Performance, *Post-ICIS KrAIS Research Workshop*, Austin, Texas.
- 22) Im, G., Cho, S. 2022. Individual Ambidexterity in Hybrid Workplaces, *The Korea Society of Management Information Systems*, Busan, Korea.
- 23) Tanriverdi, H., Im, G. 2022. Cybersecurity Risk of Interfirm Cooperation: Alliance or Joint Venture, *Workshop on Information Security and Privacy (WISP)*, Copenhagen, Denmark, 2022

- 24) Tanriverdi, H., Im, G. 2022. Cybersecurity Risk of Interfirm Cooperation: Alliance or Joint Venture, *Post-ICIS KrAIS Research Workshop*, Copenhagen, Denmark.

## **3.2 Non-Peer-Reviewed Publications**

### **3.2.1 Journal Articles / Book chapters**

NA

### **3.2.2 Presentations**

- 1) Exploratory and Exploitative Knowledge Sharing in Long-term Interorganizational Relationships, 2005 Knowledge Management Doctoral Consortium, hosted by the Monieson Centre at Queen's University, Kingston, Ontario, Oct. 30 - Nov. 1, 2005.
- 2) Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-Creation, Presented to senior executives at UPS Supply Chain Solutions. Atlanta, Georgia, Sep. 20, 2006. (with Arun Rai & Rob Hornyak).
- 3) Knowledge Sharing Ambidexterity in Interorganizational Relationships, Presented at Hanyang University, Seoul, Korea, December, 2011.
- 4) The Effects of Cognitive and Emotional Contagion on Repurchase Intentions of Information Technology, Presented at CEPRIN theory workshop at Georgia State University, May 13, 2013.
- 5) Selecting Research Questions in A Research Program, Presented at Seoul National University, May, 2013
- 6) An Affect Process Model of Information Technology Consumer Post-Adoptive Behaviors, Presented at Yonsei University, May, 2014
- 7) An Affect Process Model of Information Technology Consumer Post-Adoptive Behaviors, Presented at Seoul National University, May, 2014
- 8) An Affect Process Model of Information Technology Consumer Post-Adoptive Behaviors, Presented at Addis Ababa University, July, 2014
- 9) The Effect of Post-Purchase Affect in Online Information Technology Consumer Support Communities, Presented at Yonsei University, May, 2015
- 10) Individual Differences in Online Shopping: The Role of Psychological Contract Violation in Recommendation Agents, Presented at Seventh Annual Post-ICIS KrAIS Research Workshop, Dec, 2016
- 11) IT Connectivity and Supply Chain Relational Flexibility, Presented at Tenth Annual Post-ICIS KrAIS Research Workshop, Dec, 2019
- 12) The Effect of Shared Domain Knowledge and Motivational Elements on Information Technology Outsourcing, Presented at KAIST, July, 2021
- 13) The Impact of IT Connectivity on Supply Chain Strategic Flexibility and Performance, *Post-ICIS KrAIS Research Workshop*, Austin, Texas, Dec, 2021.
- 14) The Role of Centers of Academic Excellence in Democratizing Cyber Security, Kentucky Cybersecurity and Forensics Conference, Online through Murray State University, November, 2021
- 15) The Role of Centers of Academic Excellence in Democratizing Cyber Security, Presented at the NSA CAE Forum, January 5, 2022.

- 16) Re-imagining Cyber Security Workforce: Engaging Communities to Better Protect Our Families, Schools, and Work, Presented at NSF SaTC Town Hall, March 17, 2022
- 17) Individual Ambidexterity in Hybrid Workplaces, *The Korea Society of Management Information Systems*, Busan, Korea, 2022.
- 18) Cybersecurity Risk of Interfirm Cooperation: Alliance or Joint Venture, *Workshop on Information Security and Privacy (WISP)*, Copenhagen, Denmark, 2022.
- 19) Cybersecurity Risk of Interfirm Cooperation: Alliance or Joint Venture, *Post-ICIS KrAIS Research Workshop*, Copenhagen, Denmark, 2022.
- 20) Paradoxical Business Analytics Use and Organizational Agility. TREO Talk Paper. *Twenty-ninth Americas Conference on Information Systems*, Panama City, Panama, 2023.