

**Kirk Dean Fiedler**  
**Department of Management Science**  
**Moore School of Business**  
**University of South Carolina**  
**Columbia, SC 29208**  
**(803) 777-7159**  
**fiedler@moore.sc.edu**

### **Academic Degrees and Awards**

Doctor of Philosophy  
August 1991  
University of Pittsburgh  
Major: Management Information Systems  
Minor: Accounting  
Dissertation Title: A model of individual technology assimilation:  
An investigation of the use of interorganizational computer  
Mediated communication.

Awarded: George Main Scholarship and Research Assistantship

Master of Science  
August 1988  
University of Louisville  
Major: Information Systems & System Science  
Thesis Title: The effects of organizational controls on innovation.

Awarded: Dean's Citation for Academic Excellence and Phi Kappa  
Phi Membership

MBA  
August 1985  
University of Louisville  
Major: Business Administration

Awarded Research Assistantship.

Bachelor of Arts  
June 1982  
Wittenberg University  
Major: Business Administration  
Minor: Biology

Awarded: Wittenberg University Academic Achievement  
Honorarium, and Cum Laude Society Membership from  
Kentucky Country Day Chapter.

### **Professional Certification**

CPA  
July 1987  
Commonwealth of Kentucky  
State Board of Accountancy

## **Publications**

- “Radio Frequency Identification (RFID) Implementation in the Service Sector: A Customer-Focused Diffusion Model.” International Journal of Production Economics 112 (2), 2008, 587-600 (w/ L. Lee and J. Smith)
- “Understanding the Role of Individual Innovativeness in the Acceptance of IT-Based Innovations: Comparative Analyses of Models and Measures.” Decision Sciences 37 (3), 2006, 393-426 (w/ Yi, Mun Y., & Park, Jae S.).
- "Investigating the Role of Information Technology in Building Buyer-Supplier Relationships." Journal of the Association for Information Systems. Vol. 3, 2002, pp. 217-245. (w/ V. Grover and J. Teng).
- "Pursuing Revenue South Carolina Developed an Innovative Way to Catch Tax Evaders" Government Technology March 2001, pp. 56-58. (w/ M. Parrott )
- "A Cross Cultural Study on the Organizational Context of Process Redesign Initiatives: U.S. vs. Taiwan" Journal of Global Information Technology Management, Vol. 3, No. 3, Fall 2000, pp. 7-31. (w/ J. Teng and V. Grover).
- "Initiating and Implementing Business Process Change: Lessons from Ten Years of Inquiry", Process Think: Winning Perspectives for Business Change in the Information Age, Grover, Varun and W. Kettinger (Eds.), Chapter 4, Idea Group Publishing, Inc., 2000. (w/ J. Teng, S. Jeong and V. Grover).
- “The Role of Organizational and Information Technology Antecedents in Reengineering Initiation Behavior,” Decision Sciences Vol. 30, No. 3, 1999 pp. 749-781 (w/ V. Grover and J. Teng).
- “An Exploratory Study of the Influence of the IS Function and Organizational Context on Business Process Reengineering Project Initiatives,” OMEGA: The International Journal of Management Science Vol. 26, No. 6, 1998 679-698 (w/ V. Grover and J. Teng).
- “The Influence of Information Technology Diffusion and Business Process Change on Perceived Productivity: The IS Executive's Perspective,” Information & Management, Vol.34, 1998, pp.141-159 (w/ V. Grover and J. Teng).
- “An examination of IS investments priorities in contemporary organizations,” Communications of the ACM, Vol. 41, No. 2, 1998, 40-52 (w/ V. Grover and J. Teng).
- “Empirical evidence on Swanson’s Tri-Core Model of information systems innovation in organizations,” Information Systems Research Vol. 8, No. 3, 1997, 273-287 (w/ V. Grover and J. Teng).

- "Corporate strategy and information systems investments: A profile of priorities," Economic and Business Review, Vol. 43, No. 3, 1997, 17-22 (w/ V. Grover and J. Teng).
- "An empirically derived taxonomy of information technology structure and its relationship to organizational structure," Journal of Management Information Systems, Vol. 13, No.1, 1996, 9-34 (w/ V. Grover and J. Teng).
- "Developing strategic perspectives on business process reengineering from process reconfiguration to organizational change," OMEGA: The International Journal of Management Science, Vol. 24, No. 3, 1996, 271-294 (w/ V. Grover and J. Teng).
- "Technological and organizational enablers of business process reengineering," in the refereed text Business Process Change: Reengineering Concepts, Methods and Technologies, 1995, 16-33 (w/ V. Grover and J. Teng).
- "An empirical study of information technology enabled business process redesign and corporate strategy," European Journal of Information Systems, Vol. 4, No. 1, 1995, 17-30 (w/ V. Grover and J. Teng).
- "Information technology enabled change: the risks and rewards of business process redesign and automation," Journal of Information Technology, Vol. 9, No. 4, 1994, 267-275 (w/ V. Grover and J. Teng).
- "Exploring the success of information technology enabled business process redesign," IEEE Transactions on Engineering Management Vol. 41, No. 3, 1994, 276-284 (w/ V. Grover and J. Teng).
- "From business process reengineering to organizational transformation: charting a strategic path for the information age," California Management Review, Vol. 36, No. 3, 1994, 9-31 (w/ V. Grover and J. Teng).
- "Planning for information technology and business process redesign." Long Range Planning, Vol. 27, No. 1, 1994, 95-106 (w/ V. Grover and J. Teng).
- "Business process redesign: An integrated planning framework." OMEGA: The International Journal of Management Science, Vol. 21, No. 4, 1993, 433-447 (w/ V. Grover and J. Teng).
- "Managing complex decisions." Information Executive, Vol. 1, No. 1, 1988, 49-53 (w/ J. Belohav, L. Lewis and L. Raho).
- "Assimilating new technology into the organization: An assessment of McFarlan and McKenney's Model." MIS Quarterly, Vol. 11, No. 1, 1987, 46-57 (w/ J. Belohav and L. Raho).
- "Proper training can avoid risky group decision making." Business First, Vol. 2, No. 24, 1986, 64 (w/ L. Raho).

### **Papers Under Review**

“Toward an Inductive Model of Consumer’s Perceptions of the Invasion of Information Privacy.”  
Submitted to Decision Sciences (w/ K. Stewart, V, Grover and A. Segars)

### **Selected Work in Progress**

A Task-Technology Framework For Designing Accounting Information Systems Kevin Dow  
and Robert Leitch.

A Model to Predict Web Revisitation Behavior Planned Coauthors: Gary Hackbarth, Varun  
Grover, and Jason Thatcher

In a Global Network the Perception of Information Technology Rights and Responsibilities is a  
Matter of Position and Cultural Background

An Empirical study of the Impact of National Culture on the Information Technology Adoption

Diffusion of Innovations: An Empirical Study of Virtual Communities ( w/ G. Hackbarth).

### **Electronic Publications**

"Pursuing Revenue South Carolina Developed an Innovative Way to Catch Tax Evaders". ( see  
URL: <http://www.govtech.net/magazines/story.phtml?id=253000000001251> )  
Government Technology (w/ M. Parrott ).

“Information Systems Effectiveness ” World Wide Web page refereed and published on IS World  
Net (see URL: <http://www.isworld.org/isworld/isworldtext>) 1997 (w/ V. Grover and J.  
Teng).

“Center for International Business Education Research Supported Research on Business Process  
Redesign at the University of South Carolina” World Wide Web site (see [URL:http:  
//theweb.badm.sc.edu/grover/ciber/ciberbpr.htm](http://theweb.badm.sc.edu/grover/ciber/ciberbpr.htm) 1997 (w/ V. Grover and J. Teng).

### **Professional Experience**

|                                     |  |
|-------------------------------------|--|
| Associate Professor<br>1997-Present | Management Information Systems<br>Moore School of Business<br>University of South Carolina |
|-------------------------------------|--|

|                     |                                |
|---------------------|--------------------------------|
| Assistant Professor | Management Information Systems |
|---------------------|--------------------------------|

|   |   |
|---|---|
| 1991-1997                               | Moore School of Business<br>University of South Carolina                        |
| Research Assistant<br>1988-1991         | Katz Graduate School of Business<br>University of Pittsburgh                    |
| Auditing/Consulting/Senior<br>1986-1988 | Arthur Young & Company<br>1000 Brown & Williamson Tower<br>Louisville, KY 40202 |
| Research Assistant<br>1983-1986         | College of Business Administration<br>University of Louisville                  |
| Medical Student<br>1982-1983            | College of Medicine<br>University of Louisville                                 |

### **Proceedings**

“Beyond Innovation Characteristics: Effects of Adopter Categories on the Acceptance Outcomes of Online Shopping”. 2004 Proceedings of the Annual Conference of the Association for Information Systems, National Meeting, New York, August 2004. (w/ M. Yi).

“Understanding Key Determinants of Online Purchasing Behavior: Personal Innovation Characteristics and Adopter Categories”, Proceedings of the Annual Southeastern Conference of the Decision Sciences Institute Hilton Head Island, February 20-22 2002. (w/ M. Yi and G. Hall).

"Diffusion of Innovations: A Longitudinal Study of a Virtual Community", 2000 Proceedings of the Annual Conference of the Association for Information Systems, National Meeting, Long Beach California, August 2000. pp. 1695-1698 ( w/ G. Hackbarth).

"An International Empirical Examination of Technology Architecture in the United States, United Kingdom, Taiwan and India" 1999 Proceedings of the Annual Conference of the Association for Information Systems, August, 1999, Milwaukee Wisconsin 298-300 (w/ J. Teng and V. Grover).

"Initiation and Implementing Business Process Change: Conceptual Development and Empirical Evidence," J. T.C. Teng, V. Grover, K.D. Fiedler, and S. R. Jeong, Proceedings of 1999 Decision Science Institute National Meeting, New Orleans, November, 1999, pp. 799-801.

"A Cross Cultural Study on the Organizational Context of Processing Reengineering Project Initiatives: U.S. vs. Taiwan," J.T.C. Teng, K.D. Fiedler and V. Grover, Proceedings of the 1999 Asian Pacific Decision Science Institute Conference, Shanghai, China, June, 1999, pp. 293-295.

- “Key Issues in Desktop Video Conferencing: An Empirical Examination of an Electronic Community”, 1998 Proceedings of the Annual Conference of the Association for Information Systems, August 14-16, 1998, Baltimore, Maryland 62-64 (w/ G. Hackbarth).
- “A Cross Cultural Study of the Organizational Context of Process Reengineering Project Initiatives,” 1998 Proceedings of the Annual Conference of the Association for Information Systems, August 14-16, 1998, Baltimore, Maryland 553-555 (w/ J. Teng and V. Grover).
- “A Framework for the Exploration of the Evolution of Electronic Meeting Systems in Multinational Corporations,” 1997 Proceedings of the Annual Conference of the Association for Information Systems, August 15-17, 1997, Indianapolis, Indiana 783-785 (w/ G. Hackbarth).
- “The Organizational Context of Process Reengineering Project Initiatives,” 1997 Proceedings of the Annual Conference of the Association for Information Systems, August 15-17, 1997, Indianapolis, Indiana (w/ J. Teng and V. Grover).
- “A response to the mandate for the internationalization of information systems education,” Proceedings of the Annual Conference of the Decision Sciences Institute, November 24-26, 1996, Orlando, Florida, 672.
- “The impact of the Internet on Information Systems Education: Practice and Trends,” Proceedings of the Annual Conference of the Decision Sciences Institute, November 24-26, 1996, Orlando, Florida, 840.
- “A battle of distinctive competencies: Managing information flows,” Proceedings of the Annual Conference of the Decision Sciences Institute, November 24-26, 1996, Orlando, Florida, 778-780 (with B. Glassberg).
- “Information technology resources and structure,” Proceedings of the Annual Conference of the Decision Sciences Institute, November 24-26, 1996, Orlando, Florida, 889-891 (with V. Grover and J. Teng).
- “The obligations of information systems professionals: Searching for consensus,” Proceedings of the Annual Conference of the Association for Information Systems, August 16-18, 1996, Phoenix Arizona, 288-290 (with K. Stewart).
- “Technology architecture: examining a data driven model,” Proceedings of the Annual Conference of the Association for Information Systems, August 1995, Pittsburgh, Pennsylvania, 357-359 (with V. Grover and J. Teng).

“An educational program for entering cyberspace,” Proceedings of the Annual Conference of the Decision Sciences Institute for Instructional Innovation Award Competition, November 1994, Honolulu, Hawaii, 411-413.

“An examination of the relationship between corporate competitive strategy and the scope of information technology enabled business process redesign,” Proceedings of the Annual Conference of the Decision Sciences Institute, November 1994, Honolulu, Hawaii, 970 (with V. Grover and J. Teng).

"Learning to live and work on the information superhighway: An experiential education program for entering cyberspace," Proceedings of the Annual Conference of the Decision Sciences Institute, November 1994, Honolulu, Hawaii, 1.

### **Research Awards**

1999 - Paper entitled “An International Empirical Examination of Technology Architecture in the United States, United Kingdom, Taiwan and India” received a best paper in the Global Information Technology Management and Global Electronic Commerce mini-track at the Annual Conference of the Association for Information Systems at Milwaukee Wisconsin.

1998 - Paper entitled “An Exploratory Study of the Influence of the IS Function and Organizational Context on Business Process Reengineering Project Initiatives” received a Citation of Excellence and a 5-star rating from Anbar Electronic Intelligence based on best research implications, best practical implications, best originality of ideas and best readability.

1998 - Paper entitled “The influence of information technology diffusion and business process change on perceived productivity: The IS executive's perspective” received a Citation of Excellence and a 5-star rating from Anbar Electronic Intelligence based on best research implications, best practical implications, best originality of ideas and best readability.

### **Funded Research and Curriculum Support**

1997 - Paper entitled “Developing strategic perspectives on business process re-engineering: from process reconsideration to organizational change” received a Citation Of Excellence and a 5-star rating from Anbar Electronic Intelligence based on best research implications, best practical implications, best originality of ideas and best readability.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$28,434, 1992-93.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$31,855, 1993-94.

Research Fellow for University of South Carolina School of Business, summer 1994.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$28,470, 1994-95.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$28,470, 1995-96.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$28,470, 1996-97.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$28,470, 1997-98.

Contribution and technical support from Great Plains Software Corporation to promote teaching and curriculum development at the College of Business valued at \$40,000, 1998.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$3,500, 1998-99.

Fluor Daniel Grant for curriculum development in International Business, \$1,000, 1999.

"Information technology and organizational effectiveness in the global environment", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$3,500, 1999-00.

"Information Technology and Inter-organizational Relationships in Global Markets", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$3,000, 2000-01.

"Information Technology and Inter-organizational Relationships in Global Markets", (with V. Grover and J. Teng), Center for International Business Education and Research, Department of Education, \$3,500, 2001-02.

Travel grant to Russia, Bulgaria and Czech Republic, Center for International Business Education and Research, Department of Education, \$6,000, 2003.

Travel grant to India, Center for International Business Education and Research, Department of Education, \$4,000, 2004.

Travel Hong Kong and Mainland China, Center for International Business Education and Research, Department of Education, \$6,000, 2005.

### **Selected Professional Presentations**

“RFID Implementation in Services: An Alternative Diffusion Model” was presented at the Annual Conference of the Decision Sciences Institute, November 2007, Phoenix, Arizona.

“An International Empirical Examination of Technology Architecture in the United States, United Kingdom, Taiwan and India” was presented at the 1999 Annual Conference of the Association for Information Systems, August, 1999, Milwaukee, Wisconsin.

“Key Issues in Desktop Video Conferencing: An Empirical Examination of an Electronic Community”, was presented at the 1998 Annual Conference of the Association for Information Systems, August 1998, Baltimore, Maryland 62-64 (with G. Hackbarth).

“The impact of the Internet on Information Systems Education: Practice and Trends” was presented as the chairman of an expert panel at the Annual Conference of the Decision Sciences Institute, November 1996, Orlando, Florida (discussants B. Butler, R. Elnicki, and E. Towell).

“Information technology resources and structure” was presented at the Annual Conference of the Decision Sciences Institute, November 1996, Orlando, and Florida.

“A response to the mandate for the internationalization of information systems education” was presented as the chairman of an expert panel at the Annual Conference of the Decision Sciences Institute, November 1996, Orlando, Florida (discussants C. Deans, K. Loch, J. Jurison and P. Palvia).

“The obligations of information systems professionals: Searching for consensus” was presented at the Annual Conference of the Association for Information Systems, August 1996, Phoenix, Arizona (with K. Stewart).

### **Selected Professional Activities**

“Technology architecture: examining a data driven model” was presented at the Annual Conference of the Association for Information Systems, August 1995, Pittsburgh, Pennsylvania.

“An educational program for entering cyberspace” was presented at the Annual Conference of the Decision Sciences Institute, November 1994, Honolulu, Hawaii.

“An examination of the relationship between corporate competitive strategy and the scope of information technology enabled business process redesign” was presented at the Annual Conference of the Decision Sciences Institute, November 1994, Honolulu, Hawaii.

“Learning to live and work on the information superhighway: An experiential education program for entering cyberspace” was presented in the 1994 Innovative Instructional Award Competition at the Annual Conference of the Decision Sciences Institute, November 1994, Honolulu, Hawaii.

Presented a Program on methods for using the Internet to support university education and to internationalize classroom experiences in the University of South Carolina's Education Breakfast Series October 25 and 26, 1994.

Presented a Program on International Information Systems for the SONOCO Corporation's Executive Education Seminar through the University of South Carolina's Daniel Management Center, June 1993.

Session Chair "Global IT Management and Global electronic commerce: The Use of Networking technologies" 1999 Annual Conference of the Association for Information Systems, August, 1999, Milwaukee, Wisconsin.

Special Project: MIS Business Connections for Capital Campaign

Special Project: MIS Curriculum Development

College Professional Ethics Committee

Faculty Senator for the University of South Carolina

Interviewer for USC Graduate Fellowship Program

Reviewer for College of Business Administration Research Fellowship Program.

Member of the University committee for the examination of joint programs in MIS.

Member Management Science Faculty Recruiting Committee

Member Management Information Systems Graduate Admission Committee.

Member Strategic Planning Committee for Information Technology for the School of Business.

Member Alpha Iota Delta, Honorary in the Decision Sciences

Member American Institute of Certified Public Accountants

Member the Decision Sciences Institute

Member Association for Information Systems

Member The Institute for Operations Research and Management Sciences (informs)

Member Phi Kappa Phi, Academic Honorary

### **Selected Professional Activities**

Reviewer for Communications of the Association for Computing Machinery.

Reviewer for Data Base

Reviewer for IEEE Transactions in Engineering Management.

Reviewer for Journal of Management Information Systems.

Reviewer for Omega the International Journal of Management Science.

Reviewer for MIS Quarterly.

Reviewer for Association for Information Systems' Annual Conference

Reviewer for MIS Track of the Decision Sciences Institute's Annual Conference.

Reviewer for International Information Systems.

Reviewer of Text Business Process Change: Reengineering Concepts, Methods and Technologies.

Reviewer for a Model curriculum and guidelines for undergraduate degree programs in information systems.

### **Teaching Award and Experience**

Finalist and Recipient of Achievement Honorarium in the Decision Sciences Institute's 1994 Instructional Innovation Award Competition.

Undergraduate Basic Programming

Undergraduate Introduction to Management Information Systems

Undergraduate elective in International Information Systems

Undergraduate elective in Database Management and Design

Graduate course in Accounting Information Systems

Graduate course in Database Management and Design

Graduate course in Information Systems Analysis, Design and Implementation

Graduate elective in International Information Systems

Graduate Introduction to Management Information Systems in the Masters in International Business Program

Televised Graduate Introduction to Management Information Systems in the Distance Education Program for the USC Professional Masters in Business Administration Program

Contributor to the Executive Education Program at the Daniel Management Center and Sonoco Corporation.

Mentor in Provost's First Year Scholar and Mentors' Program

Advisor to Masters of Science Students in Management Information Systems

Chairman of Masters Thesis committees

Member of Masters Thesis committees

Advisor to Doctoral Students in Management Information Systems

### **Teaching Award and Experience**

Advisor to Doctoral Students in the School of Engineering

Member of Doctoral preliminary examination committees in Management Information Systems

Member of Doctoral preliminary examination committees in Accounting

Member of Doctoral comprehensive examination committees in Management Information Systems

Member of Doctoral dissertation committees in Management Information Systems  
Member of Doctoral dissertation committee in the School of Engineering  
Member of Doctoral dissertation committee in the School of Accounting  
Chairman/Co-chairman of Doctoral dissertations in Management Information Systems

### **Dissertation Involvement**

Role of Personal Values in Acceptance of Information Technology, Sung-Hee Park PhD, 2007.

Personal Information Effectiveness: A Scale Development And Empirical Test Of Its Relationship To Performance, Yujong Hwang, PhD, 2003

A Model to Predict Web Revisitation Behavior, Gary Hackbarth, PhD, 2001.

The Impact of IT Investment on Firm Size: A Time Lagged Model, Kun Shim Im, PhD, 2000.

Data Architecture and Organizational Decision-Making: An Experimental Study of Fit in An Accounting Environment, Kevin E. Dow, 2000.

Enhancing Interoperation in Distributed Heterogeneous Information Systems using Ontologies, Kuhanandha Mahalingam, 1998.

The Investigation of Individual Attitude Toward an IT-Enabled Information Practice: A Prescription for Corporate Information Policy, Kathy Stewart, PhD, 1996.

### **Civic Awards and Associations**

Awarded a Commission as a Kentucky Colonel by the Commonwealth of Kentucky.

Awarded "Most Valuable Player" by the Louisville Metro United Way for work as a loaned executive in a \$13,702,000, charity campaign.

Member of the National Society and S. C. Chapter of the Sons of the American Revolution

Member of First Presbyterian Church, Columbia SC

### **Personal**

Birth Date: July 15, 1960

Wife: Victoria Lynne Fiedler

Children: Christine Nicole Fiedler and Kirk Ryan Fiedler