

## T. RACHEL CHUNG

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### EDUCATION

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**Ph.D. Candidate, Management Information Systems**, University of Pittsburgh, Pittsburgh, PA

Dissertation Title: Building Successful Knowledge Repository Systems: Refinement, Quality and Usage

Dissertation Advisor: Dr. William R. King

Expected Graduation: June 2008

**Ph.D., Psychology**, University of Pittsburgh, Pittsburgh, PA

**M.S., Information Science**, University of Pittsburgh, Pittsburgh, PA

**B.S., Psychology**, National Taiwan University, Taipei, Taiwan

### RESEARCH INTERESTS

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**Knowledge Management:** Refinement Processes, Transfer Effectiveness, Impact of Expertise, Reusability of Codified Knowledge, Knowledge Reuse, Knowledge Creation.

**Managerial and Organization Cognition:** Organizational Creativity, Organizational Learning, Knowledge Creation.

**Ecommerce:** Human-Computer Interaction, Feedback Mechanisms, Information Foraging, Psychophysiology of Online Navigation.

### JOURNAL PUBLICATIONS

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Cho, K., Chung, T.R., King, W.R. & Schunn, C. (in press). Creating a Peer-Based Computer-Supported Knowledge Refinement Process. *Communications of the ACM*. Available at <http://ladybug.lrdc.pitt.edu/kcho/ref/ChoChungKingSchunn@CACM.pdf>

King, W.R., Chung, T.R., & Haney, M. (2008). Knowledge Management and Organizational Learning. *Omega*, 36, 167-176. Available at [http://www.sciencedirect.com/science?\\_ob=MIimg&\\_imagekey=B6VC4-4KV8TM0-1-3&\\_cdi=5944&\\_user=10&\\_orig=browse&\\_coverDate=09%2F08%2F2006&\\_sk=999999999&view=c&wchp=dGLbVlb-zSkzV&md5=ca05fd53fa8672cb99c7eaa515ea0c6b&ie=/sdarticle.pdf](http://www.sciencedirect.com/science?_ob=MIimg&_imagekey=B6VC4-4KV8TM0-1-3&_cdi=5944&_user=10&_orig=browse&_coverDate=09%2F08%2F2006&_sk=999999999&view=c&wchp=dGLbVlb-zSkzV&md5=ca05fd53fa8672cb99c7eaa515ea0c6b&ie=/sdarticle.pdf)

### BOOK CHAPTER

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Chung, T.R. & Cho, K. (accepted). Collaboration-Based Knowledge Refinement as a Key Success Factor for Knowledge Repository Systems. To appear in Kock, N. (ed.), *Encyclopedia of E-Collaboration*.

### PAPERS UNDER REVIEW

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Chung, T.R., Liang, T.P., Peng, C.H. & Chen, D.N. (under review). Knowledge Creation, Creativity, and Firm Performance: Moderating and Mediating Processes from an Organizational Learning Perspective. Under second round review with *Journal of Management Information Systems*.

- Chung, T.R., Bateman, P. & Cho, K. (under review). An Integrated View of Cognitive and Perceived Expertise on Knowledge Transfer. Under review with *Journal of the AIS*.
- King, W., Torkzadeh, R., & Chung, T.R. (under review). The State of IS Research in IT Offshoring. Invited for fast-tracked review with *Information Systems Frontiers*.

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#### REFEREED CONFERENCE PROCEEDINGS

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- Galletta, D., Haney, M., Chung, T.R., Pike, J. & Polak, P. (2007). Does Our Web Site Stress You Out? Information Foraging and the Psycho-Physiology of Online Navigation. *International Conference on Information Systems 2007*, Montreal, Quebec, Canada, December 9-12, 2007.
- Chung, T.R., Bateman, P. & Cho, K. (2005). Expertise Gaps and Profiles: An Integrated View of Expertise on Knowledge Transfer. *The Fifth Annual Pre-ICIS Information Systems Cognitive Research Workshop*, Las Vegas, NV, December 11, 2005. <http://www.ou.edu/is-core/Papers/Chung-Bateman-Cho.pdf>. Selected for fast-tracking to *Journal of the AIS*.
- Chung, T.R. & Gordon, P. (1998). The Acquisition of Chinese Dative Alternation. In A. Greenhill, M. Hughes, H. Littlefield, & H. Walsh (eds.), *The proceedings of the 22nd Annual Boston University Conference on Language Development*. Somerville, MA: Cascadilla Press. pp. 109-120. <http://faculty.tc.columbia.edu/upload/pg328/BUChinDat.pdf>

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#### REFEREED CONFERENCE PRESENTATIONS

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- King, W., Torkzadeh, R., & Chung, T.R. (2007). The State of IS Research in IT Offshoring. *Working Paper* for the 3<sup>rd</sup> International Conference on Outsourcing of Information Services (ICOIS, 2007) Heidelberg, Germany, May 29-30, 2007.
- Chung, T.R. (2007). Towards a social information processing model of clan control in IS project management. *Academy of Management Annual Meeting*, the Organizational Communication & Information Systems division, Philadelphia, PA, August 3-8, 2007.
- Cho, K., Chung, T.R., King, W.R. & Schunn, C. (2006). Creating peer-based knowledge refineries. *Academy of Management Annual Meeting*, the Organizational Communication & Information Systems division, Atlanta, GA, August 11-16, 2006.
- Peng, C.H., Chung, T.R., Chen, D.N., & Liang, T.P. (2006). The role of knowledge characteristics in knowledge creation activities and organizational outcomes. *Academy of Management Annual Meeting*, the Managerial and Organizational Cognition division, Atlanta, GA, August 11-16, 2006.
- Chung, T.R. (1999). Can Two-Year-Olds Sort Substances by Color? *The CMU-PITT Graduate Student Conference*, Pittsburgh, PA, July, 1999.
- Chung, T.R. (1997). The Acquisition of Chinese Dative Alternation. *Inaugural Conference on the Joint Institute for Chinese Language and Cognitive Science*, Hong Kong, August, 1997.

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#### WORK IN PROGRESS

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- Chung, T.R., Boucher, M. & King, W.R. (in preparation). Building Successful Knowledge Repository Systems: Refinement, Quality and Usage. *Working Paper*.
- Chung, T.R., Balint, B., Treichler, L. & Nallur, V. (in preparation). Improving the effectiveness of feedback contributions in online environments. *Working Paper*.
- Chen, D.N., Chung, T.R., & Liang, T.P. (in preparation). An Ecological View of Knowledge Evolution. *Working Paper*.

## EDITORIAL EXPERIENCE

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**Guest Associate Editor** for *Omega*, the International Journal of Management Science. Special Issue on Knowledge Management and Organizational Learning (2006)

### **Ad Hoc Reviewer for Journals**

*Journal of Management Information Systems* (JMIS) (2006)

*European Journal of Information Systems* (EJIS) (2006)

*Information System Management* (ISM) (2006)

*The Canadian Journal of Administrative Sciences* (2007)

*e-Service Journal* (2007)

*Omega* (2006)

### **Ad Hoc Reviewer for Conferences**

*International Conference on Information Systems* (ICIS) (2006)

*Hawaii International Conference on System Sciences* (HICSS) (2006)

*Academy of Management Meeting* (AOM) (2006-2007)

*Americas Conference on Information Systems* (AMCIS) (2006-2007)

### **Reviewer for Book Chapters**

Kock, N. (ed.), *Encyclopedia of E-Collaboration* (2006)

King, W.R. (ed.) *Planning for IS: Advances in Management Information Systems Series* (2007)

## TEACHING EXPERIENCE

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### **Graduate-level teaching & workshops**

Information Technology in Organizations (University of Pittsburgh, 2006)

Research Methods & Statistics (Chatham College, 2004)

Guest Instructor for PhD seminar on Knowledge Management and Organizational Learning (University of Pittsburgh, June 21, 2006)

Partial Least Squares (PLS) workshop for PhD students (University of Pittsburgh, May 26, 2006)

### **Graduate-level grading assistance**

MBA course: Introduction to Information Systems (University of Pittsburgh, 2006-2007)

MBA course: Systems Analysis & Design (University of Pittsburgh, 2007)

MBA course: Ecommerce (University of Pittsburgh, 2007)

International EMBA course: Information Systems (University of Pittsburgh, 2007)

### **Undergraduate-level teaching**

Introduction to Information Systems (University of Pittsburgh, 2007)

Introduction to Psychology (University of Pittsburgh, 2001)

Human Cognition & Learning Laboratory (University of Pittsburgh, 2000-2002)

Research Methods Laboratory (University of Pittsburgh, 1996-1999)

Developmental Psychology (University of Pittsburgh, 1998-2003)

### **Undergraduate-level teaching assistance**

Statistics (University of Pittsburgh, 1997)

Introduction to Psychology (University of Pittsburgh, 1997-1998)

Developmental Psychology (University of Pittsburgh, 1995-1999)

### **Curriculum development**

Adoption and Diffusion of IT Innovation: Assisted with course development for MBA. (University of Pittsburgh, 2006)

MIS Undergraduate Curriculum Redesign: Participated in the redesign of the MIS undergraduate curriculum. (University of Pittsburgh, 2006)

### **PROFESSIONAL EXPERIENCE**

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#### **Board of Directors**

Advanced Building Systems Inc. (2007 – present)

#### **IT Consultant**

TingWall Inc. (2003 - present)

dBaza (2007)

University of Pittsburgh (2000 - 2007)

Florida International University (2005)

Harvard University (2004)

Magee Women's Hospital (2003)

**Visiting Post-doctoral Researcher**, National Sun-Yat Sen University (2006-2007)

**Research Scholar/Data Manager**, University of Pittsburgh (2001-2004)

**Intern, Human Factors**, Eastman Kodak (2000)

### **COMMUNITY SERVICES**

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**Committee Member**, OCIS AOM Division Challenge Award Grant Administration Committee (2007)

**Committee Member**, IS Undergraduate Curriculum Development Task Force, Katz Graduate School of Business, University of Pittsburgh: Coordinated corporate relations in the process of curriculum redesign; developed course content materials (2006)

**Conference Volunteer**, International Conference on information Systems (ICIS): Provided coordination assistance, staffed placement desks and monitored speaker sessions (2004-2005)

### **PROFESSIONAL AFFILIATION**

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**Academy of Management** (2006 - present) – OCIS & MOC divisions

**Association for Information Systems** (2004 - present)

**Pittsburgh Regional Knowledge Management Consortium** (2005 - present)

**IS-CoRE, Association of information Systems, Cognitive Research Exchange Special Interest Group** (2005)

### **AWARDS & HONORS**

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**Paper selected for fast-tracking to *Journal of the AIS*, Chung, T.R., Bateman, P. & Cho, K. (2005).**  
Expertise gaps and profiles: An integrated view of expertise on knowledge transfer. The Fifth Annual Pre-ICIS Information systems Cognitive Research Workshop, Las Vegas, NV (2005)

**Knowledge Management Doctoral Consortium**, the Monieson Centre at the Queen's School of Business, Queen's University, in Kingston (2006)

**Doctoral Consortium, AMCIS** (2007)

**OCIS Doctoral Consortium, Academy of Management Meeting** (2006)

**Dean's Office Small Grant**, Katz Graduate School of Business, with Dennis Galletta, Jacqueline Pike, Mark Haney, and Ilana Diamant (2006)

**Travel Bursary Award for Presentation at the 2006 Knowledge Management Doctoral Consortium**, the Monieson Centre at the Queen's School of Business, Queen's University, in Kingston (2006)

**Ewing Marion Kauffman Foundation fellowship** for One Week Intensive PhD Seminar in Entrepreneurship (2006)

**University of Pittsburgh Graduate and Professional Student Association Travel Grant** (1998, 2005-2007)

**University of Pittsburgh Katz Graduate School of Business Travel Grant** (2005-2007)

#### REFERENCES

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**Dennis Galletta**, Professor

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**William R. King**, University Professor

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