

Shan L Pan

List of Publications by Year in descending order

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113
papers

5,793
citations

61857

43
h-index

85405

71
g-index

113
all docs

113
docs citations

113
times ranked

3349
citing authors

#	ARTICLE	IF	CITATIONS
1	Product-, Corporate-, and Country-Image Dimensions and Purchase Behavior: A Multicountry Analysis. <i>Journal of the Academy of Marketing Science</i> , 2004, 32, 251-270.	7.2	313
2	Demystifying case research: A structuredâ€“pragmaticâ€“situational (SPS) approach to conducting case studies. <i>Information and Organization</i> , 2011, 21, 161-176.	3.1	279
3	Knowledge Management in Practice: An Exploratory Case Study. <i>Technology Analysis and Strategic Management</i> , 1999, 11, 359-374.	2.0	246
4	Bridging communities of practice with information technology in pursuit of global knowledge sharing. <i>Journal of Strategic Information Systems</i> , 2003, 12, 71-88.	3.3	239
5	The Emergence of Self-Organizing E-Commerce Ecosystems in Remote Villages of China: A Tale of Digital Empowerment for Rural Development. <i>MIS Quarterly: Management Information Systems</i> , 2016, 40, 475-484.	3.1	210
6	A Socioâ€“Technical View of Knowledge Sharing at Buckman Laboratories. <i>Journal of Knowledge Management</i> , 1998, 2, 55-66.	3.2	190
7	Affordances, experimentation and actualization of FinTech: A blockchain implementation study. <i>Journal of Strategic Information Systems</i> , 2019, 28, 50-65.	3.3	181
8	Using e-CRM for a unified view of the customer. <i>Communications of the ACM</i> , 2003, 46, 95-99.	3.3	148
9	Structurational analysis of e-government initiatives: a case study of SCO. <i>Decision Support Systems</i> , 2003, 34, 253-269.	3.5	141
10	From fighting COVID-19 pandemic to tackling sustainable development goals: An opportunity for responsible information systems research. <i>International Journal of Information Management</i> , 2020, 55, 102196.	10.5	140
11	Managing e-transformation in the public sector: an e-government study of the Inland Revenue Authority of Singapore (IRAS). <i>European Journal of Information Systems</i> , 2003, 12, 269-281.	5.5	139
12	Examining the Strategic Alignment and Implementation Success of a KMS: A Subculture-Based Multilevel Analysis. <i>Information Systems Research</i> , 2011, 22, 39-59.	2.2	120
13	Strategy, Resource Orchestration and E-commerce Enabled Social Innovation in Rural China. <i>Journal of Strategic Information Systems</i> , 2017, 26, 3-21.	3.3	114
14	Towards a holistic perspective of customer relationship management (CRM) implementation: A case study of the Housing and Development Board, Singapore. <i>Decision Support Systems</i> , 2006, 42, 1613-1627.	3.5	113
15	Information resource orchestration during the COVID-19 pandemic: A study of community lockdowns in China. <i>International Journal of Information Management</i> , 2020, 54, 102143.	10.5	112
16	Managing Stakeholder Interests in e-Government Implementation. <i>Journal of Global Information Management</i> , 2005, 13, 31-53.	1.4	108
17	Knowledge transfer and organizational learning in IS offshore sourcing. <i>Omega</i> , 2008, 36, 267-281.	3.6	96
18	Developing focal capabilities for e-commerce adoption: A resource orchestration perspective. <i>Information and Management</i> , 2015, 52, 200-209.	3.6	94

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19	Managing user acceptance towards enterprise resource planning (ERP) systems – understanding the dissonance between user expectations and managerial policies. <i>European Journal of Information Systems</i> , 2005, 14, 135-149.	5.5	86
20	Digitally enabled disaster response: the emergence of social media as boundary objects in a flooding disaster. <i>Information Systems Journal</i> , 2017, 27, 197-232.	4.1	82
21	User engagement in e-government systems implementation: A comparative case study of two Singaporean e-government initiatives. <i>Journal of Strategic Information Systems</i> , 2008, 17, 124-139.	3.3	80
22	Customer relationship management (CRM) in e-government: a relational perspective. <i>Decision Support Systems</i> , 2006, 42, 237-250.	3.5	78
23	The role of IT in crisis response: Lessons from the SARS and Asian Tsunami disasters. <i>Journal of Strategic Information Systems</i> , 2009, 18, 80-99.	3.3	76
24	E-government implementation: A macro analysis of Singapore's e-government initiatives. <i>Government Information Quarterly</i> , 2008, 25, 239-255.	4.0	74
25	Managing e-government implementation in China: A process perspective. <i>Information and Management</i> , 2009, 46, 203-212.	3.6	72
26	From a marketplace of electronics to a digital entrepreneurial ecosystem (<scp>DEE</scp>): The emergence of a meta-organization in Zhongguancun, China. <i>Information Systems Journal</i> , 2018, 28, 1158-1175.	4.1	72
27	Social media empowerment in social movements: power activation and power accrual in digital activism. <i>European Journal of Information Systems</i> , 2019, 28, 173-204.	5.5	71
28	Escalation and de-escalation of commitment: a commitment transformation analysis of an e-government project. <i>Information Systems Journal</i> , 2006, 16, 3-21.	4.1	69
29	Digitally enabled affordances for community-driven environmental movement in rural Malaysia. <i>Information Systems Journal</i> , 2018, 28, 48-75.	4.1	69
30	Information Systems implementation failure: Insights from prism. <i>International Journal of Information Management</i> , 2008, 28, 259-269.	10.5	67
31	Information technology offshoring in India: a postcolonial perspective. <i>European Journal of Information Systems</i> , 2013, 22, 387-402.	5.5	66
32	Developing information processing capability for operational agility: implications from a Chinese manufacturer. <i>European Journal of Information Systems</i> , 2014, 23, 462-480.	5.5	63
33	Overcoming knowledge management challenges during ERP implementation: The need to integrate and share different types of knowledge. <i>Journal of the Association for Information Science and Technology</i> , 2007, 58, 404-419.	2.6	62
34	Dangerous liaisons? component-based development and organizational subcultures. <i>IEEE Transactions on Engineering Management</i> , 2003, 50, 89-99.	2.4	60
35	The impacts of social capital on information technology outsourcing decisions: A case study of a Taiwanese high-tech firm. <i>International Journal of Information Management</i> , 2006, 26, 249-256.	10.5	60
36	Towards a process model of information systems implementation. <i>Data Base for Advances in Information Systems</i> , 2006, 37, 59-76.	1.1	57

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37	Crisis Response Information Networks. <i>Journal of the Association for Information Systems</i> , 2012, 13, 31-56.	2.4	57
38	The role of IT in achieving operational agility: A case study of Haier, China. <i>International Journal of Information Management</i> , 2012, 32, 294-298.	10.5	55
39	Advancing Public Trust Relationships in Electronic Government: The Singapore E-Filing Journey. <i>Information Systems Research</i> , 2012, 23, 1110-1130.	2.2	54
40	Digital social innovation: An overview and research framework. <i>Information Systems Journal</i> , 2021, 31, 647-671.	4.1	54
41	Routine reconfiguration in traditional companiesâ€™ e-commerce strategy implementation: A trajectory perspective. <i>Information and Management</i> , 2014, 51, 270-282.	3.6	50
42	Behind the scenes of knowledge sharing in a Japanese bank. <i>Human Resource Development International</i> , 2001, 4, 465-485.	2.3	48
43	The process of global knowledge integration: a case study of a multinational investment bank's Y2K program. <i>European Journal of Information Systems</i> , 2001, 10, 161-174.	5.5	46
44	Managing e-Government system implementation: a resource enactment perspective. <i>European Journal of Information Systems</i> , 2011, 20, 529-541.	5.5	43
45	The Dynamics of Implementing and Managing Modularity of Organizational Routines During Capability Development: Insights From a Process Model. <i>IEEE Transactions on Engineering Management</i> , 2007, 54, 800-813.	2.4	42
46	The Strategic Implications of Web Technologies: A Process Model of How Web Technologies Enhance Organizational Performance. <i>IEEE Transactions on Engineering Management</i> , 2010, 57, 181-197.	2.4	41
47	Escalation and de-escalation of commitment to information systems projects: Insights from a project evaluation model. <i>European Journal of Operational Research</i> , 2006, 173, 1139-1160.	3.5	40
48	Business Models and Tactics in New Product Creation: The Interplay of Effectuation and Causation Processes. <i>IEEE Transactions on Engineering Management</i> , 2014, 61, 213-224.	2.4	40
49	Examining how firms leverage IT to achieve firm productivity: RBV and dynamic capabilities perspectives. <i>Information and Management</i> , 2015, 52, 401-412.	3.6	38
50	Artificial intelligence in healthcare robots: A social informatics study of knowledge embodiment. <i>Journal of the Association for Information Science and Technology</i> , 2019, 70, 351-369.	1.5	38
51	Digital sustainability, climate change, and information systems solutions: Opportunities for future research. <i>International Journal of Information Management</i> , 2022, 63, 102444.	10.5	37
52	A dual-level analysis of the capability development process: A case study of TT&T. <i>Journal of the Association for Information Science and Technology</i> , 2006, 57, 1814-1829.	2.6	35
53	Big data analytics, resource orchestration, and digital sustainability: A case study of smart city development. <i>Government Information Quarterly</i> , 2022, 39, 101626.	4.0	35
54	De-escalation of commitment to information systems projects: a process perspective. <i>Journal of Strategic Information Systems</i> , 2004, 13, 247-270.	3.3	34

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55	Orchestrating big data analytics capability for sustainability: A study of air pollution management in China. <i>Information and Management</i> , 2022, 59, 103231.	3.6	33
56	Usable, in-use, and useful research: A 3U framework for demonstrating practice impact. <i>Information Systems Journal</i> , 2020, 30, 403-426.	4.1	33
57	Enterprise Systems Use: Towards a Structural Analysis of Enterprise Systems Induced Organizational Transformation. <i>Communications of the Association for Information Systems</i> , 0, 19, .	0.7	31
58	Developing community capability for e-commerce development in rural China: A resource orchestration perspective. <i>Information Systems Journal</i> , 2019, 29, 953-988.	4.1	30
59	Managing emerging technology and organizational transformation: An acculturative analysis. <i>Information and Management</i> , 2008, 45, 153-163.	3.6	29
60	Boundary permeability and online-offline hybrid organization: A case study of Suning, China. <i>Information and Management</i> , 2017, 54, 304-316.	3.6	29
61	The Myth of the Boundaryless Organization. <i>Communications of the ACM</i> , 2001, 44, 74-76.	3.3	28
62	Examining the influence of modularity and knowledge management (KM) on dynamic capabilities: Insights from a call center. <i>International Journal of Information Management</i> , 2013, 33, 147-159.	10.5	28
63	Achieving IT-Enabled Enterprise Agility in China: An IT Organizational Identity Perspective. <i>IEEE Transactions on Engineering Management</i> , 2014, 61, 182-195.	2.4	26
64	Developing a Leading Digital Multi-Sided Platform: Examining IT Affordances and Competitive Actions in Alibaba.com. <i>Communications of the Association for Information Systems</i> , 2016, 38, 738-760.	0.7	25
65	The role of feedback in changing organizational routine: A case study of Haier, China. <i>International Journal of Information Management</i> , 2013, 33, 971-974.	10.5	23
66	Realising platform operational agility through information technology-enabled capabilities: A resource interdependence perspective. <i>Information Systems Journal</i> , 2019, 29, 582-608.	4.1	23
67	Climate-intelligent cities and resilient urbanisation: Challenges and opportunities for information research. <i>International Journal of Information Management</i> , 2022, 63, 102446.	10.5	23
68	Managing Trade-offs and Tensions between Knowledge Management Initiatives and Expertise Development Practices. <i>Management Learning</i> , 2006, 37, 63-82.	1.4	22
69	Examining the coalition dynamics affecting IS project abandonment decision-making. <i>Decision Support Systems</i> , 2006, 42, 639-655.	3.5	21
70	Actualizing business analytics for organizational transformation: A case study of Rovio Entertainment. <i>European Journal of Operational Research</i> , 2020, 281, 642-655.	3.5	20
71	Platform-based customer agility: An integrated framework of information management structure, capability, and culture. <i>International Journal of Information Management</i> , 2021, 59, 102346.	10.5	19
72	Managing knowledge integration in a national health-care crisis: lessons learned from combating SARS in Singapore. <i>IEEE Transactions on Information Technology in Biomedicine</i> , 2005, 9, 266-275.	3.6	18

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73	The Development Paths of Non-Strategic Capabilities. <i>European Management Journal</i> , 2007, 25, 344-358.	3.1	18
74	Harnessing collective <scp>IT</scp> resources for sustainability: Insights from the green leadership strategy of <scp>C</scp>hina mobile. <i>Journal of the Association for Information Science and Technology</i> , 2015, 66, 818-838.	1.5	18
75	Big data analytics for sustainable cities: An information triangulation study of hazardous materials transportation. <i>Journal of Business Research</i> , 2021, 128, 381-390.	5.8	18
76	Managing Information Technology Project Escalation and De-Escalation: An Approach-Avoidance Perspective. <i>IEEE Transactions on Engineering Management</i> , 2009, 56, 76-94.	2.4	17
77	Designing for the future in the age of pandemics: a future-ready design research (FRDR) process. <i>European Journal of Information Systems</i> , 2021, 30, 157-175.	5.5	17
78	Resource management activities in healthcare information systems: A process perspective. <i>Information Systems Frontiers</i> , 2012, 14, 585-600.	4.1	15
79	Understanding the influences of social integration in enterprise systems use. <i>Journal of Enterprise Information Management</i> , 2008, 21, 493-511.	4.4	14
80	Digitally enabled crime-fighting communities: Harnessing the boundary spanning competence of social media for civic engagement. <i>Information and Management</i> , 2017, 54, 177-188.	3.6	14
81	Customer Perspective of CRM Systems. <i>International Journal of Enterprise Information Systems</i> , 2005, 1, 65-88.	0.6	14
82	Sustainability Design Principles for a Wildlife Management Analytics System: An Action Design Research. <i>European Journal of Information Systems</i> , 2021, 30, 452-473.	5.5	13
83	Social informatics of information value cocreation: A case study of xiaomi's online user community. <i>Journal of the Association for Information Science and Technology</i> , 2020, 71, 409-422.	1.5	11
84	Knowledge Sharing Through Intranet-Based Learning: A Case Study of an Online Learning Center. <i>Journal of Organizational Computing and Electronic Commerce</i> , 2001, 11, 179-195.	1.0	10
85	Building social translucence in a crowdsourcing process: A case study of Miui.com. <i>Information and Management</i> , 2020, 57, 103172.	3.6	10
86	Customerâ€centric relationship management system development. <i>Journal of Systems and Information Technology</i> , 2009, 11, 4-23.	0.8	9
87	The citizen-led information practices of ICT4D in rural communities of China: A mixed-method study. <i>International Journal of Information Management</i> , 2021, 56, 102248.	10.5	9
88	Orchestrating artificial intelligence for urban sustainability. <i>Government Information Quarterly</i> , 2022, 39, 101720.	4.0	9
89	ERP Systems Implementation: a Knowledge-focused Perspective. <i>Journal of Decision Systems</i> , 2001, 10, 99-117.	2.2	8
90	Automatic knowledge extraction from survey data: learningM-of-Nconstructs using a hybrid approach. <i>Journal of the Operational Research Society</i> , 2005, 56, 3-14.	2.1	7

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91	INTERTWINING OFFLINE AND ONLINE CHANNELS IN MULTI-CHANNEL PUBLIC SERVICE DELIVERY: A CASE STUDY.. Proceedings - Academy of Management, 2005, 2005, C1-C6.	0.0	7
92	Implementing component reuse strategy in complex products environments. Communications of the ACM, 2007, 50, 63-67.	3.3	7
93	How do IT outsourcing vendors develop capabilities? An organizational ambidexterity perspective on a multi-case study. Journal of Information Technology, 2020, 35, 49-65.	2.5	7
94	Viewing Information Technology Outsourcing Organizations Through a Postcolonial Lens. , 2006, , 381-396.		7
95	Customer-Centric IS Application Development: Lessons From a Case of Developing an Online Auction Site. Communications of the Association for Information Systems, 2006, 18, .	0.7	6
96	The role of organisational interdependencies and asset orchestration in business integration: A case study of M.com. International Journal of Information Management, 2014, 34, 780-784.	10.5	6
97	The roles of enterprise systems in e-initiative implementation: A case study of PowerCo. International Journal of Information Management, 2005, 25, 241-251.	10.5	5
98	Knowledge acquisition and revision using neural networks: an application to a cross-national study of brand image perception. Journal of the Operational Research Society, 2006, 57, 231-240.	2.1	5
99	A bricolage perspective on healthcare information systems design. Data Base for Advances in Information Systems, 2012, 43, 47-61.	1.1	5
100	Information systems project post-mortems: Insights from an attribution perspective. Journal of the Association for Information Science and Technology, 2007, 58, 2255-2268.	2.6	3
101	Knowledge Management Initiatives in a Global IT Outsourcing Company: A Case Study of Infosys Technologies. Journal of Information and Knowledge Management, 2004, 03, 81-96.	0.8	2
102	China's Suning: Combining Online and Offline Businesses Units. , 2019, , 39-44.		2
103	Erratum to "Business Model and Tactical Choices in IT-enabled Product Creation: Interplay of Effectuation and Causation Processes"[May 14 213-224]. IEEE Transactions on Engineering Management, 2014, 61, 557-557.	2.4	1
104	Managing User Diversity in ES Pre-Implementation Through Discursive Framing: A Spatiotemporal Analysis. IEEE Transactions on Engineering Management, 2017, 64, 415-427.	2.4	1
105	Enterprise Resource Planning and Knowledge Management Systems: Synergistic Solutions?. , 2002, , 633-646.		1
106	Why Can't We Bet on ISD Outcomes: ISD "Form" as a Predictor of Success. , 2009, , 941-947.		1
107	Process Model of Customer-Centric E-Government Enabled Service Transformation: Insights from MINDEF's Portal Implementation Experience. International Federation for Information Processing, 2010, , 187-200.	0.4	1
108	Achieving the delicate balance between risks & outcomes in a large-scale IT project " a case study on BCIA's airport security system. Journal of Information Technology Teaching Cases, 2016, 6, 36-44.	1.6	0

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109	Examining the Role of Social Media for Social Development: Lessons from Malaysian Soup Kitchens. , 2016, , .		0
110	Red Collar Group: The Construction of C2M Intelligent Business Ecosystem. , 2019, , 103-109.		0
111	Wanhua, China: Cross-pollination for ERP-based Transformation. , 2019, , 145-150.		0
112	China's Xugong Construction Machinery Group: IT-enabled Slack Redeployment. , 2019, , 137-143.		0
113	Daji Town, Cao County in Shandong: Rural Areas Transformed by 'Taobao', 2019, , 21-28.		0