THE UNIVERSITY OF BRITISH COLUMBIA
Curriculum Vitae for Faculty Members

Date: April 23, 2020   **Initials**: RTC

1.   **SURNAME**: Cenfetelli   **FIRST NAME**: Ronald
                                                                MIDDLE NAME(S): Timothy

2.   **DEPARTMENT/SCHOOL:** Sauder School of Business

3.   **FACULTY**: Commerce

4.   **PRESENT RANK**: Professor   **SINCE**: July 2017

5.   **POST-SECONDARY EDUCATION**

University or Institution	Degree	Subject Area	Dates
University of British Columbia	PhD	Management Information Systems	Nov 2004
Indiana University	MBA		May 2000
Purdue University	BS	Aeronautical and Astronautical Engineering	May 1986

Special Professional Qualifications

Surface Warfare Officer (United States Navy), August 1989

6. EMPLOYMENT RECORD

(a) Prior to coming to UBC

University, Company or Organization	Rank or Title	Dates
Pfizer, Inc	Production Manager	Jul 1995 - Jul 1998
Pfizer, Inc	Training Manager	May 1993 - Jun 1995
Amphibious Construction Battalion Detachment 313 (US Naval Reserves)	Commanding Officer	Nov 1991 - Oct 1993
Pfizer, Inc	Project Engineer	May 1991 - Apr 1993
Naval Weapons Station Concord (US Naval Reserves)	Division Officer	Jul 1990 - Oct 1991
Pfizer, Inc	Manufacturing Engineer	Jul 1990 - Apr 1991
USS Nimitz (CVN-68) - US Navy	Officer of the Deck (Underway)	Aug 1989 - Jun 1990
USS Nimitz (CVN-68) - US Navy	Division Officer	Aug 1987 - Jun 1990
Commander Naval Air Forces Pacific - US Navy	Deputy Public Affairs Officer	Apr 1987 - Jul 1987
Naval Public Works Center - US Navy	Special Projects Officer	May 1986 - Mar 1987

(b)   At UBC

Rank or Title	Dates
Professor	July 2017 - present
Associate Professor	July 2011 – June 2017
Assistant Professor	July 2004 – June 2011

(c) Date of granting tenure at UBC: July 1, 2011

7. LEAVES OF ABSENCE
Sabbatical (study) leaves July 1, 2012 to June 30, 2013; July 1, 2017 to June 30, 2018

8. TEACHING

(a) Areas of special interest and accomplishments

E-Business; IT-Mediated Customer Service; Human Computer Interaction; Individual level technology adoption and usage; Information Technology Management; Internet and its impact on business, society, and individuals; Behavioral Research Methods

(b) Courses taught at UBC

Session	Course Number	Scheduled Hours	Class Size	Lecture Hours	Tutorial Hours	Lab Hours	Other Hours
Winter 2019/2020	COMM 525	3.0	4				
Winter 2019/2020	COMM 590B	3.0	9				
Winter 2018/2019	COMM 525	3.0	7				
Winter 2016/2017	COMM 590B	3.0	10				
Winter 2016/2017	COMM 525	3.0	7				
Winter 2016/2017	BAIT 511 (PTMBA)	1.5	16				
Winter 2016/2017	BAIT 511 (IMBA)	1.5	26				
Winter 2016/2017	BAIT 511 (FTMBA)	1.5	20				
Winter 2015/2016	COMM 525	3.0	3				
Winter 2015/2016	BAIT 511 (PTMBA)	1.5	10				
Winter 2015/2016	BAIT 511 (IMBA)	1.5	35				
Winter 2015/2016	BAIT 513 (FTMBA)	1.5	38				
Winter 2014/2015	COMM 525	3.0	7				
Winter 2014/2015	BAIT 513	1.5	36				
Winter 2013/2014	COMM 486P	3.0	12				
Winter 2013/2014	COMM 486O	3.0	15				
Winter 2013/2014	BAIT 513	1.5	30				
Winter 2011/2012	BAIT 513	1.5	38				
Winter 2011/2012	BAIT 513	1.5	28				
Winter 2011/2012	BA 500 (MBA Core)	1.4	54				
Winter 2011/2012	BA 500 (PT MBA Core)	1.8	40				
Winter 2011/2012	BA 500 (MBA Core)	1.4	52				
Winter 2010/2011	BAIT 580A (PhD)	1.5	8				
Winter 2010/2011	BAIT 513	1.5	47				
Winter 2010/2011	BAIT 513	1.5	47				
Winter 2010/2011	BA 500 (MBA Core)	1.4	53				
Winter 2010/2011	BA 500 (PT MBA Core)	1.8	49				
Winter 2010/2011	BA 500 (MBA Core)	1.4	54				
Winter 2009/2010	BAIT 513	1.5	35				
Winter 2009/2010	BAIT 513	1.5	36				
Winter 2009/2010	BA 500 (MBA Core)	1.4	66				
Winter 2009/2010	BA 500 (PT MBA Core)	1.8	59				
Winter 2009/2010	BA 500 (MBA Core)	1.4	61				
Winter 2008/2009	BAIT 513	1.5	28				

Session	Course Number	Scheduled Hours	Class Size	Lecture Hours	Tutorial Hours	Lab Hours	Other Hours
Winter 2008/2009	BAIT 513	1.5	21				
Winter 2008/2009	BA 500 (PT MBA Core)	1.8	49				
Winter 2008/2009	BA 500 (MBA Core)	1.4	54				
Winter 2008/2009	BA 500 (MBA Core)	1.4	58				
Winter 2007/2008	BAIT 513	1.5	26				
Winter 2007/2008	BAIT 513	1.5	41				
Winter 2007/2008	BA 500 (MBA Core)	1.4	65				
Winter 2007/2008	BA 500 (PT MBA Core)	1.8	59				
Winter 2007/2008	BA 500 (MBA Core)	1.4	65				
Winter 2006/2007	COMM 336	3.0	35				
Winter 2006/2007	COMM 336	3.0	35				
Winter 2006/2007	BAIT 513	1.5	37				
Winter 2005/2006	COMM 336	3.0	40				
Winter 2005/2006	COMM 336		31				
Winter 2005/2006	BAIT 513	1.5	29				
Winter 2005/2006	BAIT 580A (PhD)	1.5	3				
Summer 2005	BAIT 513	1.5	33				
Winter 2004/2005	COMM 336	3.0	40				
Winter 2004/2005	COMM 336	3.0	41				
Winter 2004/2005	BAIT 513	1.5	24				
Winter 2002/2003	COMM 336	3.0	33				
Winter 2002/2003	COMM 336	3.0	40				

(c) Graduate Research Supervision

Student Name	Program Type	Year		Supervisory Role
		Start	Finish	(supervisor, co-supervisor, committee member)
Pattharin Tangwaragorn	Ph.D.	Aug 2015	Present	Co-supervisor
Amir Fard Bahreini	Ph.D.	Oct 2018	Present	Co-supervisor
Atefeh Taghavi	Ph.D.	Mar 2019	Present	Committee member
Elizabeth Shaffer	Ph.D.	Jul 2011	Sept 2019	Committee member
Daniel Papania	Ph.D.	Jan 2012	Apr 2019	Co-supervisor
Pattharin Tangwaragorn	MSc	Jun 2014	Jul 2015	Supervisor
Michael Wufka	Ph.D.	Apr 2012	Nov 2013	Committee member
Tian Yu	MSc	Sept 2010	Jan 2013	Co-supervisor
Chee Wee Tan	Ph.D.	Sep 2006	May 2011	Co-supervisor
David Xu	Ph.D.	Sep 2006	July 2011	Co-supervisor
Sameh Al-Natour	Ph.D.	Apr 2006	Apr 2012	Co-supervisor
Fiorella Foscarini	Ph.D.	Mar 2005	May 2009	Committee member
Gary Schmidt	MSc	Jan 2005	Jun 2007	Supervisor
Sameh Al-Natour	MSc	Sep 2004	May 2006	Co-supervisor

(d) Graduate Program Supervision
(e) Continuing Education Activities
(f) Visiting Lecturer (indicate university/organization and dates)
(g) Other

9.   SCHOLARLY AND PROFESSIONAL ACTIVITIES

(a)   Areas of special interest and accomplishments

E-Business; IT-Mediated Customer Service; Human Computer Interaction; Individual level technology adoption and usage; Information Technology Management; Internet and its impact on business, society, and individuals; Behavioral Research Methods

(b)   Research or equivalent grants (indicate under COMP whether grants were obtained competitively (C) or non-competitively (NC)

Granting Agency	Subject	COMP	$ Per Year	Year	Principal Investigator	Co-Investigator
SSHRC	Are We Really Addicted to Technology? What Can We Do to Reduce Our Need to Constantly Check Our Devices?	C	$14,877	2019	Cenfetelli, Ron	none
SSHRC	The dark side of digital technology: the nature, antecedents, and consequences of online unethical behavior – *Ranked 2 of 85 successful grant applications*	C	$37,331	2015	Cenfetelli, Ron	Robinson, Sandra
SSHRC	Who Is Viewing Your Information?: Investigating the Adoption and Effects of Information-Use Transparency Tools for Alleviating Privacy Concerns in Online Social Networks	C	$25,210	2013	Benbasat, Izak	Cenfetelli, Ron
Sauder School of Business	A Profile of Rejecters of Electronic Medical Record Technology	C	$7,050	2012	Cenfetelli, Ron	
SSHRC	Insight Grant: "Records in the Cloud"	C	$108,647	2012	Luciana Duranti	Cenfetelli, Ron
Peter Wall Institute for Advanced Studies	Exploratory Workshop Grant: "Trust and Rights in the Digital Environment"	C		2012	Luciana Duranti	Cenfetelli, Ron
SSHRC	Trust and digital records in an increasingly networked society	C	$500,785	2012	Luciana Duranti	Cenfetelli, Ron

UBC VP Research /British Columbia Ministry of Labour and Citizens' Services	Using IT to promote the purchase of environmentally friendly products and to foster user compliance with IT security policies	NC	$3,000	2011	Cenfetelli, Ron	
MITACS	Technology Strategy Analysis for Resilience Software	C	$15,000	2011	Cenfetelli, Ron	
MITACS	PLACESPEAK: Supporting the commercial launch	C	$15,000	2011	Cenfetelli, Ron	
SSHRC	The IT Professional as a Customer Service Provider: A Goals Perspective	C	$20,743	Apr 2010 - Apr 2013	Cenfetelli, Ron	Bassellier, Geneviève
SSHRC	Theoretical Elaborations into Archival Management in Canada (TEAM Canada)	C	$200,000	Apr 2007 - Apr 2012	Duranti, Luciana	Cenfetelli, Ron
SSHRC	The Nature, Antecedents and Consequences of Technology-Induced Information Overload	C	$17,935	Apr 2006 - Apr 2009	Cenfetelli, Ron	
Hampton Research Funds	The Role of Technology in Influencing Moral Behavior	C	$4,977	Apr 2006 - Apr 2008	Cenfetelli, Ron	Aquino, Karl
University of British Columbia	The Nature, Antecedents and Consequences of Technology-Induced Information Overload (UBC funded)	C	$1,425	Jul 2005 - Jul 2006	Cenfetelli, Ron	
Hampton Research Funds	The Inhibitors of IT-Mediated Customer Service	C	$6,833	Apr 2003 - Apr 2005	Benbasat, Izak	Cenfetelli, Ron

(c) Research or equivalent contracts (indicate under COMP whether contracts were obtained competitively (C) or non-competitively (NC)

(d) Invited Presentations (Identify whether International/National/Local)

Institution	Title	Date
Queens University	Constant Checking is Not Addiction and a Theory of Multi-Domain Awareness (cancelled due to Covid-19)	March 13, 2020
University of British Columbia	Faculty Reception Keynote Address, Complementary Views of Information Systems: The Human View and the Ontological View, July 8, 2018	July 8, 2017
University of British Columbia	Commerce Scholars Program – Human Computer Interaction	Jan 11, 2017
University of British Columbia	How Technology Fuels Humans' Desire to Be in Sync: A Theory of Bad Technology Habits	April 8, 2016
Copenhagen Business School	Renowned Scholars Seminar Series: The Human in Human Computer Interaction	June 12, 2015
University of British Columbia	Using Amazon's Mechanical Turk for Empirical Research (joint workshop OBHR/MIS)	May 5, 2015
Università degli Studi di Firenze	"The Role of Theory, Constructs, Variables & Hypotheses in Empirical Research"	April 8, 2015
HEC Montréal (included McGill and Concordia)	Who is Viewing Your Information & How Do You Feel About It? Investigating Next Generation Privacy Tools in Social Networks	February 7, 2014
Foster School of Business, University of Washington	Improving the Design Relevance of Beliefs-Based Technology Usage Theories	May 2011
Desautels Faculty of Management, McGill University	The Role of Emotions in Technology Usage	Jun 2009
E.J. Ourso College of Business, Louisiana State University	An Exploration and Identification of Technology Usage Inhibitors	Feb 2008

(e) Other Presentations

Institution	Title	Date
Sauder Seminar Series	"Synchronicity: A Theory to Explain Multi-System Use"	Oct 2018
International Conference on Information Systems	"Grassroots Internet Celebrity Plus Live Streaming" Activating IT-Mediated Lifestyle Marketing Services at e-Commerce Websites	Dec 2017
International Conference on Information Systems	A Construal-Level Approach to Persuasion by Personalization	Dec 2016
Americas Conference of Information Systems	A Profile of Rejecters of Electronic Medical Record Technology	Aug 2012
Academy of Management	The Effects of Recommendation Sources and Content on Source Credibility and Product Informativeness	Aug 2012
Tenth Annual Workshop on HCI Research in MIS	Users' Interdependence with Online Virtual Advisors: Antecedents and Consequences	Dec 2011
Tenth Annual Workshop on HCI Research in MIS	Understanding E-Service Failures: Formation, Impact and Recovery	Dec 2011
International Conference on Information Systems	Toward a Deep Understanding of Persuasive Product Recommendation Agents	Dec 2011
European Conference on Information Systems	Trustworthy Virtual Advisors and Enjoyable	Jun 2010

	Interactions: Designing for Expressiveness and Transparency	
Administrative Sciences Association of Canada	The Determinants of Accepting Conflicting Advice from Online Intelligent Decision Aids	May 2010
Hawaii International Conference on System Sciences (HICSS'10)	Does Live Help Service Matter? A Empirical Test of the DeLone and McLean Extended Model in the E-Service Context.	Jan 2010
International Conference on Information Systems	The Antecedents of Customer Self-Disclosure to Online Virtual Advisors	Dec 2009
International Conference on Information Systems	The Effect of Perceived Service Quality, Perceived Sacrifice and Perceived Service Outcome on Online Customer Loyalty	Dec 2009
Academy of Management	The Influence of Online Technology on Lying	Aug 2009
International Conference on Information Systems	Adoption of B2B Exchanges: Effects of IT-Mediated Website Services, Website Functionality, Benefits, and Costs	Dec 2008
Seventh Annual Workshop on HCI Research in MIS	The Role of Website Service Functionality in Explaining Price Dispersion and Price Trade-offs in Online Markets	Dec 2008
Seventh Annual Workshop on HCI Research in MIS	Understanding the Formation and Impact of E-Service Failures	Dec 2008
Diffusion Interest Group in Information Technology (DIGIT)	Looking Beyond Adoption to Understanding the User-IT Artifact Relationship	Dec 2008
Administrative Sciences Association of Canada	Finding your path through the data: Using sophisticated data analysis to tell compelling stories	May 2008
Hawaii International Conference on System Sciences	Building Citizens' Trust towards e-Government Services: Do High Quality Websites Matter?	Jan 2008
Sixth Annual Workshop on HCI Research in MIS	Creating Rapport and Intimate Interactions with Online Virtual Advisors	Dec 2007
Twenty-eighth International Conference of Information Systems	Understanding the Antecedents and Consequences of E-Government Service Quality: An Empirical Investigation	Dec 2007
Academy of Management	Technology-Induced Overload: An Inductive Analysis	Aug 2006
Diffusion Interest Group in Information Technology (DIGIT)	An Exploration and Identification of Technology Usage Inhibitors	Dec 2005
Fourth Annual Workshop on HCI Research in MIS	The Role of Similarity in e-Commerce Interactions: The Case of Online Shopping Assistants	Dec 2005
Twenty-sixth International Conference of Information Systems	Information Technology Mediated Customer Service: A Functional Perspective	Dec 2005
Twenty-fifth International Conference of Information Systems	An Empirical Study of the Inhibitors of Technology Usage	Dec 2004
Americas Conference of Information Systems theory workshop	The Inhibitors of Technology Usage	Aug 2004
Academy of Management	Getting in Touch with Our Feelings towards Technology	Aug 2004
Ninth Americas Conference on Information Systems	Frustrated Incorporated: An Exploration of the Inhibitors of IT-Mediated Customer Service	Aug 2003
10th European Conference on Information Systems	Measuring the E-commerce Life Cycle	Jun 2002

(f) Other

(g) Conference Participation (organizer, keynote speaker, etc.)

Speaker/organizer: "The Business Value of Social Networking". Seminar presented to members of the CIO Association of Canada, Vancouver Chapter (October 27, 2009)

Program Co-Chair of the Tenth Annual Workshop on HCI Research in MIS (December 2011, Shanghai, China)

Associate Editor for the International Conference on Information Systems: 2010, 2011, 2012 and 2016

Track Chair for the Diffusion of Information Technology at the Americas Conference on Information Systems August 2011, Detroit MI

Associate Editor for the Pacific Asia Conference on Information Systems (PACIS), July 2011, Brisbane Australia

Track Chair for the International Conference of Information Systems at Università Bocconi, Milano, Italia (December 2013). Handled 178 papers through a peer review process. Scheduled and arranged paper sessions, recruited session chairpersons, among other duties

10. SERVICE TO THE UNIVERSITY

(a) Areas of special interest and accomplishments

Curriculum review and design. Teaching effectiveness.

(b) Memberships on committees, including offices held and dates

Position	Committee Name	Dates
Member	Appointments, Promotions and Tenure Committee	Sept 2018 – present
Member	Full professor promotion committee – UBC School of Information	Fall 2019
Coordinator	Sauder MBA program IT Management Specialization	Sept 2007 – June 2012
Member	Sauder Awards and Performance Advisory Committee	Dec 2010 – June 2011
Track Champion	Sauder MBA Strategy Committee	Dec 2010 – June 2012
Member	Sauder Peer Review of Teaching Committee	Dec 2010 – June 2012
Member	Sauder Programs and Curriculum Committee/ Academic Programs Teaching and Learning Committee (APTL)	Sep 2008 – Dec 2010; and Sep 2013 - present
Sub-committee Chair	APTL sub-committee on BCOM/PhD/MSc AACSB learning goals	Nov 2014 – Nov 2015
Member	Lasting Education, Achieved & Demonstrated (LEAD)	Jan 2008 – Sep 2009
Peer Reviewer	Peer Review of Teaching	2012 to present
Member	Master of Management in Business Analytics Committee	Jan 2015 to June 2015
Member	Part-Time MBA Review Committee	Sept 2015 to Jan 2016
Academic Advisor	KPP Scholar Program	2016/17 academic

		year
Member	Appointments, Promotion and Tenure Committee	2018-present

(b) Other service, including dates

11. <u>SERVICE TO THE COMMUNITY</u>

(a) Memberships on scholarly societies, including offices held and dates

Role	Society Name	Dates
Track Chair	International Conference on Information Systems	September 2012 – September 2015
Program Chair	Tenth Annual Workshop on HCI Research in MIS	June 2011 – December 2011
Track Chair - Diffusion of Information Technology	Americas Conference on Information Systems (AMCIS 2011)	August 2010 – August 2011
Associate Editor	International Conference on Information Systems	April 2011 – May 2012 April 2016 – May 2016
Associate Editor	Pacific Asia Conference on Information Systems (PACIS) 2011	April 2011 – July 2011
Member	Academy of Management	Jan 2000 – June 2011
Member	Association of Information Systems	Jan 2000 - present

(b) Memberships on other societies, including offices held and dates

Role	Society Name	Dates
Director	Chief Information Officer Association of Canada – Vancouver Chapter	July 2009 – June 2012
Member	Chief Information Officer Association of Canada	Feb 2009 - present

(c) Memberships on scholarly committees, including offices held and dates

Role	Committee Name	Institution	Dates
Judge	2006 best published paper award	Academy of Management OCIS Division	Apr 2007 - May 2007
Assessor	President's Award for Outstanding Research	Memorial University	March 2014

(d) Memberships on other committees, including offices held and dates

(e) Editorships (list journal and dates)

Journal	Role	Dates
MIS Quarterly	Senior Editor	2019-present
MIS Quarterly	Senior Editor (special assignment for several methodological papers)	2010-2014
MIS Quarterly	Associate Editor	2011-2017

(f) Reviewer (journal, agency, etc. including dates)

Journal/Agency	Role	Dates
SSHRC	Ad Hoc Referee	2008 – present
MIS Quarterly	Ad Hoc Referee	Nov 2006 - present
Information Systems Research	Ad Hoc Referee	Dec 2004 - present
International Conference on Information Systems	Ad Hoc Referee	May 2004 - present
European Journal of Information Systems	Ad Hoc Referee	Aug 2006 – present
Journal of MIS	Ad Hoc Referee	Sep 2006 - Oct 2006
Management Science	Ad Hoc Referee	Feb 2003 - Present
DataBase	Ad Hoc Referee	May 2001-Jun 2001

(g) External examiner (indicate universities and dates)

- Doctoral Thesis University Examiner for Lifei Sheng (UBC Sauder Management Science), June 2017
- Doctoral Thesis External Examiner for LIU Fei, Department of Computer Science, Hong Kong Baptist University, June 2016
- Doctoral Thesis External Examiner for John Laugesen - McMaster University, August 2013
- MSc Thesis Examiner for Eruani Zainuddin (UBC Sauder MIS) September 2008
- MSc Thesis Examiner for Kelly Loke (UBC Sauder TLOG) April 2008

(h) Consultant (indicate organization and dates)

(i) Other service to the community

- Evaluator for tenure cases at HEC Montréal (2016), University of Hawaii (2016), University of Massachusetts (2015); University of Windsor (2019); and HKUST Business School (2019)
- Regional coordinator - CAWorld International MBA Case competition (2010 and 2011)

12. AWARDS AND DISTINCTIONS

(a) Awards for teaching (indicate name of award, awarding organizations, date)

Name	Awarded By	Date
CGA Graduate Teaching Award for excellence in graduate teaching	Sauder School of Business	April 2010
MBA Teaching Excellence Award	MBA Society	Dec 2009
MBA Teaching Excellence Award	MBA Society	Dec 2007

(b) Awards for scholarship (indicate name of award, awarding organizations, date)

Name	Awarded By	Date
Finalist - Best European Research Paper of the Year 2014	CIONET European Research Paper of the Year (Community of 4000 European CIOs)	March 2014
Honorable Mention Award	Administrative Sciences Association of Canada	May 2010

	(ASAC)	
Best Paper Award	AIS Special Interest Group on Human-Computer Interaction	Dec 2005
Best Paper Award nominee	International Conference of Information Systems	Dec 2005
Top Student Paper Award	Academy of Management	Aug 2004

(c) Awards for Service (indicate name of award, awarding organizations, date)

Name	Awarded By	Date
Associate Editor of the Year	*MIS Quarterly*	December 2013
Reviewer of the Year	*MIS Quarterly*	December 2011

(d)   Other Awards

13. OTHER RELEVANT INFORMATION (Maximum One Page)
 (none)

SURNAME: Cenfetelli   **FIRST NAME**: Ronald   **Initials**: RTC
                                 MIDDLE NAME(S): Timothy   **Date**: January 2020

1. REFEREED PUBLICATIONS

(a) Journals

1. Gerlach and Cenfetelli (forthcoming), "Constant Checking Is Not Addiction: A Grounded Theory of IT-Mediated State-Tracking", *MIS Quarterly*

2. Xu, Benbasat, and Cenfetelli (forthcoming) "The relative effect of multiple sources' convergent recommendations: An empirical study of search product recommendations" *Journal of Management Information Systems*

3. Islam, Cenfetelli, and Benbasat (2020), "Organizational Buyers' Assimilation of B2B Platforms: Effects Of IT-Enabled Service Functionality", *Journal of Strategic Information Systems,* 29 (1), March, Article 101597

4. Wolverton and Cenfetelli (2019), "An Exploration of the Drivers of Non-Adoption Behavior: A Discriminant Analysis Approach", *ACM SIGMIS Database: the DATABASE for Advances in Information Systems* 50.3, August, pp. 38-65

5. Xu, D. J., Benbasat I., Cenfetelli R.T., (2018), "The Outcomes and the Mediating Role of the Functional Triad: The Users' Perspective", *Information Systems Journal*, 28 (5) September, pp. 956-988

6. Xu, D. J., Benbasat I., Cenfetelli R.T., (2017), "A Two-Stage Model of Generating Product Advice: Proposing and Testing the Complementarity Principle", *Journal of Management Information Systems*, 34 (3), November, pp. 826-862

7. Tan, C.W., Benbasat I., Cenfetelli R.T., (2016), "An Exploratory Study of the Formation and Impact of Electronic Service Failures", *MIS Quarterly*, 40 (1), pp. 1-29

8. Xu, D.J., Cenfetelli, R.T., Aquino K., (2016), "Do different kinds of trust matter? An examination of the three trusting beliefs on satisfaction and actual purchase behavior in the buyer-seller context", *Journal of Strategic Information Systems*, 25 (1), March, pp. 15-31

9. Xu, D.J., Benbasat, I., Cenfetelli, R.T. (2014) "The Influences of Online Service Technologies and Task Complexity on Efficiency and Personalization", *Information Systems Research*, 25 (2), June, pp. 420-436

10. Xu, D.J., Benbasat, I., Cenfetelli, R.T., (2014), "The Nature and Consequences of Trade-Off Transparency in the Context of Recommendation Agents", *MIS Quarterly*, 38 (2), June, pp. 379-406

11. Cenfetelli, R.T., Bassellier, G., Posey, C., (2013), "The Analysis of Formative Measurement in IS Research: Choosing between Component- and Covariance-based Techniques", *The DATA BASE for Advances in Information Systems*, (44) 4, November, pp. 66-79

12. Xu, D.J., Benbasat, I., Cenfetelli, R.T., (2013), "Integrating Service Quality with System and Information Quality: An Empirical Test in the E-Service Context", *MIS Quarterly,* 37 (3), September, pp. 777-794

13. Tan, C.W., Benbasat I., Cenfetelli R.T., (2013), "IT-Mediated Customer Service Content and Delivery in Electronic Governments: An Empirical Investigation of the Antecedents of Service Quality", *MIS Quarterly*, 37 (1), March, pp. 77-109

14. Cenfetelli, R.T., Schwarz, A., (2011), "Identifying and Testing the Inhibitors of Technology Usage Intentions", with Schwarz; *Information Systems Research*, 22 (4), December, pp. 808-823

15. Xu, D.J., Benbasat, I., Cenfetelli, R.T., (2011), "The Effects of Service and Consumer Product Knowledge on Online Customer Loyalty", *Journal of AIS*, 12 (11), November, pp. 741-766

16. Xu, D.J., Cenfetelli, R.T., Aquino K., (2012), "The Influence of Media Cue Multiplicity on Deceivers and Those Who Are Deceived", *Journal of Business Ethics,* 106 (3), March 2012, pp. 337-352

17. Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2011), "The Adoption of Online Shopping Assistants: Perceived Similarity as an Antecedent to Evaluative Beliefs", *Journal of AIS,* 12 (5), May, pp. 347-374

18. Cenfetelli, R.T., Bassellier, G., (2009), "Interpretation of Formative Measurement in IS Research", *MIS Quarterly,* 33 (4), December, pp. 689-707 (identified as a "Highly Cited Paper" by Web of Science, top 1% of Social Sciences. Cited in the following non-MIS fields: Construction Engineering, Entrepreneurship, Marketing, Nutrition, Nursing, among others)

19. Cenfetelli, R.T., Benbasat, I., Al-Natour, S., (2008), "Addressing the What and How of Online Services: Positioning Supporting-Services Functionality and Service Quality for Business to Consumer Success", *Information Systems Research,* 2 (19), June, pp. 161-181

20. Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2008), "The Effects of Process and Outcome Similarity on Users' Evaluations of Decision Aids", *Decision Sciences Journal,* 39 (2), May, pp. 175-211

21. Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2006), "The Role of Design Characteristics in Shaping Perceptions of Similarity: The Case of Online Shopping Assistants", *Journal of AIS,* 7 (12), December, pp. 821-861

22. Cenfetelli, R.T., (2004), "Inhibitors and Enablers as Dual Factor Concepts in Technology Usage", *Journal of AIS,* 5 (11-12), December, pp. 472 - 492

(b) Conference Proceedings

1) Chen, Benbasat and Cenfetelli "The Influence of E-Commerce Live Streaming on Lifestyle Fit Uncertainty and Online Purchase Intention of Experience Products", presented January 8, 2019 at HICSS-52 (Hawaii)

2) Al-Natour, Benbasat and Cenfetelli: "Designing Caring and Informative Decision Aids" to the 2018 Pre-ICIS SIG-HCI Workshop, December 13, 2018 in San Francisco, California

3) Tangwaragorn, Benbasat and Cenfetelli: "Investigating the Effect of Persuasive Design on Online Users' Persuasion Awareness", DIGIT workshop 2018, San Francisco, December 13, 2018

4) Shmueli, L., Benbasat, I., Cenfetelli, R.T., (2016), "A Construal Level Based, Metacognitive Approach to Persuasion by Personalization", *International Conference on Information Systems* (ICIS 2016), Dublin, Ireland, December 11-14 [1]

5) Yu, T., Benbasat, I., Cenfetelli, R.T., (2016), "How to Design Interfaces for Product Recommendation Agents to Influence the Purchase of Environmentally-Friendly Products", *49th HICSS Conference* Koloa, HI, January 5-8 [1]

6) Kim, T.H., Benbasat, I., Cenfetelli, R.T., (2012), "Organizational Performance with Environmental Knowledge Intensity: Resource- vs. Knowledge-Based Performance", Orlando FL, *Thirty Third International Conference on Information Systems*, December 18 [1]

7) Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2012), "The Role of Design Characteristics in Enhancing Social Presence", Orlando FL, *SIGHCI Workshop*, December 16 [1]

8) Schwarz, C., Schwarz, A., Cenfetelli, R.T., (2012), "A Profile of Rejecters of Electronic Medical Record Technology, *Americas Conference of Information Systems,* August

9) Xu, D.J., Benbasat, I., Cenfetelli, R.T., (2012), "The Effects of Recommendation Sources and Content on Source Credibility and Product Informativeness", *Academy of Management*, August [1]

10) Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2011), "Users' Interdependence with Online Virtual Advisors: Antecedents and Consequences", *Tenth Annual Workshop on HCI Research in MIS,* December [1]

11) Tan, C.W., Benbasat I., Cenfetelli R.T., (2011), "Understanding E-Service Failures: Formation, Impact and Recovery", *Tenth Annual Workshop on HCI Research in MIS,* December 2011 [1]

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26) Al-Natour, S., Benbasat, I., Cenfetelli, R.T., (2005), "The Role of Similarity in e-Commerce Interactions: The Case of Online Shopping Assistants", *Proceedings of the Workshop of the Association for Information Systems Special interest Group on Human Computer Interaction*, Las Vegas [1] - ***Winner, Best Paper Award***

27) Cenfetelli, R.T., Al-Natour, S., Benbasat, I., (2005), "Information Technology Mediated Customer Service: A Functional Perspective", (with Al-Natour and Benbasat), Proceedings of the *International Conference of Information Systems*, Las Vegas - ***Nominated for Best Paper Award***

28) Cenfetelli, R.T., (2005), "An Exploration and Identification of Technology Usage Inhibitors" *Proceedings of the Diffusion Interest Group in Information Technology*, Las Vegas

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32) Cenfetelli, R.T., Benbasat I., (2002), "Measuring the E-Commerce Customer Life Cycle", *Proceedings of the European Conference on Information Systems*, Gdansk, Poland

(c) Other

2. NON-REFEREED PUBLICATIONS

(a) Journals

1) Bassellier, G., Cenfetelli, R., (2009) "IT Service Management: Improving Customer Service Through Better Relationships." *Cutter Benchmark Review*, Cutter Consortium, Vol. 9; No 6. June. [Senior IT executive outlet]

2) Cenfetelli, R., (2009) Service Functionality: Using IT to Better Serve Your Customers. *Cutter Benchmark Review*, 12(8), pp. 5-12 [Senior executive IT outlet]

(b) Conference Proceedings

(c) Other

1. Huston, Cenfetelli and Hellman, "Sitemasher Corporation" (business case), British Columbia Innovation Council Case Study Library No. 0012, March 2009

3. BOOKS
4. PATENTS
5. SPECIAL COPYRIGHTS
6. ARTISTIC WORKS, PERFORMANCES, DESIGNS

7. OTHER WORKS

(a) Letter To Editor
- **Cenfetelli, R.** "Taking e-business to the next level". National Post, June 2, 2009 p. FP9 Ad Value: $12,553.38, Circulation: 234,409

8. WORK SUBMITTED (INCLUDING PUBLISHER AND DATE OF SUBMISSION)

Title	Constant Checking Is Not Addiction: A Grounded Theory of IT-Mediated Syncing		
Order of Authors	Gerlach, Cenfetelli		
Event Type (Select one or type in)	**Journal or Publisher**	**Status date**	**Round of Review (for Submitted or Invitation) or Other Comment**
☐Submitted ☐Invitation ☑Accepted ☐Published ☐Rejection	MIS Quarterly	August 2019	Accepted

Title	Multi-Domain Awareness: A Theory on Multi-System Use		
Order of Authors	Gerlach, Cenfetelli		
Event Type (Select one or type in)	**Journal or Publisher**	**Status date**	**Round of Review (for Submitted or Invitation) or Other Comment**
☑Submitted ☑Invitation ☐Accepted ☐Published ☑Rejection	MIS Quarterly	April 2020	Rejected after third round (2018-SI-15823.R2)

Title	The Effect of Reducing Multiple Dimensions of Product Uncertainties Simultaneously: An Empirical Study of Search Product Recommendations
Order of Authors	Xu, Benbasat, Cenfetelli

Event Type (Select one or type in)	Journal or Publisher	Status date	Round of Review (for Submitted or Invitation) or Other Comment
☑Submitted ☑Invitation ☑Accepted ☐Published ☐Rejection	Journal of MIS	April 2020	Accepted after fourth review (JMIS-9352)

Title	Designing Online Virtual Advisors to Encourage Customer Self-disclosure: A Theoretical Model and an Empirical Test
Order of Authors	Al-Natour, Benbasat, Cenfetelli

Event Type (Select one or type in)	Journal or Publisher	Status date	Round of Review (for Submitted or Invitation) or Other Comment
☑Submitted ☑Invitation ☐Accepted ☐Published ☑Rejection	Information Systems Research	March 2020	Rejected after 3rd review (ISR-2019-165)

Title	Organizational Buyers' Assimilation of B2B E-Marketplaces: Effects of IT-Enabled Service Functionality
Order of Authors	Islam, Benbasat, Cenfetelli

Event Type (Select one or type in)	Journal or Publisher	Status date	Round of Review (for Submitted or Invitation) or Other Comment
☑Submitted ☐Invitation ☑Accepted ☐Published ☐Rejection	Journal of Strategic Information Systems	January 2020	Accepted

Title	A Methodology for Improving the Practical Relevance of Belief-Based Information Technology Usage Theories
Order of Authors	Al-Natour, Grange, Cenfetelli, Benbasat

Event Type (Select one or type in)	Journal or Publisher	Status date	Round of Review (for Submitted or Invitation) or Other Comment
☑Submitted ☑Invitation ☐Accepted ☐Published ☐Rejection	Information & Management	February 2020	Invited 1st revision

9. <u>WORK IN PROGRESS (INCLUDING DEGREE OF COMPLETION)</u>

1. "The role of IT in Persuasion Awareness" with Tangwaragorn and Benbasat (50% complete)
2. "Unraveling the Consequences of E-Service Failure: An Adaption and Validation of the Service Encounter Evaluation Model" with Tan and Benbasat (75% complete)
3. "Heuristics and Biases in Information Security" with Fard-Bahreini and Cavusoglu (80%)