Monday, June 15

Welcome & Keynote - In the Age of the Correlation Machine: Digital governance and governing the digital?

In the Age of the Correlation Machine: Digital governance and governing the digital?
Professor Lucas D. Introna

In this presentation I want to explore digital governance as a new form of governance that aims to govern effects based on correlations. I will argue that this form of correlational governance is a dramatically different form of governance that produces knowledge differently, that hides the political and ethical, and that acts to displace or defer problems deemed unsolvable in some form. I will illustrate this mode of governance, and its performativity, by reviewing my work on governing academic writing through plagiarism detection systems and also consider the way machine learning is being deployed to govern a variety of problems such as recruitment and policing. In each case I will attempt to show what digital governance does, performatively, and why I believe it is necessary for society to be critical of these practices. I will conclude with some questions about how we might respond to these digital governing practices, individually and collectively.

Break
2020-06-15 11:50 - 2020-06-15 12:00

Digital Business Relationships
2020-06-15 12:00 - 2020-06-15 12:50

Leveraging Industrial IoT Platform Ecosystems: Insights from the Complementors' Perspective Taxonomy of Decentralized Platform-Based Business The Declining Price Anomaly in B2b Multi-Channel Auction Systems
Authors: Huong May Truong, Alok Gupta, Wolfgang Ketter

Tracing the Next-Generation Platform Firm: A Typology of Digital Platforms as New Organizing Forms
Authors: Divinus Oppong-Tawiah, Geneviève Bassellier, Alain Pinsonneault

Trapped in the Supply Chain: The Digital Servitization of an Industrial Supplier – Out of the Frying Pan Into the Fire?
Authors: Philipp Mosch, Stefan Schweikl, Robert Obermaier

Digital IS
2020-06-15 12:00 - 2020-06-15 12:50 Virtual Room 2

Developing Organizational Digital Intelligence: A Conceptual Framework
Authors: Ann-Kristin Cordes, Michael Rosemann

Exploring Phronesis in Digital Innovation
Authors: Lena Hylving, Dina Koutsikouri
How Digital is Social? Taking Advantage of Digital for Social Purposes
Authors: Christoph Buck, Anna Krombacher, Katrin Maria Wyrtki

Building Platform Ecosystems for IoT - Exploring the Impact on Industrial-Age Firms
Authors: André Hanelt, Fabian Nischak, Nele Markus, Daniel Hodapp, Sabrina Schneider

How Helpful are Comparative Reviews for Predicting Product Demand?
Authors: Naga Vemprala, Charles Zhechao Liu, Kim-Kwang Raymond Choo

Panel 1: To Share or Not to Share: Should IS Researchers Share or Hoard Their Precious Data?
2020-06-15 12:00    2020-06-15 12:50
Panel 1: To Share or Not to Share: Should IS Researchers Share or Hoard Their Precious Data?
Authors: Antonia Koester, Annika Baumann, Hanna Krasnova, Michel Avital, Kalle Lyytinen, and Matti Rossi

Break
2020-06-15 12:50    2020-06-15 13:00

Design of HealthIT Systems
2020-06-15 13:00    2020-06-15 13:50    Virtual Room 4
User-Centered Design and Evaluation of Standard-Based Health Technologies for Epilepsy Care
Authors: Salima Houta, Carolin Meschede, Kassandra Beeres, Rainer Surges, Marcel Klötgen

Icon-based Digital Food Allergen Labels for Complementation of Text-based Declaration
Authors: Klaus L. Fuchs, Mirella Haldimann, Michael Zeltner, Alexander Ilic

Chatbots in Healthcare: Status Quo, Application Scenarios for Physicians and Patients and Future Directions
Authors: Lea Reis, Christian Maier, Jens Mattke, Tim Weitzel

A Framework for Identifying Patients on Twitter and Learning from Their Personal Experience
Authors: Yisrael Parmet, Maya Stemmer

Enabling Customer-Centric Emergency Logistics Through Systems Thinking
Authors: Melanie Reuter-Oppermann, Clemens Wolff

Digital Innovation
2020-06-15 13:00    2020-06-15 13:50    Virtual Room 3
How Does IT Effective Use Impact Npd Project Success? An IT Functional Approach for Collaborative Buyer-Supplier Npd
Authors: Yassine Talas, Lamiae benhayoun, Marie-Anne Le Dain
Utilising the innovation potential - A systematic literature review on employee-driven digital innovation
Authors: Leif Erik Opland, Letizia Jaccheri, Ilias Pappas, Jostein Engesmo

Creating Value Through Blockchain Technology: A Delphi Study
Authors: Laura Schlecht, Sabrina Schneider, Arne Buchwald*

Identifying Antecedents and Outcomes of Digital Business Model Innovation
Authors: Timo Phillip Böttcher, Jörg Weking

Exploring Alignment Practices in Digital Transformation: A Dynamic Capabilities Perspective
Authors: Janina Weingarth, Janek Richter, Christoph Rosenkranz

**User Resistance to Digital Technologies**
2020-06-15 13:00 2020-06-15 13:50 Virtual Room 5
The Role of Resistance to Change in Software Updates’ Impact on Information Systems Continuance
Authors: Tillmann Grupp, Sören Wallbach, Evgheni Croitor

Reducing Socio-Technical Inertia During Digital Transformation - The Role of Dynamic Capabilities
Author: David Soto Setzke

State Reactance to Initial is Adoption: Towards a New Perspective on User Resistance
Author: Severin Weiler

What Does it Do? Theorizing Functional Ambiguity as a Factor Influencing User Perceptions of Information Technology
Authors: Jean-Charles Pillet, Kevin CARILLO, Claudio Vitari, Federico Pigni

**Future of and with IS**
2020-06-15 13:00 2020-06-15 13:50 Virtual Room 2
Conceptual Blending for Analyzing Possible Interpretations of Information Systems Concepts - The Case of Smart Contracts
Authors: Sybren de Kinderen, Monika Kaczmarek-Heß, Mario Nolte

Augmented Creativity: Leveraging Artificial Intelligence for Idea Generation in the Creative Sphere
Authors: Matthias Griebel, Christoph Flath, Sascha Friesike

How Much is the Black Box? The Value of Explainability in Machine Learning Models
Authors: Jonas Wanner, Lukas-Valentin Herm, Christian Janiesch

What Attracts the New Generation? Career Decisions of Young IT Professionals
Authors: Barbara Prommegger, Jessica Intane, Manuel Wiesche, Helmut Krcmar

Do Customers Always Rely on Opinion Leaders’ Behavior to Make Decisions? The Moderating Role of Customer Expertise
Authors: Libo Liu, Marta Indulska, Kristijan Mirkovski
Panel 2: Oppression Vs. Liberation Through Digitisation
2020-06-15 13:00  2020-06-15 13:50
Panel 2: Oppression Vs. Liberation Through Digitisation
Authors: Evronia Azer, Mona Elswah, Cate Hopkins, and Silvia Masiero

Break
2020-06-15 13:50  2020-06-15 14:00

HealthIT for Psychotherapie, Mental Illness and Associated Challenges
6/15/2020 14:00  2020-06-15 14:50  Virtual Room 4
Towards the Healing Car: Investigating the Potential of Psychotherapeutic In-vehicle Interventions
Authors: Kevin Koch, Shu Liu, Thomas Berger, Felix Wortmann

A Culturally and Language Appropriate Smartphone-Based Support Intervention for Enhancing the Psychological Well-Being of Indigenous Australian People With Cancer
Authors: Eila Erfani, Babak Abedin, Tim Luckett, Christopher Lawrence, Andrew Samy Helmy Hanna

Mobile Health App for University Students with Mental Illness: A Digital Transformation Design Approach from Australia
Authors: M. Rabiul Hasan, Sharmyn Kayan, Syed Umar Kaliyadan, MD RAKIBUL HOQUE

Opioid Use Disorder: IT-based Interventions
Authors: Upkar Varshney, Neetu Singh

Digital Transformation
6/15/2020 14:00  2020-06-15 14:50  Virtual Room 3
Theorizing on the Normalization of Digital Transformations
Author: Noel Carroll*

Digital Workplace Transformation: The Importance of Deinstitutionalising the Taken for Granted
Authors: Markus Philipp Zimmer, Abayomi Baiyere, Hannu Salmela

Agile in the Banking Industry: Exploring Multiple Levels of Agile Transformation Process
Facilitators and Challenges from a People Perspective
Authors: Damai Taribuka, Chintan Amrit

Chief Digital Officer's Characteristics and Digital Transformation Activities: Does Industry Digitalization Play a Role?
Author: Anna Moker

Control Freaks and Risk Takers: Organizational Barriers and Opportunities for Digital Data as Enablers of Digital Transformation
Author: Lene Pettersen
Technology Adoption for Mobility Services
6/15/2020 14:00  2020-06-15 14:50  Virtual Room 5
Shall We Use It or Not? Explaining the Adoption of Artificial Intelligence for Car Manufacturing Purposes
Authors: Quirin Demlehner, Sven Laumer

How do You Drive? Analyzing Vehicle Sensor Data in Product Lifecycle Management Systems
Authors: Niklas Brandt, Frederik Ahlemann

What Matters Most - A Meta-Analysis of Automated Vehicles Acceptance Studies
Author: Jennifer Wiefel

Modeling Ride-Hailing Adoption: The Qatari Perspective
Authors: Hamda Khalifa Al-Boininn, Savanid Vatanasakdakul

Where can I take You? – The Drivers of Autonomous Driving Adoption
Authors: Richard Lackes, Markus Siepermann, Georg Vetter

IT impact on Liberty and Equality
6/15/2020 14:00  2020-06-15 14:50
Artefacts from the Future: Engaging Audiences in possible Futures with Emerging Technologies for better Outcomes
Authors: Sandra Peter, Kai Riemer, Dirk Hovorka

Reflections on Artificial Intelligence Alignment with Human Values: A Phenomenological Perspective
Authors: Shengnan Han, Eugene Kelly, Shahrokh Nikou, Eric-Oluf Svee

When Market Meets Bureaucracy: Toward an Integrative Framework of Technology-Mediated Control in the Gig Economy
Authors: Michael Pregenzer, Ulrich Remus, Martin Wiener

Living in a World of Plenty? How Social Network Sites Use distorts Perceptions of Wealth Inequality
Authors: Katharina Baum, Antonia Köster, Hanna Krasnova, Monideepa Tarafdar

Modern Applications of Technology
2020-06-15 14:00  2020-06-15 14:50  Virtual Room 2
Agriculture in the Era of the Internet of Things: An Information System Architecture for Smart Agriculture
Author: Gero Strobel

Green Your Own Device! A Study on Consumers’ Preferences for Eco-Design Principles
Authors: Anne Ixmeier, Johann Kranz

Effective Use of Mobile-Enabled Emergency Warning Systems
Authors: Diana Fischer-Pressler, Dario Bonaretti, Kai Fischbach
Time is of the Essence: Spatiotemporalities of Food Delivery Platform Work in China
Authors: Philip Wu, Yingqin Zheng

A Double-Edged Sword Named Agility: A Critical Perspective on Organizational Responses to Environmental Disruption
Authors: Jialu Shan, Nikolaus Obwegeser, Elizabeth A. Teracino, Michael Wade

Break
6/15/2020 14:50 2020-06-15 15:00

Adoption and Use of Health IT
2020-06-15 15:00 2020-06-15 15:50 Virtual Room 4
Aligning Effectively: The Case of Electronic Medical Records
Authors: Pien Walraven, Rogier Van de Wetering, Remko W. Helms, Marjolein Caniëls

Understanding the Effective Use of Health Information Systems from Multiple Stakeholders’ Perspectives
Authors: Leenah Abalkhail, Juliana Sutanto, and Amjad Fayoumi

Understanding the Role of Predictive and Prescriptive Analytics in Healthcare: A Multi-Stakeholder Approach
Authors: Thuy Duong Oesterreich, Christian Fitte, Alina Behne, Frank Teuteberg

Affordances and Behavioral Outcomes of Wearable Activity Trackers
Authors: Annamina Rieder, Christiane Lehrer, Reinhard Jung

Approaches for identifying and extending concepts in IS
2020-06-15 15:00 2020-06-15 15:50 Virtual Room 2
Seeking Out Clear And Unique Information Systems Concepts: A Natural Language Processing Approach
Authors: Nik Rushdi Hassan, Julian Prester, Gerit Wagner

Faithfulness in Practice: Towards an Expansion of Representation Theory
Authors: Kristoffer Fossum, Alexander Moltubakk Kempton

A Systematic Review of Empirical Affordance Studies: Recommendations for Affordance Research in Information Systems
Authors: Jennifer Fromm, Milad Mirbabaie, Stefan Stieglitz

Framing Digital Humanities with Experiential Computing: A Review of the Literature
Authors: Shea-Tinn Yeh, Ronald Ramirez, Jahangir Karimi

Digital Management Methods
2020-06-15 15:00 2020-06-15 15:50 Virtual Room 3
Authors: Henner Gimpel, Georgi Kerpedzhiev, Fabian König, Oliver Meindl

A Framework for Recognizing Digital Transformation Opportunities  
Authors: Manuel Muehlburger, Udo Kannengiesser, Barbara Krumay, Christian Stary

A method for qualitative evaluation of service-dominant business models  
Authors: Rick Gilsing, Oktay Turetken, Baris Ozkan, Onat Ege Adali, Paul Grefen

Approaching Digital Transformation - Development of a Multi-Dimensional Maturity Model  
Authors: Stephan Berger, Michael Bitzer, Björn Häckel, Christian Voit

Acceptance of Artificial Intelligence 2020-06-15 15:00 2020-06-15 15:50 Virtual Room 5
The Impact of Artificial Intelligence on Individual Performance: Exploring the Fit between Task, Data, and Technology  
Authors: Timo Sturm, Felix Peters

Cultural Differences in Machine Learning Adoption: An International Comparison between Germany and the United States  
Authors: Verena Eitle, Peter Buxmann

The Smartwatch Applicability Framework: Adoption of a Smartwatch-Based Information System Assisting Support Employees  
Authors: Steffen Zenker, Sebastian Rach, Sebastian Hobert

Trust, Privacy and Ethical Implications of IT 2020-06-15 15:00 2020-06-15 15:50 Virtual Room 1
Filling gaps and re-conceptualizing trust in Information Technology  
Authors: Roxana Ologeanu-Taddei, Claudio Vitari

Ethical Issues in Online Mental Health Interventions  
Authors: Reeva Lederman, Simon D’Alfonso, Simon Rice, Simon Coghlan, Greg Wadley, et al

Enhancing Fairness in Algorithmic Decision-Making Through Perspective Taking  
Authors: Sadaf Afrashteh, Michael Davern, Ida Asadi Someh

AI VS. Humans: The Impact of Different Conversation Agents on Privacy Perception and Privacy Disclosure  
Authors: Xiao Shi, Xiabing Zheng, Feng Yang, Jinqi Men

Break 2020-06-15 15:50 2020-06-15 16:00
HealthIT for the Elderly and Special Needs Patient
2020-06-15 16:00    2020-06-15 16:50    Virtual Room 4
A New Network-Based Multimorbidity Index for BEtter Primary Care Assessment for Elders: The Australian Context
Authors: Ruihua Guo, Boris Choi, Simon Poon

“Hello, I'm here to help you” – Medical care where it is needed most: Seniors’ acceptance of health chatbots
Authors: Neda Mesbah, Luisa Pumplun

Care for Cancer Patients - Caregivers' view
Authors: Anna-Mari Laitio, Raija Halonen

Integration of Mobile Sensor-based Health Technology into a Digital Healthcare Ecosystem – A Qualitative Study from Different Stakeholder Perspectives
Authors: Anne-Katrin Witte, Johannes Werner, Rüdiger Zarnekow

Contemporary methods for IS research and state of the field
2020-06-15 16:00    2020-06-15 16:50    Virtual Room 2
On the Use of Qualitative Comparative Analysis in Information Systems Research - A Critical Review
Authors: David Soto Setzke, Merve Canan Kavili, Markus Böhm

Designing a Novel Strategy for Exploring Literature Corpora
Authors: Gerit Wagner, Philip Empl, Guido Schryen

Signpost - A Semiotics-Based Process Mining Methodology
Authors: Fahame Emamjome, Robert Andrews, Arthur ter Hofstede, Hajo A. Reijers

The Rise of Information System Research: A Big Picture based on Social Network Analysis over Four Decades
Authors: Benjamin M. Abdel-Karim, Katharina Keller, Daniel Franzmann

Enterprise Modelling 1
2020-06-15 16:00    2020-06-15 16:50    Virtual Room 3
Participative or Conventional Enterprise Modelling? Multiple-Case Analysis on Decision Criteria
Authors: Kurt Sandkuhl, Ulf Seigerroth

Process Modeling in Humanitarian Settings: A Case Study and Lessons Learned
Authors: Sandeep Purao, Monica Garfield

The Role of Engagement in Achieving Business-IT Alignment Through Practicing Enterprise Architecture
Authors: Sherah Kurnia, Svyatoslav Kotusev, Rod Dilnutt

Prescriptive Process Analytics with Deep Learning and Explainable Artificial Intelligence
Authors: Nijat Mehdiyev, Peter Fettke
Prioritizing and Organizing the Modeling of the Long Tail of Business Processes  
Authors: Marcus Fischer, Florian Imgrund, Christian Janiesch

Social and Ethical Implications of ICT Use 1  
2020-06-15 16:00 – 2020-06-15 16:50  Virtual Room 1  
Conceptualising Ethics in the development of Social Information Systems: A Grounded Theory of Social Media Development  
Authors: Sharon L. Geeling, Irwin Brown

How Messy Is Your News Feed - Perceived Disorder As A Novel Stressor  
Authors: Jana Gundlach, Antonia Köster, Hanna Krasnova, Monideepa Tarafdar

Vindictive Word-of-Mouth on Social Media Platforms - An Empirical Investigation of Drivers and Their Measurement  
Authors: Marie-Christin Papen, Janine Göttling, Kai Heinrich, Lisa Kraus, Christian Leyh, et al

E-Procurement Facilitates Adversariality - Trustworthiness Signaled in Procurement in an Industrial High-Tech Cluster  
Author: Jørn Longva

Considering the merits of applying 'liquid modernity' as a theoretical lens for information systems research  
Authors: Ronan Doyle, Kieran Conboy

Technology Acceptance in Organizations  
2020-06-15 16:00 – 2020-06-15 16:50  Virtual Room 5  
Platform-As-A-Service Post-Adoption by Large-Scale Organizations: A Research Model Design  
Author: Frederik Wulf

Enterprise architecture's effects on organizations' ability to adopt artificial intelligence - A Resource-based perspective  
Authors: Philipp Stecher, Matthias Pohl, Klaus Turowski

A Disciplined Approach for Enhancing the Technology Acceptance Model  
Authors: Alireza Nili, Mary Tate, Alistair Barros

Advancing the Theory of Effective Use through Operationalization  
Authors: Rebekah Eden, Erwin Fielt, Glen Murphy

Enabling Factors of Social Virtual Reality Diffusion in Organizations  
Authors: Henri Jalo, Henri Pikkalainen, Osku Torro, Mauno Lounakoski, Jukka Puhto
Tuesday, June 17

Blockchain Theorizing
2020-06-16 12:00    2020-06-16 12:50    Virtual Room 2
Cultural Feasibility as a Moderator of Blockchain Acceptance in Academia
Authors: Horst Treiblmaier, Aaron M. French, Marten Risius

Towards Taxonomy For Governance Mechanisms of Blockchain-Based Platforms
Authors: Johannes Werner, Sebastian Frost, Rüdiger Zarnekow

The Inter-Organizational Perspective in Blockchain Adoption Within an Ecosystem
Authors: Priya Dozier, Carol Saunders

Public Blockchain – A Systematic Literature Review on the Sustainability of Consensus Algorithms
Authors: Felix Eigelschoven, André Ullrich, Benedict Bender

Uncovering the Mining Behaviour in Proof-of-Work Blockchains
Authors: Adrian Hofmann, Fabian Josef Schatz, Axel Winkelmann

Behavioral Aspects of IS Security
2020-06-16 12:00    2020-06-16 12:50    Virtual Room 4
Stumbling over the Trust Tipping Point – The Effectiveness of Web Seals at Different Levels of Website Trustworthiness
Authors: Martin Adam, Lars Niehage, Sebastian Lins, Alexander Benlian, Ali Sunyaev

Information Security Behaviour: A Critical Review and Research Directions
Authors: Farkhondeh Hassandoust, Angsana A. Techatassanasoontorn, Harminder Singh

Developing a New Paradigm: Introducing the Intention-Behaviour Gap to the Privacy Paradox Phenomenon
Authors: Marten Risius, Annika Baumann, Hanna Krasnova

Current Issues Of Metrics For Information Security Awareness
Authors: Tobias Fertig, Andreas Erwin Schütz, Kristin Weber

Human Factors in IT Projects
2020-06-16 12:00    2020-06-16 12:50    Virtual Room 5
Individual Unlearning as Enabler for Innovation in Agile Information Systems Development
Authors: Sabine Matook, Kevin Marc Blasiak

Social Interaction Promotion in Distributed Software Development in Agile Projects
Authors: Azriel Majdenbaum, Marcirio Chaves

Making IT Tangible – Creating a Definition of Agile Mindset
Authors: Azuka Mordi, Mareike Schoop
Intergroup Participation in Distributed ISD: Reviving an Established Tradition for new Contexts  
Authors: Stephen McCarthy, Paidi O’Raghallaigh, Ciara Fitzgerald, Frédéric Adam

**Offline and Online Service Design and Experiences**  
2020-06-16 12:00 – 2020-06-16 12:50   Virtual Room 3  
Exploring Customers’ Acceptance of and Resistance to Service Robots in Stationary Retail - A Mixed Method Approach  
Authors: Patrick Meyer, Julia M. Jonas, Angela Roth

Customers Like It Hot and Fast – Incorporating Customer Effects into the Meal Delivery Process  
Authors: Christopher van Dun, Tobias Fehrer, Wolfgang Kratsch, Nicholas Wolf

Failure at Delivery Phase in E-Retailing: Examining the Interactive Effect of Recovery Factors - Conceptualization and Preliminary Result  
Authors: Hamed Jafarzadeh, Mahdi Tafti, Babak Sohrabi

Usage of Local Online Platforms in Retail: Insights from retailers' expectations  
Authors: C. Ingo Berendes, Philipp zur Heiden, Marco Niemann, Benedikt Hoffmeister, Jörg Becker

The Effect of Anthropomorphism on Investment Decision-Making with Robo-Advisor Chatbots  
Authors: Stefan Morana, Ulrich Gnewuch, Dominik Jung, Carsten Granig

**Panel 3: Practicing What We Preach? Reflecting on Environmentally Sustainable Research Practices of the is Community**  
2020-06-16 12:00 – 2020-06-16 12:50  
Panel 3: Practicing What We Preach? Reflecting on Environmentally Sustainable Research Practices of the is Community  
Authors: Johann Kranz, Roman Zeiss, Roman Beck, Roya Gholami, Saonee Sarker, Richard T. Watson, and Edgar Whitley

**Break**  
2020-06-16 12:50 – 2020-06-16 13:00

**Blockchain Use Cases and Trust**  
2020-06-16 13:00 – 2020-06-16 13:50   Virtual Room 2  
Building a Taxonomy for Gambling Smart Contracts  
Authors: Julian Kolb, Adrian Hofmann, Luc Becker

Deploying Blockchain Technology for Monetizing Political Journalism  
Authors: Hai Anh Le, Claudia Loebbecke

Towards Secure, Decentralized, and Automatic Audits With Blockchain  
Authors: Rafael Belchior, Miguel Correia, André Vasconcelos
Uncertainties Toward Permissioned Distributed Ledgers: A Multi-Actor Uncertainty Conceptualization
Authors: Niclas Kannengießer, Sebastian Lins, Ali Sunyaev

Trust-Building Effects of Blockchain Features – An Empirical Analysis of Immutability, Traceability and Anonymity
Authors: Sören Wallbach, Roland Lehner, Konstantin Roethke, Ralf Elbert, Alexander Benlian

Understanding Privacy
2020-06-16 13:00 – 2020-06-16 13:50 Virtual Room 4
Design Goals for Consent at Scale in Digital Service Ecosystems
Authors: Christian Kurtz, Florian Wittner, Pascal Vogel, Martin Semmann, Tilo Böhmman

AMARYLLIS: A User-Centric Information System for Automated Privacy Policy Analysis
Authors: Luca Dombetzki, Christoph Kecht, Wolfgang Kratsch, Daniel Rau

How Users Perceive Privacy and Security Risks Concerning Smart Speakers
Authors: Maximilian Haug, Philipp Rössler, Heiko Gewald

Do users really care about privacy? Mobile applications’ popularity, user satisfaction, and permission requests
Authors: Yixin Zhang, Ryan Gilbert Garcia

Privacy Nudging: How the Design of Privacy Settings Affects Disclosure in Social Networks
Authors: Kathrin Figl, Christiane Lehrer

Project and Portfolio Management
2020-06-16 13:00 – 2020-06-16 13:50 Virtual Room 5
How Control Configurations and Enactments Shape Legitimacy Perceptions and Compliance Intentions in IS Development Projects
Authors: Roman Johann Walser, W. Alec Cram, Edward Bernroider, Martin Wiener

Authors: Philipp Barthel, Nora Stark, Thomas Hess

Cultural Levels and Emergent Cultural Contradictions in is Development
Authors: Sharon Geeling, Irwin Brown, Peter Weimann

Scalability of Sustainable Digital Practices: Individual-Level Perspectives
2020-06-16 13:00 – 2020-06-16 13:50 Virtual Room 1
Warmth is more than temperature, it is a feeling: Sensory user experience of smart home energy technologies
Authors: Sanna Kristiina Tuomela, Netta Iivari, Rauli Svento
Real-World Sustainability Impact of Green Information Systems: Nudging People Towards Business Trip Ridesharing
Authors: Tim-Benjamin Lembcke, Bernd Herrenkind

Selecting Conference Venues: A Carbon Footprint Calculator Based on Past Editions
Authors: Oscar Diaz, Jeremias P Contell

Digital Customer Engagement and Empowerment
2020-06-16 13:00 2020-06-16 13:5 Virtual Room 3
Negativity Bias in the Effects of EWOM Reviews: An Elaboration Likelihood Perspective in Online Service Adoption Context
Authors: Hamed Qahri-Saremi, Ali Reza Montazemi

Online Reviews as Marketing Placebo? First Insights from Neuro-IS Utilising FNIRS
Authors: Nadine R. Gier, Jacqueline Kurz, Peter Kenning

Overcoming Shadow Customization by Empowering the Users: The Role of Ad Quantity Customization
Authors: Dominick Werner, Martin Adam, Sebastian Wittor, Alexander Benlian

How Firms should respond to negative Word-Of-Mouth
Authors: Alper Be?er, Richard Lackes, Markus Siepermann, Georg Vetter

What's in a Name: Examining Discrimination on Sharing Platforms and Its Possible Remedies
Author: Olga Abramova

Break
2020-06-16 13:50 2020-06-16 14:00

ICOs
2020-06-16 14:00 2020-06-16 14:50 Virtual Room 2
The Role of User-Generated Content in Blockchain-Based Decentralized Finance
Authors: Mathieu Chanson, Nils Martens, Felix Wortmann

The Role of Behavioural Biases and Personality Traits of Retail Investors in Icos
Authors: Frédéric Tronnier, Peter Hamm, David Harborth

Predicting Fraudulent Initial Coin Offerings Using Information Extracted from Whitepapers
Authors: Alexander Dürr, Matthias Griebel, Giacomo Welsch, Frédéric Thiesse

Exploring Technological Artefacts at the 'Trust Frontier' of Blockchain Token Sales
Authors: Esther Nagel, Johann Kranz
Applications and further discussions on IS security and privacy
2020-06-16 14:00 2020-06-16 14:50 Virtual Room 4
Do I get what I expect? An experimental investigation of different data breach recovery actions
Authors: Kristin Masuch, Maike Greve, Jens Cyrenius, Benjamin Wimmel, Simon Trang

Authors: Mona Mirtsch, Jakob Pohlisch, Knut Blind

A Landmine or a Goldmine? Identifying Security Concerns of Browser-Based Cryptocurrency Mining
Authors: Ersin Dincelli, Alper Yayla

Fool me Once, Shame on You, Fool me Twice, Shame on Me: A Taxonomy of Attack and Defense Patterns for AI Security
Authors: Kai Heinrich, Johannes Graf, Ji Chen, Jakob Laurisch, Patrick Zschech

Scalability of Sustainable Digital Practices: System-Level Perspectives
2020-06-16 14:00 2020-06-16 14:50 Virtual Room 1
Scaling the Concept of Citizen Energy Communities through a Platform-Based Decision Support System
Authors: Armin Golla, Sarah Henni, Philipp Staudt

A Vision for Industrial Symbiosis: Build Your Platform (Ecosystem)
Authors: Linda Kosmol, Christian Leyh

Why Electrify? – A Qualitative-Empirical Study on Electrification of Fleet Transportation Systems
Authors: Kristin Masuch, Christine Harnischmacher, Maike Greve, Simon Trang

Yesterday, Today, and Tomorrow - Perspectives on Green Information Systems Research Streams
Authors: Christine Harnischmacher, Bernd Herrenkind, Lukas Weilbier

Digital Interactions and Service Value
2020-06-16 14:00 2020-06-16 14:50 Virtual Room 3
Toward Profitable Questions on Paid Q&A: A Perspective From Question Framing
Authors: Xueping Yang, Jonathan Ye, Xinwei Wang

Moments of Truth with Conversational Agents: An Exploratory Quest for the Relevant Experiences of Alexa Users
Authors: Esther Marlene Goernemann, Sarah Spiekermann

Opening the Black Box: Consumer’s Willingness to Pay for Transparency of Intelligent Systems
Authors: Felix Peters, Luisa Pumplun, Peter Buxmann

Getting Consumers to Pay for Content: The Role of Value Discrepancy in Freemium Models
Author: Robert Rußell

Bring your own stars – The economics of reputation portability
Authors: Maik Hesse, Timm Teubner, Marc Adam
User Interface Design
2020-06-16 14:00 2020-06-16 14:50  Virtual Room 5
Digital Nudges for Privacy Awareness: From consent to informed consent?
Authors: Kristoffer Bergram, Valéry Bezençon, Paul Maingot, Tony Gjerlufsen, Adrian Holzer

The Challenges and Impact of Privacy Policy Comprehension
Authors: Jana Korunovska, Bernadette Kamleitner, Sarah Spiekermann

Impression Management Using Vivid and Interactive Graphs in Online Annual Reports: An Experimental Investigation
Authors: Yibo (James) Zhang, Uday S. Murthy

The Role of Information Systems for Firm-wide Heuristics Development
Authors: Yevgen Bogodistov, Jürgen Moormann

Campaign Interactivity in Crowdfunding: In Search of a Silver Bullet to Influence Receptiveness to Radically Innovative Products
Authors: Zeynep Ozmen Tokcan, Goran Calic, Khaled Hassanein

Break
2020-06-16 14:50 2020-06-16 15:00

Conversational Agents & AI
2020-06-16 15:00 2020-06-16 15:50  Virtual Room 5
“Hi, Can You Recommend a Movie?” Investigating Recommendation Chatbots in Media Streaming Services
Authors: Sebastian Danckwerts, Lasse Meißner, Caspar Krampe

Advisor Configuration: An Investigation of User Preferences and the Performance-Control Dilemma
Author: Alexander Rühr

Unleashing the Potential of Conversational Agents for Course Evaluations: Empirical Insights from a Comparison with Web Surveys
Authors: Thiemo Wambgsanss, Rainer Winkler, Pascale Schmid, Matthias Söllner

Engaging Learners in Online Video Lectures with Dynamically Scaffolding Conversational Agents
Authors: Rainer Winkler, Sebastian Hobert, Tizian Fischer, Antti Salovaara, Matthias Soellner, Et Al.

Evaluating Explainable Artificial Intelligence – What Users Really Appreciate
Authors: Maximilian Förster, Mathias Klier, Kilian Kluge, Irina Sigler

Why Are We Averse Towards Algorithms? A Comprehensive Literature Review on Algorithm Aversion
Authors: Ekaterina Jussupow, Izak Benbasat, Armin Heinzl
Use of data in digital government
2020-06-16 15:00  2020-06-16 15:50  Virtual Room 4
The Data Doesn't Lie—An Approach for Form Usability Evaluation Based on Data Quality
Authors: Sebastian Halsbenning, Hendrik Scholta, Marco Niemann
Exploring Machine Learning in a Large Governmental Organization: An Information Infrastructure Perspective
Authors: Ivar Hukkelberg, Knut Rolland
Implications of Open Government Data for the Digital Economy
Author: Bastian Haberer
Warning the Public: A Survey on Attitudes, Expectations and Use of Mobile Crisis Apps in Germany
Authors: Marc-André Kaufhold, Jasmin Haunschild, Christian Reuter
'Mirror, Mirror, on the Wall': Robotic Process Automation in the Public Sector Using a Digital Twin
Authors: Julian Koch, Michael Trampler, Ingo Kregel, André Coners

Emerging Capabilities and Competences for AI, RPA and Enterprise Architecture
2020-06-16 15:00  2020-06-16 15:50  Virtual Room 2
Dynamic Enterprise Architecture Capabilities and Organizational Benefits: An empirical mediation study
Authors: Rogier Van de Wetering
The Humans Behind Artificial Intelligence – An Operationalisation of Ai Competencies
Authors: Eduard Anton, Alina Behne, Frank Teuteberg
Robotic Process Automation as Routine Capability: A Literature Review
Authors: Evrim Oya Güner, Shengnan Han, Gustaf Juell-Skielse

Conceptualizing Digital Ecosystems
2020-06-16 15:00  2020-06-16 15:50  Virtual Room 1
Ecosystem Types in Information Systems
Authors: Tobias Moritz Guggenberger, Frederik Möller, Tim Haarhaus, Inan Gür, Boris Otto
Service Dominant Logic Perspective on Data Ecosystems – A Case Study Based Morphology
Authors: Can Azkan, Frederik Möller, Lukas Meisel, Boris Otto
Becoming a Digital Ecosystem Orchestrator - The Sydved Case
Authors: Frida Ivarsson, Fredrik Svahn

Openness and System Development
2020-06-16 15:00  2020-06-16 15:50  Virtual Room 3
Network Science, Homophily and Who Reviews Who in the Linux Kernel?
Authors: Jose Teixeira, Ville Leppänen, Sami Hyrynsalmi
How to Implement an Open Data Strategy? Analyzing Organizational Change Processes to Enable Value Creation by Revealing Data
Authors: Tobias Enders, Carina Benz, Ronny Schüritz, Pamela Lujan

Evaluating Distributed Leadership in Open Source Software Communities
Authors: Rewat Thapa, Simeon Vidolov

Rejecting and Retaining New Contributors in Open Knowledge Collaboration: A Natural Experiment in Stack Overflow Q&A Service
Authors: Aleksi Aaltonen, Sunil Wattal

Break
2020-06-16 15:50       2020-06-16 16:00

Methods and Practices for Systems Development: Beyond Agile
2020-06-16 16:00       2020-06-16 16:50       Virtual Room 2
We see we disagree: Insights from Designing a Cooperative Requirements Prioritization System
Authors: Tim Rietz, Franziska Schneider

Socio-Behavioral Elements in Data-Driven Requirements Engineering: The Case of Enterprise Cloud Software
Authors: Philipp Hoffmann, Deborah Naomi Mateja, Kai Spohrer, Armin Heinzl

Conceptualizing Fluid Team Membership and Its Effects in IT Projects: A Preliminary Model
Authors: Leonard Przybilla, Manuel Wiesche, Jason B. Thatcher

Implementing Large-Scale Agile - an Analysis of Challenges and Success Factors
Authors: Björn Kischelewski, Janek Richter

Digital ecosystems in practice
2020-06-16 16:00       2020-06-16 16:50       Virtual Room 1
Towards the IIoT Ecosystem Development - Understanding the Stakeholder Perspective
Authors: Dimitri Petrik, Georg Herzwurm

Diversification Strategy for Mobile App Developers: Understanding the Role of App Category Characteristics on App Performance
Authors: Shadi Janansefat, Charles Zhechao Liu, Chris F. Kemerer

Digital Innovation Ecosystem Alignment in Healthcare Services: A Critical Realist Perspective

Navigating Role Changes During the Transition Toward Service Platform Ecosystems
Author: Andreas Hein
Connecting Open Communities
Designing Tool Support for Crowd-Sourced Community Initiatives on Online Neighborhood Social Networks
Authors: Pascal Vogel, Christian Grotherr, Tilo Bohmann

Which Motivations Boost Idea Quality? Exploring the Impact of Customers’ Motives for Participating in Virtual Ideas Communities on Ideation Outcome
Author: Ulrich Bretschneider

The Mobilities of Digital Work: The Case of Digital Nomadism
Authors: Daniel Schlagwein, Mohammad Hossein Jarrahi

It's all in the (Sub-)title? Expanding Signal Evaluation in Crowdfunding Research
Authors: Andrew Jay Isaak, Constantin von Selasinsky

Digital government and external stakeholder perspectives
Can the Public Sector and Vendors Digitally Transform? A Case from Innovative Public Procurement
Authors: Marius Mikalsen, Babak Farshchian

Stakeholder Perceptions of IT Business Value in a Public Sector IT Digitalisation Project
Authors: Peggy Gregory, Diane E. Strode, Leonor Barroca, Helen Sharp, Katie Taylor

Supporting Citizens’ Political Decision-Making Using Information Visualisation
Authors: Vanessa Graf, Valerie Graf-Drasch, Verena Tiefenbeck, Robin Weitzel, Gilbert Fridgen

Infrastructural Tuning in Public-Private Partnerships
Authors: Alexander Moltubakk Kempton, Miria Grisot, Kristin Brænden, Margunn Aanestad

Affect and the Technology
Reviewing the Simple Things- How Ease of Evaluation Affects Online Rating Behavior
Authors: Janina Seutter, Jürgen Neumann

Getting Personal with Review Systems – Analyzing the Influence of Personality Traits on the Relationship between Review Templates and Reviewing Behavior
Authors: Martin Poniatowski, Jürgen Neumann

Physio-Adaptive Systems- A State-of-the-Art Review and Future Research Directions
Authors: Nico Loewe, Mario Nadj

Situational Self-Efficacy and Behavioral Responses to Wearable Use
Authors: Annamina Rieder, Marcel Rhyn

The Rise of Technostress: A Literature Review from 1984 until 2018
Authors: Alexandre Benzari, Anis Khedhaouria, Olivier Torrès
Human Agency in the Propagation of False Information - A Conceptual Framework
Authors: Shama Patel, Ioanna Constantiou

Digital Platform Ecosystems
2020-06-16 17:00  2020-06-16 17:50  Virtual Room 3
The Impact of Digital Platform on Export Expansion in Family Firms: From Network-Based
Internationalization and Socio-Emotional Wealth Perspective
Authors: Ton Nu Huong Giang Hoang, Munirah Bte Bashir, Hock-Hai Teo

Critical Design Factors for Digital Service Platforms - A Literature Review
Authors: Simon Fischer, Lisa Lohrenz, Christoph Lattemann, Susanne Robra-Bissantz

Breeding Grounds of Digital Platforms: Exploring the Sources of American Platform Domination, China’s
Platform Self-Sufficiency, and Europe’s Platform Gap
Authors: Sebastian Hermes, Eric Clemons, Maximilian Schreieck, Simon Pfab, Maya Mitre, et al.

Just Linking the Dots? Barriers and Drivers in Creating Value from Application Programming Interfaces
Authors: Gloria Bondel, Sven-Volker Rehm, Florian Matthes

Wednesday, June 17

Awards Ceremony
2020-06-17 05:30  2020-06-17 05:50

Break
2020-06-17 11:50  2020-06-17 12:00

General Topics in Business Analytics
2020-06-17 12:00  2020-06-17 12:50  Virtual Room 2
General Topics in Business Analytics cover the recent developments and techniques of business
analytics. In this session, we will discuss the market demand for analytics, the latest trend of self-service
business intelligence and analytics, as well as evaluation of analytical models and text mining
techniques.

Industry Demand for Analytics: A Longitudinal Study
Authors: Joshua Peter Handali, Johannes Schneider, Denis Dennehy, Benedikt Hoffmeister, Kieran
Conboy, et al.

The Impact of Lead Time and Model Selection on the Accuracy of Call Center Arrivals' Forecasts
Authors: Theresa Maria Rausch, Tobias Albrecht

A State-of-the-Art Overview and Future Research Avenues of Self-Service Business Intelligence and
Analytics
Authors: Sven Michalczyk, Mario Nadj, Darius Azarfar, Alexander Maedche, Christoph Gröger
Maintenance of Data Richness in Business Communication Data
Authors: Muhammed-Fatih Kaya, Mareike Schoop

Platform & IS Control/Governance
2020-06-17 12:00  2020-06-17 12:50  Virtual Room 3
Platform Governance Mechanisms: An Integrated Literature Review and Research Directions
Authors: André Halckenhaeusser, Jens Foerderer, Armin Heinzl*

Perceived Input Control on Digital Platforms: an Empirical Investigation
Authors: Evgheni Croitor and Martin Adam

Gaining Control Over Critical Platforms: A Comparative Case Study of European Consortia
Authors: Sebastian Hermes, Nadja Töller, Andreas Hein, Jörg Weking

Absolute or Bicephalous Monarchies and Feudal Revolts: A Multiple Case Study of IT Governance Drifts and Resulting Political and Socio-Cognitive Inertia
Authors: Etienne Thenoz

Influencing Information Quality: Evidence from a Military Organization
Authors: Mylène Struijk, Spyros Angelopoulos, Carol Ou, Robert M. Davison

Enterprise Social Media / Influences on the Self
2020-06-17 12:00  2020-06-17 12:50  Virtual Room 1
Examining the impact of motivational factors to use enterprise social media on knowledge sharing and employee productivity – A story already told or more to explore?
Authors: Bjoern Asdecker, Marc Speri, Fabian Christoph Westermayer, Lisa Reißenweber<

Negative Effects of Enterprise Social Networks on Employees - A Case Study
Authors: Sarah Diana Heymann, Diana Fischer-Pressler, Kai Fischbach

Conceptualizing Competence: A Student on Digitalization of Work Practices
Authors: Charlotte Arghavan Shahlaei, Masood Rangraz, Dick Stenmark

The Role of Social Media Affordances in Activating Normative Self-Presentation Behaviour Across Multiple Platforms
Authors: Tabitha James, Christine ABDALLA MIKAHL, Jennifer Ziegelmayer

Panel 4: A Nordic Sociotechnical Perspective on Artificial Intelligence Phenomena
2020-06-17 12:00  2020-06-17 12:50
Panel 4: A Nordic Sociotechnical Perspective on Artificial Intelligence Phenomena
Arisa Shollo, Margunn Aanestad, Kalle Lyytinen, Magnus Mahrning, Peter Axel Nielsen, and Carsten Sorensen
Break
2020-06-17 12:50  2020-06-17 13:00

Data Quality and Governance in Business Analytics
2020-06-17 13:00  2020-06-17 13:50  Virtual Room 2
Big data and business analytics require the revision and extension of methods and concepts of "traditional" data management. In this session, we will discuss approaches for data quality and data ownership for big data as well as we learn from case studies about data governance & data analytics governance.*

Towards a Framework for Data Analytics Governance Mechanisms
Authors: Jeroen Baijens, Remko W. Helms, Tjeerd Velstra

An investigation into Data Governance challenges: A case study of a Petroleum Firm in the Sub-Saharan Africa Region
Author: Zimasa Ndamase

Alohomora: Unlocking Data Quality Causes Through Event Log Context
Authors: Fahame Emamjome, Robert Andrews, Arthur ter Hofstede, Hajo A. Reijers

The Impact of Information Quality and Provider Credibility on Big Data Analytics Use: The Role of Analytical Skills and Thinking Style
Authors: Mohsen Javdan, Maryam Ghasemaghaei

Who Owns Data in the Enterprise? Rethinking Data Ownership in Times of Big Data and Analytics
Authors: Martin Fadler, Christine Legner

Digital Innovation, Ambidexterity & Agility
2020-06-17 13:00  2020-06-17 13:50  Virtual Room 3
How Digital Innovation Projects Cultivate Shifts in IT Functions’ Organizing Logics: Insights From a Multiple Case Study
Authors: André Hanelt, Daniel Leonhardt, Johann Kranz

Initiating Ambidexterity through Digital Innovation Labs
Authors: Lucas Göbeler, Daniel Schaar, Philipp Hukal

Integrating Structural IT Ambidexterity: A Multiple Case Study
Authors: Satu Iho, Stephanie Missonier

Reconceptualising Business-IT Alignment for Enabling Organisational Agility
Authors: Bettina Horlach, Paul Drews, Andreas Drechsler, Ingrid Schirmer, Tilo Böhmann

Social Media for Customers & Applicants
2020-06-17 13:00  2020-06-17 13:50  Virtual Room 1
Don't be so emotional: How social media communication affects potential applicants' engagement
Authors: Kilian J. Moser, Andranik Tumasjan, Dan Cable

#JOBLESS #OLDER #DIGITAL – Digital Media User Types of the Older Unemployed
Authors: Julia Klier, Mathias Klier, Katharina Schäfer-Siebert, Irina Sigler

Increasing Consumer Engagement in Social Media: The Modulating Role of Product Lifecycle
Authors: Pouyran Eslami, Maryam Ghasemaghaei, Khaled Hassanein

Communicate Online, Purchase Offline (Copo): How Can The Implementation Of Instant Messaging Strengthen Customer Relationships With Retail Stores?
Authors: Laura Schulze, Manuel Trenz

Digital Inclusion in Work
2020-06-17 13:00    2020-06-17 13:50    Virtual Room 4
Toward a Joint Theory on Social Identity and Individual Differences of Gender and IT: The Case of 'Women in Blockchain'
Authors: Nadine Kathrin Ostern

IT is not for me - Women's Discourses on IT and IT Careers
Authors: Fanny Vainionpää, Netta Iivari, Marianne Kinnula, Xiaocan Zeng

Evading Career Barriers in Traditional Work Settings through Micro-Task Crowdsourcing arrangements
Authors: Anne-Sophie Mayer, Kim Simon Strunk, Andreas Ihl, Marina Fiedler

Attitude Towards the Smart Availability Assistant Among Blue-Collar Workers and Their Availability Management Behavior
Author: Zofia Saternus

Sociotechnical Perspective in Emerging Technology
2020-06-17 13:00    2020-06-17 13:50    Virtual Room 5
Algorithmic Work: The Impact of Algorithms on Work with Social Media
Authors: Livia Norström, Anna Sigríður Islind, Ulrika M. Lundh Snis

Authors: Godé Cécile, Brion Sébastien, Bohas Amélie

From the Pit To Millions of Bits: Exploring Stock Market Crashes as Socio-Technical Failures Through a History-Friendly Agent-Based Model
Authors: Lise Arena, Nathalie ORIOL, Iryna Veryzhenko

Break
2020-06-17 13:50    2020-06-17 14:00
**Business Analytics System Design**

2020-06-17 14:00   2020-06-17 14:50   Virtual Room 2

Business Analytics Systems Design focuses on the specification and implementation of BA systems. In this session, we will discuss DataOps, user experience and aesthetics, an analytical IS engineering method as well as results from a cost accounting action design research study.

Modernizing business analytics capability with DataOps: A decision-making agility perspective
Authors: Humza Naseer, Sean B. Maynard, Jia Xu

Business Intelligence & Analytics Cost Accounting: An Action Design Research Approach
Authors: Raphael Grytz, Artus Krohn-Grimberghe, Oliver Müller

Human Computer Interaction in Business Analytics: The Case of a Retail Analytics Platform
Authors: Katerina Batziakoudi, Anastasia Griva, Angeliki Karagiannaki, Katerina Pramatari

Designing an Analytical Information Systems Engineering Method
Authors: Sven Michalczyk, Sven Schou

**IS Executives & Digital Transformation**

2020-06-17 14:00   2020-06-17 14:50   Virtual Room 3

Information Systems Executives: A Review and Research Agenda
Author: Katharina Drechsler

CEOs of SMEs: How IT-Governance Compensates the Lack of Digital Competencies
Authors: Andreas Weigel, Oliver Heger, Jenny Hoffmann, Kristina Röding

How to Evaluate the Performance of the Chief Digital Officer - A Delphi Study on KPIs for CDOs
Authors: Verena Seeher, Daniel Beimborn, Friedrich Holotiu

Toward a Taxonomy of Digital Transformation Initiatives
Authors: David Soto Setzke, Lotta Opderbeck, Tobias Riasanow

**Social Media Behaviours & Roles**

2020-06-17 14:00   2020-06-17 14:50   Virtual Room 1

Influential Users in Social Media Networks: A Literature Review
Authors: Isabel Maria Schmid

Intention to Vote for Extreme Right-wing Populists, the Internet and Social Media: Political Information Consumption vs. Discussion
Authors: Helena Wenninger, Johannes Rode

The Rise of Robo-Reviews - The Effects of Chatbot-Mediated Review Elicitation on Review Valence
Authors: Theresa Goeken, Dimitrios Tsekouras, Irina Heimbach, Dominik Gutt
Understanding the Purchase Intention of Virtual Gifts in Live Streaming: Flow Theory and Swift Guanxi
Authors: Zhengzhi GUAN, Fangfang Hou, Boying Li, Alain Chong

Digital inclusion in education and society
2020-06-17 14:00 2020-06-17 14:50 Virtual Room 4
Supporting Design Thinking Through Creative and Inclusive Education Facilitation: The Case of Anthropomorphic Conversational Agents for Persona Building
Authors: Tim-Benjamin Lembcke, Stephan Diederich, Alfred Benedikt Brendel

How Mobile Phones Contribute to the Social Inclusion of Women in Africa: A Nigerian Perspective
Authors: Naima Abubakar, Muhammadou M.O. Kah, Salihu Dasuki

A Taxonomy of Digital Learning Activities for Digital Inclusion
Authors: Andy Nguyen, Yvonne Hong, Lesley A. Gardner

Empowering Educators to Build their Own Conversational Agents in Online Education
Authors: Rainer Winkler, Sebastian Hobert, Matthias Appius

Sociotechnical Design and architect
2020-06-17 14:00 2020-06-17 14:50 Virtual Room 5
How Facets of Work Illuminate Sociotechnical Challenges of Industry 5.0
Author: Steven Alter

Jack-of-All-Trades Torn Apart: Skills and Competences of an Enterprise Architect
Authors: Maija Ylinen, Samuli Pekkola

Towards an Equilibrium Model for Measuring the Impact of Digital Twin Technology on Enterprise Agility
Authors: Olatorera Chidozie Williams, Amjad Fayoumi

Sociotechnical Approach for Accountability by Design in AI Systems
Author: Polyxeni Vassilakopoulou

Break
2020-06-17 14:50 2020-06-17 15:00

Business Process Analytics
2020-06-17 15:00 2020-06-17 15:50 Virtual Room 2
Business Process Analytics focuses on the analysis of sequential data generated in process logs by process-centric information systems. In this session, we will discuss design principles for process mining, workaround detection using deep learning, value realization from process mining, and benefits conceptualization for robotic process automation.
Design Principles for Comprehensible Process Discovery in Process Mining
Authors: Matthias Stierle, Sandra Zilker, Sebastian Dunzer, Johannes Christian Tenscher, Gergana Karagegova

Turning Big Data into Value: A Literature Review on Business Value Realization from Process Mining
Authors: Julia Eggers, Andreas Hein

Detecting Workarounds in Business Processes — A Deep Learning Method For Analyzing Event Logs
Authors: Sven Weinzierl, Verena Wolf, Tobias Pauli, Daniel Beverungen, Martin Matzner

An Empirically Supported Conceptualisation of Robotic Process Automation (RPA) Benefits
Authors: Imesha Manuraji Denagama Vitharanage, Wasana Bandara, Rehan Syed, Denise Toman

Persuasiveness and influence of messages delivered through SM and Individual approach and perceptions when operating on SM
2020-06-17 15:00 2020-06-17 15:50 Virtual Room 1
Fueling the Firestorm: Effects of Social Capital on Users’ Persuasiveness During Online Firestorms
Author: Hendrik Jöntgen

Analysing the trend of Islamophobia in Blog Communities using Machine Learning and Trend Analysis
Authors: Tiffany Massey, Chintan Amrit, Guido van Capelleveen

Are Cynics More Social Network Dependent? Exploring Youtube and Facebook Usage
Authors: Stefano Za, Federica Ceci, Francesca Masciarelli, Lea Iaia

When Moms Go Online - Exploring Motives Determining Mothers' Participation in Maternal Online Communities
Author: Johana Kimmerl

The Envy Spiral: Unraveling The Black Box Of Social Media Positivity
Authors: Hannes-Vincent Krause, Fenne große Deters, Annika Baumann

Gender Issues & Empowerment
2020-06-17 15:00 2020-06-17 15:50 Virtual Room 4
Enabl...
Mobile phone dependency among highly vulnerable migrants: A belongingness perspective
Authors: Mette Von Deden, Silvia Masiero, Ravi Mayasandra-Nagaraja

Organized Learning in Digital Organizations
2020-06-17 15:00  2020-06-17 15:50  Virtual Room 3
Become Competent in 15 Minutes? - The Suitability of Micro Learning for Competence Development
Authors: Julian Busse, Aline Lange, Mona Briesemeister, Matthias Schumann
Towards Co-Creation of Learning Material in Vocational Training
Authors: Tim Weinert, Marian Thiel de Gafenco
Gamifying Electronic Negotiation Training - A Mixed Method Study of Students' Motivation, Engagement and Learning
Authors: Andreas Schmid, Philipp Melzer, Mareike Schoop
Can Virtual Realities Reduce the Gap Between Organizations? Insights from a Case Study on the Potential of VR-Supported Perspective Taking
Authors: Andreas Weigel, Jenny Hoffmann, Michael Klesel

Designing Conversational Agents and Gamification
2020-06-17 15:00  2020-06-17 15:50  Virtual Room 5
Towards Design Principles for Trustworthy Affective Chatbots in Virtual Teams
Author: Ivo Benke
Not Human After All: Exploring the Impact of Response Failure on User Perception of Anthropomorphic Conversational Service Agents
Authors: Stephan Diederich, Tim-Benjamin Lembcke, Alfred Benedikt Brendel, Lutz M. Kolbe
The Effect of Perceived Similarity in Dominance on Customer Self Disclosure to Chatbots in Conversational Commerce
Authors: Ulrich Gnewuch, Meng Yu, Alexander Maedche
Design and Evaluation of a Collaborative Writing Process with Gamification Elements
Authors: Christina Wiethof, Navid Tavanapour, Eva A. C. Bittner
Gamification: Feature-Rich Mobile Applications, Brand Awareness And Loyalty
Authors: Jens Mattke, Christian Maier
Designing Community Identification – A Multi-Method Approach
Authors: Bastian Kordyaka, Samuli Laato, Katharina Jahn, Sidney Hribersek

Break
2020-06-17 15:50  2020-06-17 16:00
Discovering Social Media Timing Signals for Predicting Temporary Deal Success
Authors: Yihong Zhang, Takahiro Hara, Masumi Shirakawa

Improving Recall and Precision in Unsupervised Multi-Label Document Classification Tasks by Combining Word Embeddings with TF-IDF

A Semi-Supervised Machine Learning Approach to Detect Anomalies in Big Accounting Data
Authors: Indranil Bhattacharya, Edo Roos Lindgreen

Towards Automated Analysis of Financial Analyst Communication: The Induction of A Domain-Specific Sentiment Dictionary
Authors: Matthias Palmer, Jan Roeder, Jan Muntermann

Use of Video Narratives to Increase Relevance in Design Science Research
Authors: Kristijan Mirkovski, Cathal Doyle, Libo Ivy Liu

Action, Design Research – A Logical Data Model
Authors: Telmo Antonio Henriques, Henrique O'Neill

Critical Evaluation in Pursuit of Socially Responsible Design Science in Information Systems
Authors: Michael L. Monson

Developing a Proof-of-Concept Practices Context Model
Authors: Antonio Jose Rodrigues Neto, Maria Manuel Borges, Licinio Roque

CASSI: Design of a Simulation Environment for Vehicle Relocation in Carsharing
Authors: Christoph Prinz, Sascha Lichtenberg, Mathias Willnat

Digitizing Development Pathways: An Alternative Research Strategy for ICT4D
Authors: M. Lynne Markus, Wenxiu (Vince) Nan

Does Process Reengineering and Digitalization Eliminate Corruption? Exploring ‘Paperless’ Vehicle Clearance at Ghana’s Port
Authors: Atta Addo, PK Senyo

Authors: Maike Greve, Sascha Lichtenberg, Stephan Diederich, Alfred Benedikt Brendel

Development
Author: Alexander Herwix

**Service Innovation**
2020-06-17 16:00 2020-06-17 16:50 Virtual Room 1
All authors introduce their most important findings and implication in 5 minutes (on 1 or 2 slides). This summary will lead us to provide a 30-minute wrap up of the papers. Then we could have some 20 minutes of discussion, putting the papers together, and discussing some promising steps ahead. In total, this schedule will fill the 50-minute session

Service Systems in the Era of the Internet of Things: A Smart Service System Taxonomy
Authors: Tobias Brogt, Gero Strobel

How to Tame the Tiger - Exploring the Means, Ends and Challenges in Smart Service Systems Engineering
Authors: Jürgen Anke, Martin Ebel, Jens Poeppelbuss, Rainer Alt

Understanding Smart Service Systems Transformation – A Socio-Technical Perspective
Author: Verena Wolf

Conceptualizing Task-Technology Fit for Technology-Pervaded Value Co Creation
Author: Christian Bartelheimer

Service Innovation Through Platformisation of A Private Health Insurance: An Activity Theory Perspective of the Case of Ghana
Authors: Anthony Renner-Micah, John Effah, Richard Boateng

The Convergence of Distributed Ledger Technology and Artificial Intelligence: An end-to-end Reference Lending Process for Financial Services
Authors: Christian Dietzmann, Roger Heines, Rainer Alt

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**Managing Knowledge in Digitized Organizations**
2020-06-17 16:00 2020-06-17 16:50 Virtual Room 3

Knowledge Sharing and Knowledge Protection in Inter-Organizational Collaboration: Uncovering the Underlying Relationships that Influence Innovation
Authors: Mirian Oliveira, Carla Curado, Andrea Raymundo Balle, Felipe Nodari, Plinio Silva de Garcia

Knowing What to Share: Selective Revealing in Open Data
Authors: Tobias Enders, Clemens Wolff, Gerhard Satzger

Digital Innovation in Industrial-Age Firms: Managing the Balancing Act of Knowledge Integration
Author: Patryk Zapadka

How Front-Line Professionals Use Knowledge: The Case of Petrochemical Operators
Authors: Jingwen He, David M. Murungi, Sandeep Purao, Arvind Karunakaran

A Network-based Transfer Learning Approach to Improve Sales Forecasting of New Products
Authors: Tristan Karb, Niklas Kühl, Robin Hirt, Varvara Glivici-Cotru
Closing Session
2020-06-17 17:00  2020-06-17 17:45