

# Geneviève Bassellier

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## Research Interests

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My research examines the management of Information Technologies. I explore the role of knowledge and emotions in IT projects, IT-related decision making, and IT-supported communication. I also look at how organizations can best leverage their intellectual capital through knowledge adoption from online knowledge communities, knowledge integration in geographically dispersed teams, and knowledge requirements in the context of outsourcing. More recently I started working on post adoption behaviors.

## Education

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| 2003 | PhD  | The University of British Columbia<br>Sauder School of Business<br>Dissertation: “Knowledge and Partnerships for Information Technology and Business people”<br>Advisor: Prof. Izak Benbasat |
| 1995 | MSc  | HEC Montreal – Concentration in Management Information Systems   |
| 1992 | BCom | HEC Montreal - Major in Management Information Systems   |

## Academic and Professional Experience

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- 2011-, *Associate Professor*  
Desautels Faculty of Management, McGill University
- 2003-2011, *Assistant Professor*  
Desautels Faculty of Management, McGill University
- 2001-2003, *Assistant Professor, special category*  
Desautels Faculty of Management, McGill University
- 1999-2001, *Instructor*  
Sauder School of Business (MIS), The University of British Columbia
- 1999-2001, *Managing Editor*  
Information Systems Research journal, an INFORMS publication

## **Publications**

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Cenfetelli, R., and G. Bassellier, "Interpretation of Formative Measurement in IS Research," *MIS Quarterly*, 33(4), 2009, 689-707.

Bassellier, G. and I. Benbasat "Business Competence of IT Professionals: Conceptual Development and Influence on IT-Business Partnerships," *MIS Quarterly* (28:4), December 2004, 673-694

Bassellier, G., I. Benbasat, and B.H. Reich "The Influence of Business Managers' IT Competence on Championing IT," *Information Systems Research* (14:4), December 2003, 317-336

Bassellier, G., B.H. Reich, and I. Benbasat. "IT Competence of Business Managers: A Definition and Research Model," *Journal of Management Information Systems* (17:4), Spring 2001, 159-182

## **Papers under Review**

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Bagayogo, F., Lapointe, L., and Bassellier, G. "Enhanced Use in the Post-Adoption Phase: A Conceptualization", under review at *Journal of the Association for Information Systems*," 2<sup>nd</sup> round.

Kuruzovich, J., Bassellier, G., and V. Sambamurthy. "Tone at the Top: A Nomological Network of Relationships among IT Governance Actions of the Board of Directors and Alignment Outcomes in Firms", under review at *Journal of Management Information Systems*," 2<sup>nd</sup> round.

Cenfetelli, R., and G. Bassellier, "The Nature and Role of Emotions in Technology Adoption: A Decision-Making Perspective," under review at *MIS Quarterly*, Status: 1<sup>st</sup> "revise and resubmit".

Cenfetelli, R., Bassellier, G., and C. Posey, "The Analysis of Formative Measurement in is Research: Choosing Between Component- and Covariance-Based Techniques", under review at *Data Base for Advances in Information Systems*, 1<sup>st</sup> round.

Bassellier, G., and R. Cenfetelli, "Knowledge Transfer in Cross-Functional IT Project Teams: The Role of Trust and the Different Domains of Competence Necessary for Building Trust," under review at the *European Journal of Information Systems*, 1<sup>st</sup> round.

## **Papers under Preparation**

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Ramaprasad, J., Desmeules, Bassellier, G. "Can Social Media Transform the Online Music Industry? A Look at Shared Value and Shared Social Responsibility," prepared for submission to *Management Information Systems Quarterly*.

Caya, O., Bassellier, G. and Pinsonneault, A., “When Great (Team) Minds Think Alike... The Role of Multiple Team Mental Models in Virtual Teams”.

Bassellier, G, and R. Cenfetelli, “The Role of Leadership and Emotions in Knowledge transfer”

Bassellier, G., Benbasat, I. and Cenfetelli, R., “Identifying the Role of Shared Competence in IT Project performance”

Bassellier, G., Zainuddin and Benbasat, I., “Development of a model of Leadership styles and competence as key determinants of outsourcing project success”

## **Refereed Conferences**

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Zainuddin, E., Bassellier, G., and I. Benbasat, “Vendor and Client Project Managers: Exploring Complementary Competencies,” *International Conference on Information Systems*, Orlando, FL, December 2012.

Bassellier, G., Desmeules, R. and J. Ramaprasad. “Can Social Come to the Rescue? Monetizing Music in the World of Free,” *Conference on Information Systems and Technology*, Phoenix, AZ, October 2012.

Kuruzovich, J., Bassellier, G., and V. Sambamurthy, “IT Governance Processes and IT Alignment: Viewpoints from the Board of Directors”, Proceedings of the 45<sup>th</sup> Annual Hawaii International Conference on System Sciences, Computer Society Press, 2012, 10 pages.

Mesgari, M. and G. Bassellier. “How Online Social Networks Create Value for Organizations: A Resource-based Perspective, AMCIS 2011 Proceedings – All submissions. Paper 336. [http://aisel.aisnet.org/amcis2011\\_submissions/336](http://aisel.aisnet.org/amcis2011_submissions/336).

Lee, K. Y., Lee, M., Bassellier, G. and Faraj, S., “The Impact of Emotional Expressions on Knowledge Creation in Online Communities”, *International Conference on Information Systems*, St-Louis, MO, December 2010.

Bagayogo, F., Lapointe, L. and G. Bassellier “Enhanced Use in the Post-Adoption Phase: A Conceptualization”, *Administrative Sciences Association of Canada*, Regina, Canada, June 2010.

Zainuddin, E., G. Bassellier, and I. Benbasat, “Outsourcing Projects Success: The Role of Competence and Leadership of the Vendors and Clients Project Managers,” *SIGMIS-CPR*, Vancouver, BC, Canada, May 2010.

Lee, K.Y. and G. Bassellier, “The Impact of External Knowledge Seeking in EKN on Individual Outcomes: Creative Performance, Knowledge Seeking Satisfaction, and Knowledge Adoption,” *Academy of Management, OCIS division*, Chicago, August 2009.

Lee, K.Y. and G. Bassellier, "A Theoretical Model of User Participation in Electronic Knowledge Networks (EKNs)," *Administrative Sciences Association of Canada*, Niagara Falls, Canada, June 2009.

Caya, O., G. Bassellier, and A. Pinsonneault, "Virtual Team Common Knowledge: Construct Specification and Effect on Knowledge Integration Effectiveness," *International Conference on Information Systems*, Paris, France, 2008 Proceedings. *Nominated for Best Conference Paper*.

Bassellier, G., E. Gagnon, and A. Pinsonneault, "Antecedents of IT Performance: an Empirical Study of the CIO and CEO Heterogeneity in two Different Environments", *14th Americas Conference on Information Systems*, Toronto, Canada, August 2008.

Lee, K.Y. and G. Bassellier, "Enhancing Creativity by Participating in Electronic Knowledge Networks," *Administrative Sciences Association of Canada*, Halifax, Canada, June 2008.

Bassellier, G. and I. Benbasat, "Assessing the Contributions of Business and IT Knowledge to the Development of IT/business partnerships," *SIGMIS*, St-Louis, MO, April 2007.

Gagnon, E., G. Bassellier and A. Pinsonneault, "Complexity, Diversity, and Heterogeneity: Evidence Linking IT to Firm Performance," *Administrative Sciences Association of Canada*, Banff, Alberta, Canada, June 2006.

Bassellier, G., B.H. Reich, and I. Benbasat. "Assessing IT Competence in Business Managers," *International Conference on Information Systems*, Atlanta, December 1997.

## **Conference Presentations**

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Bassellier, G. "Structural equation modeling with multilevel using EQS ," Workshop with Rémi Desmeules, *Administrative Sciences Association of Canada*, Regina, Canada, June 2010.

Bassellier, G. "Finding your path through the data: Using sophisticated data analysis to tell compelling stories," Panel discussion with Andrew Burton-Jones, Ron Cenfetelli, and Andrew Gemino, *Administrative Sciences Association of Canada*, Halifax, Canada, June 2008.

Bassellier, G. "Measurement in IS Research: Processes, Pitfalls, and Prescriptions," Panel discussion with Yolande Chan, Blaize Horner Reich, and Izak Benbasat, *Administrative Sciences Association of Canada*, St-John, Newfoundland, Canada, June 1997.

## **Non-refereed journal**

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Bassellier, G. and R. Cenfetelli, "IT Service Management: Improving Customer Service Through Better Relationships." *Cutter Benchmark Review*, Cutter Consortium, Vol. 9; No 6. June 2009.

## Invited Talks

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The Nature and Role of Emotions in Technology Adoption: A Decision-Making Perspective,

The structure and Effects of Common Knowledge in Virtual Teams, October 2009, Rensselaer Polytechnic Institute

Can Social Media Transform The Online Music Industry? A Look at Shared Value and Shared Social Responsibility,

University of Ottawa, Management Research Seminar Series, January 2012

University of British Columbia, MIS Seminar Series, January 2012

Royal Military College, Business Administration Lecture Series, March 2012

Queen's University, MIS Seminar Series, March 2012

Arizona State University, October 2012

Carleton University, January 2013

## Research Mentions

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Roberts, J., "Management is from Mercury, IT is from Pluto", *Headway magazine*, McGill University (2:1), Spring 2006, 10-11.

Enns, H.G., "Do IT Professionals Need Business Acumen to Build Effective Partnerships?" *Research brief, The Academy of Management Executive* (19:2), May 2005, 159-161.

Ovenell-Carter, J. "Spanning the Great Divide," *Viewpoints*, UBC Commerce (19:3), Summer 2001, 5-7.

## Research Grants

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McGill Paper Presentation Grant for travel to CIST/INFORMS 2012, Phoenix, AZ.

McGill Collaborative Research Development Fund (2012-2013) "Doing Business in the Digital Economy: Leveraging Social Features for Greater Value Creation", co-applicant with Jui Ramaprasad, \$15,000.

Fonds Québécois de la Recherche sur la Société et la Culture (2011-2015) "Gérer quatre défis d'implantation pour maximiser la valeur des technologies de l'information : une approche par les ressources excédentaires," *Subvention de soutien aux équipes de recherche*, (Alain Pinsonneault principal investigator) \$482,240

Social Sciences and Humanities Research Council (2010-2013) "Are teams performing better when using electronic networks of knowledge?" principal investigator with Samer Faraj, co-investigator, \$66,120

Internal Social Sciences and Humanities Research Council, McGill University (2009-2010) “Are teams performing better when using electronic networks of knowledge?” principal and sole investigator, \$3,500.

Social Sciences and Humanities Research Council (2010-2013) “The IT professional as a customer service provider: a goals perspective”, co-investigator, Ron Cenfetelli, UBC, principal investigator, \$62,228

Fonds Québécois de la Recherche sur la Société et la Culture (2006-2009) “Exploration du rôle des connaissances et mécanismes d’intégration des connaissances dans les projets en technologies de l’information,” *Etablissement de nouveaux professeurs-chercheurs*, (principal and sole investigator, \$39,600

Social Sciences and Humanities Research Council (2005-2008) “Cross-functional knowledge and IT project performance,” principal and sole investigator, \$68,194

Fonds Québécois de la Recherche sur la Société et la Culture (2005-2009) “Maximiser la valeur d’affaire des technologies de l’information: un programme de recherche intégré,” *Subvention de soutien aux équipes de recherche*, (Alain Pinsonneault principal investigator; G. Bassellier, L. Lapointe, W. Oh – McGill University; H. Barki – HEC Montreal; A. Beaudry – Concordia University, M. Mortensen – MIT) \$465,800

## Media

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Les Affaires, “Technologies et Processus d’Affaires”, August 7<sup>th</sup> 2004.

## Graduate Students

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Ph.D. McGill

*Desautels Faculty of Management:*

- Lee, Kyung Young (2006– 2012)
- Fatou Bagayogo (2008– 2011) – supervisor
- Nazir, Salman (2006– present) – committee member
- Gagnon, Elisa (2004 – 2011) – committee member
- Caya, Olivier (2002 – 2008) – committee member
- Guan, Yinghong (2001 – 2006) – committee member
- Lei Huang (2008) – thesis defense internal external
- Rémi Desmeules (2010) – thesis defense internal external

*Graduate School of Library and Information Studies:*

- Weerapura, Kaushilya G. (2007-present)
- Wiseman, Erica (2003-2008)

M.Sc. The University of British Columbia

### *Sauder School of Business*

- Zainuddin, Eruani (2006-2008)

### External Examiner

#### *Carleton University*

- Aareni Uruthirapathy (2011)

## **Courses Taught**

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### *McGill PhD:*

Strategic Management of Information Technology

### *McGill MBA:*

Information Systems (core course)

Information Technology and Knowledge Management

### *McGill BCom:*

Information Systems (core course)

Managing Knowledge with Information Technology

## **Independent Studies Advisor**

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- Aki Tomizawa (MBA Japan, 2010) The Use of Mobile Technologies in Japan
- Kyung Young Lee, (Post MBA, 2006) Review of Knowledge Management in Information Systems
- Christian-Marc Pouyez (MBA, 2005) Business Intelligence for Manufacturing Execution Systems

## **Undergraduate Projects Supervisor**

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- Independent study,
  - Carmel Jacobson, Sydney Wiseman, Winter 2011
  - Gregory Weissberg, Winter 2013
  - Matthew Chisling, Winter 2013
  - Zack Krastel, Winter 2013
- Internship, Jessica Yoo, Summer/Fall 2011

## **Other Mentions**

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2000 – National University of Singapore, Visiting Scholar, 11-18 October

2000 – TIM/OCIS Doctoral Consortium, Academy of Management, Toronto

1999 – ICIS Doctoral Consortium, Charlotte, North Carolina

## **Editorial Boards and Reviewing**

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Associate Editor, MIS Quarterly (2012 – present)  
Special guest Associate Editor, MIS Quarterly (2012)

Reviewer for:

- Information System Research
- MIS Quarterly
- Management Science
- Journal of MIS
- European Journal of Information Systems
- Database
- Information and Organization
- IEEE transactions on Engineering Management

## **Services**

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### **Faculty and University Committees:**

- Tenure Committee, Faculty of Arts
- Research Ethics Board
- Merit Committee (elected)
- Recruitment committee for the School of Information Studies
- Faculty representative, Distinguished PhD Alumnus Award Committee (2009)
- Faculty Representative, Undergraduate Program Committee (2004-2006; 2008-2009)
- MBA admission committee (2007)
- Faculty Representative, Research Council, (2004-2007)
- Task Force Member, Undergraduate Program Redesign, 2005

### **Information Systems Area:**

- Hiring Committee (2005, 2007, 2009)
- Redesign of the IS concentration (2009)
- IS area seminar series coordinator (external guest speakers and internal presentations) (2004-2007)

### **Service to the Academic Community:**

#### ***Conferences***

- Faculty Mentor
  - Doctoral Consortium, *International Conference on Information Systems*, Orlando, FL, 2012.
  - Doctoral Consortium, *Americas Conference on Information Systems (AMCIS)*, San Francisco, 2009
- Senior Editor (track co-chair)



- *International Conference on Information Systems (ICIS)*, 2012, Human behavior in IT adoption and use track
- *International Conference on Information Systems (ICIS)*, 2006, knowledge management track
- Associate Editor
  - OCIS division of *Academy of Management*, 2007
  - *International Conference on Information Systems*, 2005, 2009, 2011
- Other involvement:
  - Session chair (ICIS)
  - Paper discussant (ASAC)
  - Reviewer for ASAC, ICIS, ICIS, OCIS

## **Professional Affiliations**

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Academy of Management (AoM)

Administrative Science Association of Canada

Association for Information Systems (AIS)

The Institute for Operations Research and Management Science (INFORMS)