

# CURRICULUM VITAE

*Ned Kock*

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## General Information

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- **Full name:** Nereu Florencio Kock
- **Current appointment:**  
Professor of Information Systems  
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Texas A&M International University
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## Academic Education

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### **Ph.D., University of Waikato**

Ph.D. in Management (Major: Information Systems)  
School of Management Studies (Accredited by AACSB)  
Hamilton, New Zealand

### **M.S., Institute of Aeronautical Technology**

M.S. in Computer Science (Majors: Artificial Intelligence & Software Engineering)  
Computer Science Division  
São José dos Campos, Brazil

### **B.E.E., Federal Technological University of Parana at Curitiba**

B.E.E. in Electronics Engineering (Major: Digital Circuits Design)  
Curitiba, Brazil

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## Foreign Languages

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- *Portuguese*: Fluent (native speaker).
- *Spanish*: Reasonably fluent (not a native speaker).

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## Courses Taught

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Doctoral:

- Advanced Regression Models
- Doctoral Seminar in Global Systems Management
- Doctoral Seminar in Human-Computer Interaction
- Structural Equation Modeling with PLS

Graduate non-doctoral:

- Business Process Redesign
- Database Management and Design
- Information Systems Modeling and Development
- Information Technology Perspectives
- Process Design and Electronic Commerce Technologies
- Process Design and Information Technology
- Project Design and Management
- Project in Information Systems
- Project in Information Technology

Undergraduate:

- Business Data Communications and Networking
- Fluency in Information Technology
- Information Systems Design and Implementation
- Management Information Systems
- Management Information Systems Online
- Managing Information Systems Development
- Problem Solving, Abstraction and Design Using C++
- Projects in Information Science
- Systems Analysis and Design

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## Consulting

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- Bristol-Myers Squibb
- Day & Zimmermann
- European Commission
- Hong Kong & Shanghai Bank
- Johnson & Johnson

- Lockheed Martin
- New Zealand Ministry of Agriculture and Fisheries
- Office of the President of the Republic of Yemen
- PricewaterhouseCoopers
- Prince Mohammad Bin Fahd University
- Rio de Janeiro State Construction Company
- Texas International Education Consortium
- True North
- Universidad Autónoma de Nuevo León
- Westaflex

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## **Post-Doctoral Research Supervision**

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- Antonio Padilla-Melendez, Dept. of Management, University of Malaga, Spain (Fall 2004; During his post-doctoral research, Dr. Padilla-Melendez was housed in the Dept. of MIS and Decision Science, Texas A&M International University, as a Visiting Scholar).
- Ana R. Del Aguila-Obra, Dept. of Management, University of Malaga, Spain (Fall 2004; During her post-doctoral research, Dr. Del Aguila-Obra was housed in the Dept. of MIS and Decision Science, Texas A&M International University, as a Visiting Scholar).

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## **Doctoral Dissertation Supervision**

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- Murad Moqbel, Div. of International Bus. and Tech. Studies, Texas A&M International University (Admitted into the program 2009).
- Leebrian Gaskins, Div. of International Bus. and Tech. Studies, Texas A&M International University (Admitted into the program 2008).
- Vanessa Garza, Div. of International Bus. and Tech. Studies, Texas A&M International University (Dissertation proposal defended 2008).
- Jesus Carmona, Div. of International Bus. and Tech. Studies, Texas A&M International University (Dissertation proposal defended 2008).
- Ruth Chatelain-Jardón, Div. of International Bus. and Tech. Studies, Texas A&M International University (Dissertation proposal defended 2008).
- Azim Danesh, Dept. of Computer and Information Sciences, Temple University; dissertation titled *IT-Enabled Process Redesign: Using Communication Flow Optimization Theory in an Information Intensive Environment* (Ph.D. degree granted 2005; Placement: Shippensburg University).
- Dorothea DeLuca, Dept. of Management Information Systems, Temple University; dissertation titled *Business Process Improvement Using Asynchronous e-Collaboration: Testing the Compensatory Adaptation Model* (Ph.D. degree granted 2002; Placement: University of Delaware).

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## Doctoral Degree Examination Committee Participation

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- Agustina Alicia Cavazos-Garza, Div. of International Bus. and Tech. Studies, Texas A&M International University; dissertation titled *Differences in Work and Family Conflict: A Comparison Between U.S. and Mexican Women* (Ph.D. granted 2009).
- Karyn Rastrick, Dept. of Management Systems, University of Waikato; dissertation titled *Combining Capabilities: A Resource Based Model of ICT Advantage* (Ph.D. granted 2008).
- Christine Bernadas, Div. of International Bus. and Tech. Studies, Texas A&M International University; dissertation titled *Facilitating the Maintenance of Enterprise Systems (ES): An Exploratory Study of Perceptions of IT Professionals in North America (Mexico and the United States)* (Ph.D. granted 2007).
- Darleen Pawlowicz, Dept. of Psychology, Temple University; dissertation titled *Media Naturalness and Temporal Adaptation in Virtual Team Performance: A Matter of Time* (Ph.D. granted 2003).
- Ronaldo Parente, Dept. of International Business, Temple University; dissertation titled *Strategic Modularization in the Brazilian Automotive Industry: An Empirical Analysis of its Antecedents and Performance Implications* (Ph.D. granted 2003).
- Erica Davis, Dept. of Psychology, Temple University; dissertation titled *Applying a Personalized System of Instruction to Internet-Based Training* (Ph.D. granted 2001).
- Peter Grillo, Dept. of Computer and Information Sciences, Temple University; dissertation titled *A Comparative Investigation of Software Engineering Theory and Practice in Industry and Academia* (Ph.D. granted 1998).

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## External Grants Received (PI/Co-PI)

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- ***Shifting the Focus of Process Redesign from Workflows to Information Flows: Testing and Refining the InfoDesign Methodology for Defense Acquisition***, US\$50,000, US Department of Defense. [PI]
- ***Redesigning Acquisition Processes through E-Collaboration: Theory-Grounded Software Development and Empirical Analysis***, US\$50,000, US Department of Defense. [PI]
- ***Developing a Methodology for Redesigning Acquisition Processes Based on Information Load Analysis***, US\$50,000, US Department of Defense. [PI]
- ***Information Technology, Problem Solving, and Lifelong Learning (Supplemental Grant)***, US\$37,500, National Science Foundation. [Co-PI]
- ***Process Redesign with Support of Internet Collaboration Technologies***, US\$9,560, Day & Zimmermann, Inc. [PI]
- ***Information Technology, Problem Solving, and Lifelong Learning***, US\$347,498, National Science Foundation. [Co-PI]
- ***A Joint Techno-MBA Program Involving the Pontifical Catholic University of Parana and Temple University***, US\$1,700, Pontifical Catholic University of Parana, Brazil. [International program development grant]
- ***MultiMail: A Computer Tool to Support Asynchronous Group Interaction***, US\$9,600 (equivalent in local currency), Parana's Institute of Technology, Brazil. [PI]

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## External Grants Contributed To (not PI/Co-PI)

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- *Naming Grant to the Sanchez School of Business at Texas A&M International University (Pledge for 10-Year Period)*, US\$10,000,000, Sanchez Family Foundation. (Matching grant of \$1,000,000 per year.)
- *Naming Grant to the Sanchez School of Business at Texas A&M International University (Initial Cash Grant)*, US\$10,000,000, Sanchez Family Foundation.
- *Title V Grant to Support the Early Stages of the Ph.D. Program in the School of Business at Texas A&M International University*, US\$331,126, US Department of Education.
- *Grant to Support Doctoral Students in the Ph.D. Program in the School of Business at Texas A&M International University*, US\$500,000, Matias De Llano Charitable Trust.
- *Tobacco Settlement Grant to Temple University to Study the Use of Internet-based Tools to Treat Cardiovascular Disease*, US\$4,000,000, State of Pennsylvania Department of Health.

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## Awards and Distinctions

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- *IGI Global's Outstanding Editor-in-Chief Award Winner.*
- *Listed as a "core CMC research author" in the Handbook of Research on Electronic Surveys and Measurements.*
- *Listed as a "top IS researcher" in the journal Communications of the AIS.*
- *Texas A&M International University's Scholar of the Year Award Winner.*
- *Inducted into the Phi Kappa Phi Honor Society.*
- *Founding Editor-in-Chief of the International Journal of e-Collaboration.*
- *Included in AcademicKeys' Who's Who in Business Higher Education.*
- *Lehigh University's Class of 1961 Associate Professorship Recipient.*
- *University of Coimbra's Gulbenkian Professorship Recipient.*
- *Included in Temple University's School of Business' Research Honor Roll.*
- *Designated CIGNA Research Fellow.*
- *Anbar Citation of Excellence Award Recipient.*
- *Best Paper in Track Award Winner at the Americas Conference on IS.*
- *MCB Press Highly Commended Paper Awards (Two) Winner.*
- *MCB Press Outstanding Paper Award Winner.*
- *Sponsored by Ernst & Young as a Participant of the ICIS Doctoral Consortium.*
- *Best Paper Award Winner at the Australasian Conference on IS.*

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## Media Interviews and Quotes

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Interviewed for and featured in a number of media outlets, including newspaper and magazine articles, as well as radio and TV news segments. These have been mostly about research issues and new university initiatives (e.g., new academic programs). Media outlets included the following:

- Areasalud.com, Chile

- Channel WB 17 News (Philadelphia, PA), USA
- CIO Insight Magazine, USA
- Expresso, Portugal
- GazetaIT Magazine, Poland
- Jugglezine.com, USA
- Laredo Morning Times, USA
- Minnesota Public Radio, USA
- Oracle Magazine, USA
- Prometeu.com.br, Brazil
- Publico, Portugal
- Texas International Education Consortium Gazette, USA
- The Chronicle of Higher Education, USA
- The New York Times, USA
- The News Journal of Delaware, USA
- The Philadelphia Inquirer, USA
- The Washington Post, USA
- Vida Economica, Spain

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## **Editorial Board Appointments**

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### **Editor-in-Chief**

- *International Journal of e-Collaboration*, published by IGI Global, Hershey, PA (2004-present).
- *Advances in E-Collaboration Book Series*, published by IGI Global, Hershey, PA (2006-present).

### **Editor of Online Professional Resource**

- *AISWorld Section on Professional Ethics* (with R. Davison), published by the Association for Information Systems, the largest international organization of IS academics and professionals (1999-present).

### **Guest Editor**

- *IEEE Transactions on Professional Communication, Special Issue on Darwinian Perspectives on Electronic Communication*, to be published in 2008 by the IEEE Computer Society Press, Washington, DC.
- *IEEE Transactions on Professional Communication, Special Issue on Expanding the Boundaries of E-Collaboration* (with J. Nosek), published by the IEEE Computer Society Press, Washington, DC, 2005.

- *Journal of Systems and Information Technology, Special Issue on E-Collaboration* (with R. Davison, R. Ocker, and R. Wazlawick), published by the Department of Information Systems, Edith Cowan University, Joondalup, Australia, 2001.
- *Information Technology & People Journal, Special Issue on Action Research in Information Systems* (with F. Lau), published by MCB Press, Bradford, England, 2001.

### **Associate Editor for Information Systems**

- *IEEE Transactions on Professional Communication*, published by the IEEE Computer Society Press, Washington, DC (2003-present).

### **Associate Editor**

- *Journal of Systems and Information Technology*, published by Emerald Publishing, Bradford, England (1999-present).

### **Editorial Board Member**

- *Business Process Management Journal*, published by Emerald Publishing, Bradford, England (2004-present).
- *Defense Acquisition Review Journal*, published by the Defense Acquisition University, Fort Belvoir, VA (2003-present).
- *Acquisition Review Quarterly*, published by the Defense Acquisition University, Fort Belvoir, VA (2001-2003).
- *Journal of Information Technology Cases and Applications*, published by the College of Management, Long Island University, Brookville, NY (1998-2001).
- *Journal of Systems and Information Technology*, published by the Department of Information Systems, Edith Cowan University, Joondalup, Australia (1997-1999).

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## **Publications**

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### **Important notes**

- Many of the book chapters listed below are revised versions of refereed journal articles, and many of the refereed journal articles are revised versions of conference papers.
- The books and monographs also contain at several points revised text that has been published before by the author.
- In all cases the use of previously published materials has been made with permission from the copyright holders and with the goal of broadening the dissemination of the scholarly contributions by the author.

- Given the above, readers using the information below to assess the author's scholarly productivity should focus primarily on the section listing refereed journal articles to avoid double-counting scholarly contributions.

### **Books, monographs, and special issues of journals**

1. Kock, N. (Ed) (forthcoming), *Evolutionary Psychology and Information Systems Research: A New Approach to Studying the Effects of Modern Technologies on Human Behavior*, Springer, New York, NY.
2. Kock, N. (Ed) (forthcoming), *Interdisciplinary Perspectives on E-Collaboration: Emerging Trends and Applications*, Information Science Reference, Hershey, PA.
3. Kock, N. (Ed) (2009), *E-Collaboration: Concepts, Methodologies, Tools and Applications*, Vols. I, II and III, Information Science Reference, Hershey, PA. [ISBN-13: 978-1-60566-652-5; 1,896 pages]
4. Kock, N. (Ed) (2009), *Virtual Team Leadership and Collaborative Engineering Advancements: Contemporary Issues and Implications*, Information Science Reference, Hershey, PA. [ISBN-13: 978-1-60566-110-0; 376 pages]
5. Kock, N. (Ed) (2008), *Darwinian Perspectives on Electronic Communication: Special Issue of the Journal IEEE Transactions on Professional Communication*, IEEE Computer Society Press, Washington, DC. [ISSN: 0361-1434; V.51, No.2]
6. Kock, N. (Ed) (2008), *E-Collaboration in Modern Organizations: Initiating and Managing Distributed Projects*, Information Science Reference, Hershey, PA. [ISBN-13: 978-1-59904-825-3; 302 pages]
7. Kock, N. (Ed) (2008), *Encyclopedia of E-Collaboration*, Information Science Reference, Hershey, PA. [ISBN-13: 978-1-59904-000-4; 700 pages]
8. Kock, N. (Ed) (2007), *Emerging E-Collaboration Concepts and Applications*, CyberTech Publishing, Hershey, PA. [ISBN: 1-59904-393-9; 316 pages]
9. Kock, N. (Ed) (2006), *Information Systems Action Research: An Applied View of Emerging Concepts and Methods*, Springer, New York, NY. [ISBN-13: 978-0387-36059-1; 450 pages]
10. Kock, N. (2006), *Systems Analysis and Design Fundamentals: A Business Process Redesign Approach*, Sage Publications, Thousand Oaks, CA. [ISBN: 1-4129-0585-0; 335 pages]
11. Kock, N. (2005), *Business Process Improvement through E-Collaboration: Knowledge Sharing through the Use of Virtual Groups*, Idea Group Publishing, Hershey, PA. [ISBN: 978-1591403579; 283 pages]

12. Kock, N. and Nosek, J. (Eds) (2005), *Expanding the Boundaries of E-Collaboration: Special Issue of the Journal IEEE Transactions on Professional Communication*, IEEE Computer Society Press, Washington, DC. [ISSN: 0361-1434; V.48, No.1]
13. Kock, N. (2002), *Compensatory Adaptation: Understanding How Obstacles Can Lead to Success*, Infinity Publishing, Haverford, PA. [ISBN: 0-74141-253-5; 128 pages]
14. Kock, N. and Murphy, F. (2001), *Redesigning Acquisition Processes: A New Methodology Based on the Flow of Knowledge and Information*, Defense Acquisition University Press, Fort Belvoir, VA. [ASIN: B-0006E-8DJ-K; 67 pages]
15. Kock, N., Davison, R., Ocker, R. and Wazlawick, R. (Eds) (2001), *E-Collaboration: Special Issue of the Journal of Systems and Information Technology*, Department of Information Systems, Edith Cowan University, Joondalup, Australia. [ISSN: 1328-7265; V.5, No.2]
16. Kock, N. and Lau, F. (Eds) (2001), *Information Systems Action Research: Special Issue of the Information Technology & People Journal*, MCB Press, Bradford, England. [ISSN: 0959-3845; V.14, No.1]
17. Kock, N., Tomelin, C.A. and Asper, G.J. (2000), *PMQP: Total Quality Management in Practice*, IBPI Press, Rio de Janeiro, Brazil (in Portuguese). [ISBN: 85-7331-106-1; 157 pages]
18. Kock, N. (1999), *Process Improvement and Organizational Learning: The Role of Collaboration Technologies*, Idea Group Publishing, Hershey, PA. [ISBN: 1-878289-58-6; 158 pages]
19. Kock, N. (1995), *Process Reengineering, PROI: A Practical Methodology*, Editora Vozes, Sao Paulo, Brazil (in Portuguese). [ISBN: 85-326-1539-2; 192 pages]

### **Refereed journal articles**

1. Teranishi, C., Kock, N. and Cass, J. (forthcoming), Pain and Pleasure in Short Essay Writing: Factors Predicting University Students' Writing Anxiety and Self-Efficacy, *Journal of Adolescent & Adult Literacy*.
2. Kock, N. (2009), The Evolution of Costly Traits through Selection and the Importance of Oral Speech in E-Collaboration, *Electronic Markets*, V.19, No.4, pp. 221-232. [November 2009; Publisher: Springer Berlin / Heidelberg, Berlin, Germany].
3. Kock, N., Chatelain-Jardón, R. and Carmona, J. (2009), Scaring Them into Learning!? Using a Snake Screen to Enhance the Knowledge Transfer Effectiveness of a Web Interface, *Decision Sciences Journal of Innovative Education*, V.7, No.2, pp. 359-375. [July 2009; Publisher: Decision Sciences Institute, Atlanta, GA]

4. Kock, N., Del Aguila-Obra, A.R. and Padilla-Meléndez, A. (2009), The Information Overload Paradox: A Structural Equation Modeling Analysis of Data from New Zealand, Spain and the U.S.A., *Journal of Global Information Management*, V.17, No.3, pp. 1-17. [July 2009; Publisher: IGI Global, Hershey, PA]
5. Kock, N. (2009), Information Systems Theorizing Based on Evolutionary Psychology: An Interdisciplinary Review and Theory Integration Framework, *MIS Quarterly*, V.33, No.2, pp. 395-418. [June 2009; Publisher: University of Minnesota, Minneapolis, MN]
6. Cai, G. and Kock, N. (2009), An Evolutionary Game Theoretic Perspective on E-Collaboration: The Collaboration Effort and Media Relativeness, *European Journal of Operational Research*, V.194, No.3, pp. 821-833. [May 2009; Publisher: Elsevier Science, New York, NY]
7. Kock, N., Verville, J., Danesh, A. and DeLuca, D. (2009), Communication Flow Orientation in Business Process Modeling and Its Effect on Redesign Success: Results from a Field Study, *Decision Support Systems*, V.46, No.2, pp. 562-575. [January 2009; Publisher: Elsevier Science, New York, NY]
8. Kock, N., Chatelain-Jardón, R. and Carmona, J. (2008), Incorporating Simulated Animal Attacks in Human-Technology Interaction Interfaces: The Predictive Power of Biosemiotics and Evolutionary Psychology, *International Journal of Technology and Human Interaction*, V.4, No.4, pp. 68-87. [Fall 2008; Publisher: IGI Global, Hershey, PA]
9. Kock, N., Chatelain-Jardón, R. and Carmona, J. (2008), An Experimental Study of Simulated Web-based Threats and Their Impact on Knowledge Communication Effectiveness, *IEEE Transactions on Professional Communication*, V.51, No.2, pp. 183-197. [Summer 2008; Publisher: IEEE Computer Society Press, Washington, DC]
10. Kock, N., Danesh, A. and Komiak, P. (2008), A Discussion and Test of a Communication Flow Optimization Approach for Business Process Redesign, *Knowledge and Process Management*, V.15, No.1, pp. 72-85. [Spring 2008; Publisher: Wiley, Hoboken, NJ]
11. Kock, N., Parente, R. and Verville, J. (2008), Can Hofstede's Model Explain National Differences in Perceived Information Overload? A Look at Data from the U.S. and New Zealand, *IEEE Transactions on Professional Communication*, V.51, No.1, pp. 33-49. [March 2008; Publisher: IEEE Computer Society Press, Washington, DC]
12. DeLuca, D., Gallivan, M. and Kock, N. (2008), Furthering IS Action Research: A Postpositivist Synthesis of Four Dialectics, *Journal of the Association for Information Systems*, V.9, No.2, pp. 48-72. [February 2008; Publisher: The Association for Information Systems, Atlanta, GA]
13. Kock, N. (2007), Computer-based Learning Enhanced by Surprise: An Evolutionary Psychological Model, *Journal of Systems and Information Technology*, V.9, No.1, pp. 30-45. [October 2007; Publisher: Emerald Publishing, Bradford, England]

14. Kock, N. (2007), Media Naturalness and Compensatory Encoding: The Burden of Electronic Media Obstacles is on Senders, *Decision Support Systems*, V.44, No.1, pp. 175-187. [October 2007; Publisher: Elsevier Science, New York, NY]
15. Kock, N. and DeLuca, D. (2007), Improving Business Processes Electronically: An Action Research Study in New Zealand and the US, *Journal of Global Information Technology Management*, V.10, No.3, pp. 6-27. [August 2007; Publisher: Ivy League Publishing, Marietta, GA]
16. Kock, N., Verville, J. and Garza, V. (2007), Media Naturalness and Online Learning: Findings Supporting both the Significant- and No-Significant-Difference Perspectives, *Decision Sciences Journal of Innovative Education*, V.5, No.2, pp. 333-356. [July 2007; Publisher: Decision Sciences Institute, Atlanta, GA]
17. DeLuca, D. and Kock, N. (2007), Publishing Information Systems Action Research for a Positivist Audience, *Communications of the Association for Information Systems*, V.19, A.10, pp. 1-38. [April 2007; Publisher: The Association for Information Systems, Atlanta, GA]
18. Kock, N. and Antunes, P. (2007), Government Funding of E-Collaboration Research in the European Union: A Comparison with the United States Model, *International Journal of e-Collaboration*, V.3, No.2, pp. 36-47. [February 2007; Publisher: Idea Group Publishing, Hershey, PA]
19. Kock, N., Verville, J. and Carmona, J. (2006), Web-Based Software Contracting: An Experimental Study of Deception Identification Across Two Different Media, *International Journal of Internet and Enterprise Management*, V.4, No.4, pp. 379-392. [October 2006; Publisher: Inderscience Publishers, Geneva, Switzerland]
20. DeLuca, D., Gasson, S. and Kock, N. (2006), Adaptations that Virtual Teams Make so that Complex Tasks Can be Performed Using Simple e-Collaboration Technologies, *International Journal of e-Collaboration*, V.2, No.3, pp. 64-90. [July 2006; Publisher: Idea Group Publishing, Hershey, PA]
21. Kock, N., Lynn, G.S., Dow, K.E. and Akgün, A.E. (2006), Team Adaptation to Electronic Communication Media: Evidence of Compensatory Adaptation in New Product Development Teams, *European Journal of Information Systems*, V.15, No.3, pp. 331-341. [June 2006; Publisher: Palgrave Macmillan, Hampshire, England]
22. Kock, N. and Verville, J. (2006), Enterprise Systems Contracting: Developing and Testing a Model of Divergent Approaches in the Service and Manufacturing Sectors, *International Journal of Management Practice*, V.2, No.2, pp. 127-143. [March 2006; Publisher: Inderscience Publishers, Geneva, Switzerland]
23. Kock, N., Aiken, R. and Sandas, C. (2006), Isolated versus Integrated Case Studies: A Comparison in the Context of Teaching Complex and Domain-specific IT Applications,

*Computers & Education*, V.46, No.4, pp. 446-457. [February 2006; Publisher: Elsevier Science, New York, NY]

24. Danesh, A. and Kock, N. (2005), An Experimental Study of Process Representation Approaches and their Impact on Perceived Modeling Quality and Redesign Success, *Business Process Management Journal*, V.11, No.6, pp. 724-735. [Fall 2005; Publisher: MCB Press, Bradford, England]
25. Danesh, A. and Kock, N. (2005), Communication-based Workflow Redesign: Some Observations from an Experimental Study, *Review of Business Information Systems*, V.9, No.4, pp. 119-129. [Fall 2005; Publisher: The CIBER Institute, Littleton, CO]
26. Kock, N. (2005), Media Richness or Media Naturalness? The Evolution of our Biological Communication Apparatus and its Influence on our Behavior Toward E-Communication Tools, *IEEE Transactions on Professional Communication*, V.48, No.2, pp. 117-130. [Summer 2005; Publisher: IEEE Computer Society Press, Washington, DC]
27. Kock, N. (2005), Compensatory Adaptation to Media Obstacles: An Experimental Study of Process Redesign Dyads, *Information Resources Management Journal*, V.18, No.2, pp. 41-67. [April 2005; Publisher: Idea Group Publishing, Hershey, PA]
28. Mukherji, A., Kedia, B.L., Parente, R. and Kock, N. (2004), Strategies, Structures and Information Architectures: Toward International Gestalts, *Problems and Perspectives in Management*, V.2, No.3, pp. 181-195. [August 2004; Publisher: Business Perspectives, Sumy, Ukraine]
29. DeRosa, D.M., Hantula, D.A., Kock, N. and D'Arcy, J.P. (2004), Communication, Trust, and Leadership in Virtual Teams: A Media Naturalness Perspective, *Human Resource Management* (Special Issue on e-HR: The Intersection of IT and Human Resource Management), V.34, No.2, pp. 219-232. [August 2004; Publisher: University of Michigan Business School, Ann Arbor, Michigan]
30. Parente, R., Kock, N. and Sonsini, J. (2004), An Analysis of the Implementation and Impact of Speech Recognition Technology in the Health Care Sector, *Perspectives in Health Information Management*, V.1, A.5, pp. 1-23. [July 2004; Publisher: American Health Information Management Association, Chicago, IL]
31. Kock, N. (2004), The Psychobiological Model: Towards a New Theory of Computer-mediated Communication Based on Darwinian Evolution, *Organization Science*, V.15, No.3, pp. 327-348. [June 2004; Publisher: Institute for Operations Research and the Management Sciences – INFORMS, Linthicum, MD]
32. Kock, N. (2004), The Three Threats of Action Research: A Discussion of Methodological Antidotes in the Context of an Information Systems Study, *Decision Support Systems*, V.37, No.2, pp. 265-286. [May 2004; Publisher: Elsevier Science, New York, NY]

33. Davison, R., Martinsons, M. and Kock, N. (2004), Principles of Canonical Action Research, *Information Systems Journal*, V.14, No.1, pp. 65-86. [Spring 2004; Publisher: Blackwell Science, Oxford, England]
34. Kock, N. and Davison, R. (2003), Dealing with Plagiarism in the IS Research Community: A Look at Factors that Drive Plagiarism and Ways to Address Them, *MIS Quarterly*, V.27, No.4, pp. 511-532. [Fall 2003; Publisher: University of Minnesota, Minneapolis, MN]
35. Kock, N., Auspitz, C. and King, B. (2003), Web-supported Course Partnerships: Bringing Industry and Academia Together, *Communications of the ACM*, V.46, No.9, pp. 179-183. [Fall 2003; Virtual Extension; Publisher: The Association for Computing Machinery, New York, NY]
36. Kock, N. (2003), Action Research: Lessons Learned from a Multi-Iteration Study of Computer-mediated Communication in Groups, *IEEE Transactions on Professional Communication*, V.46, No.2, pp. 105-128. [Publisher: IEEE Computer Society Press, Washington, DC]
37. Kock, N. and Davison, R. (2003), Can Lean Media Support Knowledge Sharing? Investigating a Hidden Advantage of Process Improvement, *IEEE Transactions on Engineering Management*, V.50, No.2, pp. 151-163. [Publisher: IEEE Computer Society Press, Washington, DC]
38. Kock, N. (2003), Communication-focused Business Process Redesign: Assessing a Communication Flow Optimization Model Through an Action Research Study at a Defense Contractor, *IEEE Transactions on Professional Communication*, V.46, No.1, pp. 35-54. [Publisher: IEEE Computer Society Press, Washington, DC]
39. Kock, N. and D'Arcy, J. (2002), Resolving the E-collaboration Paradox: The Competing Influences of Media Naturalness and Compensatory Adaptation, *Information Management and Consulting* (Special Issue on Electronic Collaboration), V.17, No.4, pp. 72-78. [Publisher: Information Management Institute, Frankfurt, Germany]
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