

V I T A
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Current Position: Joe Rosenthal Excellence Professor
Head of the Department
Information Systems & Operations Management
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EDUCATION

University of Minnesota

1984. Ph.D. from the School of Management with Quantitative Analysis as the major and Management Information Systems as the related field. Thesis title: An Analytical Investigation into Record Structuring and Physical Database Design of Generalized Logical Data Structures.
1974. MBA with emphasis in MIS and QA. Minors: Finance and Marketing. GPA: 3.7
1972. M.S. in Operations Research and Industrial Engineering. GPA: 4.0

University of Delhi

1971. B.S. in Mechanical Engineering. Was in the top 5%.

ACADEMIC POSITIONS AND TEACHING EXPERIENCE

- 8/2000 to present:** Joe Rosenthal Excellence Professor and Head of the ISOM department, Bryan School of Business and Economics at the University of North Carolina - Greensboro. Teaching areas include courses in decision support systems, international IS, database management, and IS management.
- 7/86 to 7/2000:** Professor from Sept. 1993, and Associate Professor before in Management Information Systems, Fogelman College of Business and Economics, The University of Memphis, Memphis, Tennessee. Taught MIS courses in database management, telecommunications, management of MIS and IRM, international information systems, introduction to computers, introduction to MIS, systems analysis and design, DSS and expert systems, information systems projects, C programming language, statistics, etc. Taught mostly at Ph.D. and master's level.
- 7/83 to 6/86:** Assistant Professor, Department of Computer and Information Sciences, Temple University, Philadelphia. Courses taught included systems analysis and design, systems implementation, data structures, database management, intro to computers and MIS and programming languages such as COBOL, FORTRAN and Pascal.

RESEARCH

Was ranked 16th among all MIS researchers by the *Communications of the Association for Information Systems (CAIS - March 2000)*. Was ranked 4th among authors with the most publications in *MIS Quarterly* and *Information & Management (Information & Management – vol 37, 2000)*.

RESEARCH: Books

1. Palvia, P., Palvia, S., and Roche, E. "Global Information Technology and Electronic Commerce". Ivy League Publishing. 2002 – published in August 2001.
2. Palvia, P., Palvia, S., and Roche, E. "Global Information Technology and Systems management: Key Issues and Trends". Ivy League Publishing, 1996.
3. Palvia, S., Palvia, P., and Zigli, R. "The Global Issues of Information Technology Management". Idea Group Publishing, 1992.

RESEARCH: Journal Articles

1. Aladwani, A.M., and Palvia, P. "Developing and Validating an Instrument for Measuring User-Perceived Web Quality." Information & Management. Accepted on April 12, 2001.
2. Sakaguchi, T., Palvia, P., and Janz, B.D., "Business Practices on the World Wide Web: A Comparison of Japanese and U.S. Web Sites". Journal of Global Information Technology Management. Vol. 4, No. 2, April 2001.
3. Palvia, P. "Editorial Preface: Global Information Technology Management Research: A Reality Check". Journal of Global Information Technology Management. Vol. 4, No. 2, April 2001.
4. Palvia, P., Palvia, S., and Whitworth, J. "Global Information Technology: A Meta Analysis of Key Issues." Information & Management. Accepted on January 2, 2001.
5. Lim, D. and Palvia, P. "EDI in Strategic Supply Chain: Impact on Customer Service." International Journal of Information Management. 2001, pp. 193-211.
6. Huang, Z. and Palvia, P. "ERP Implementation Issues in Advanced and Developing Countries." Business Process Management Journal. Vol 7, No 3, 2001, pp. 276-284.
7. Kumar, A., and Palvia, P. "Key Data Management Issues in a Global Executive Information System." Industrial Management and Data Systems. Vol 101, Number 4, 2001, pp. 153-162.
8. Liao, C. and Palvia, P. "The Impact of Data Models and Task Complexity on End User Performance: An Experimental Investigation." International Journal of Human-Computer Studies. 2000, vol 52, pp. 831-845.
9. Palvia, P. "Methodological Dilemma in MIS Research." Journal of Information Technology Cases & Applications. Vol 1, No 4, 1999, pp. 1-4.
10. Palvia, P.C., and Basu, S.C. "Information Systems Management Issues: Reporting and Relevance." Decision Sciences. Volume 30, Number 1, Winter 1999, pp. 273-290.
11. Palvia, P.C., and Palvia, S. "An Examination of the IT Satisfaction of Small-Business Users." Information & Management. Vol. 35, 1999, pp. 127-137.
12. Palvia, P.C., and L B. Sherrell. "The Role of Software Engineering in Business Application Development." Journal of Information Technology Management. Vol. IX, No. 4, 1998, pp. 43-57.
13. Palvia, P.C. "Global Information Technology Research: Past, Present and Future." Journal of Global Information Technology Management. Vol 1, No 2, 1998, pp. 3-14.

14. Palvia, P.C. "Developing a Model of the Global and Strategic Impact of Information Technology." Information & Management, Vol 32 (5), 1997, pp. 229-244.
15. Palvia, P.C. "Research Issues in Global Information Technology Management." Information Resources Management Journal. Vol 11, No 2, Spring 1998, pp. 27-36.
16. Palvia, P.C. "Information Systems Education and Research: Are We Leaders or Laggards." Information Resources Management Journal, Vol 10, No 2, Spring 1997, pp. 3-4.
17. Palvia, P.C. "A Model and Instrument for Measuring Small Business User Satisfaction with Information Technology." Information & Management, Vol 31, 1996, pp. 151-163.
18. Candler, J.W., Palvia, P.C., Thompson, J.D., and Zeltmann, S.M. "The ORION Project: Staged Business Process Reengineering at FedEx" Communications of the ACM, Vol 39, No 2, February 1996, pp. 99-107.
19. Palvia, P.C., Kumar, A., Kumar, N., and Hendon, R. "Information Requirements of a Global EIS: An Exploratory Macro Assessment." Decision Support Systems. Vol. 16, 1996, pp. 169-179.
20. Palvia, P.C., Rajagopalan, B., Kumar, A., and Kumar, N. "Key Information Systems Issues: An Analysis of MIS Publications." Information Processing and Management. Vol. 32, No. 3, 1996, pp. 345-355.
21. Palvia, P.C. "A Dialectic View of Information Systems Outsourcing: Pros and Cons." Information & Management, Vol 29, 1995, pp. 265-275.
22. Palvia, P.C., Patula, A., and Nosek, J. "Problems and Issues in Application Software Maintenance Management." Journal of Information Technology Management. Vol VI, No. 3, 1995, pp. 17-28.
23. Palvia, P.C., and Wang, P. "An Expanded Global Information Technology Issues Model: An Addition of Newly Industrialized Countries." Journal of Information Technology Management. Vol VI, No. 2, 1995, pp. 29-39.
24. Palvia, P.C. "Objectivity in MIS Research." Information Resources Management Journal, Vol 8, No 3, Summer 1995, pp. 3-4.
25. Palvia, P.C. "Global Management Support Systems: A New Frontier." Journal of Global Information Management, Vol 3, No 1, Winter 1995, pp. 3-4.
26. Palvia, P.C., Means, D.B., and Jackson, W.M. "Determinants of Computing in Very Small Businesses." Information & Management. Vol 27, 1994, pp. 161-174.
27. Palvia, P.C., Patula, A., and Schooley, R. "The Software Engineering Construct: Conceptual Analysis and Preliminary Findings." Journal of Computer Information Systems. Volume XXXIV, Number 3, Spring 1994, pp. 61-66.
28. Palvia, P.C. "About Reframing the Frameworks". Information Resources Management Journal, vol 7, no 1, Winter 1994, pp. 3-4.
29. Palvia, P., Zeltmann, S., and Sullivan, S. "The PRISM System: Moving Federal Express Corporation's Human Resources into the 21st Century." HR Focus, June 1993, pp. 19.
30. Palvia, P. "The Global Information Technology Environment". Journal of Global Information Management, Vol 1, No 2, Spring 1993, pp. 3-5.
31. Palvia, P., and Nosek, J.T. "A Field Examination of System Life Cycle Techniques and Methodologies." Information & Management, Vol 25, 1993, pp. 73-84.
32. Sankar, C., Apte, U., and Palvia, P. "Global Information Architectures: Alternatives and Tradeoffs." International Journal of Information Management. Vol. 13, No. 2, April 1993, pp. 84-93.

33. Chandra, A., and Palvia, P. "Expert Systems in Accounting Applications and An Integrating Framework." Journal of Computer Information Systems, Vol. XXXIII, No. 4, Summer 1993, pp. 13-22.
34. Palvia, P., Perkins, J., and Zeltmann, S. "The PRISM System: A Key to Organizational Effectiveness at Federal Express Corporation." MIS Quarterly, Vol. 16, No. 3, September 1992, pp. 277-292.
35. Palvia, P., Liao, C., and To, P. "The Impact of Conceptual Data Models on End-User Performance." Journal of Database Management, Vol. 3, No. 4, Fall 1992, pp. 4-15.
36. Palvia, P., and Palvia, S. "MIS Issues in India and a Comparison with the United States." International Information Systems, April 1992, pp. 100-110.
37. Cohen, E., and Palvia, P. "Ten Tips for Journal Manuscript Reviewers." Information Management Bulletin, Vol. 5, No. 1 & 2, May 1992, pp. 6, 11, 13.
38. Palvia, P. "On End User Productivity: Results of Controlled Experiments," Information & Management, Vol. 21, 1991, pp. 217-224.
39. Palvia, S., Mallach, E.G., and Palvia, P. "Strategies for Converting From One IT environment to Another," Journal of Systems Management, Vol. 42, No. 10, October 1991, pp. 23-27.
40. Palvia, P. "Approximating Block Accesses in Random Files: The Case of Blocking Factors Lower than One," Information Systems, Vol. 16, No. 3, 1991, pp. 357-361.
41. Palvia, P. "An Interactive DSS Tool for Physical Database Design," Information Sciences, Vol. 54, April, 1991, pp. 239-262.
42. Palvia, P. and Nosek, J.T. "An Empirical Evaluation of System Development Methodologies." Information Resources Management Journal, Vol. 3, No.3, Summer, 1990, pp.23-32.
43. Palvia, P. and Sankar, C.S. "Architectural Alternatives and Issues in Designing Global Information Systems: Frameworks for Design and Research," Network World, May 28, 1990. Paper and authors quoted in the article, titled: "Mgmt. style dictates form of global nets" reported by Joe Panepinto.
44. Nosek, J.T. and Palvia, P. "Software Maintenance Management: Changes in the Last Decade," Journal of Software Maintenance, Vol. 2, 1990, pp. 157-174.
45. Palvia, S., and Palvia, P. "Timing Strategies for Feasibility Studies in Information Systems Development," Information Resources Management Journal, Vol. 3, No. 1, Winter, 1990, pp. 15-27.
46. Palvia, P., Palvia, S., and Zigli, R.M. "Models and Requirements for Using Strategic Information Systems in Developing Nations," International Journal of Information Management, Vol. 10, No. 2, June, 1990, pp. 117-126.
47. Palvia, P. and Palvia, S. "Key Ergonomic Characteristics of System Development Techniques," Interface The Computer Education Quarterly, Vol. 11, 4, Winter, 1989/90, pp. 86-91.
48. Palvia, S., Palvia, P., and Zigli, R.M. "Global Issues of Information Technology Management," Feature article in Information Management Bulletin, January, 1990.
49. Jackson, W.M. and Palvia, P. "The state of Computers and MIS in Small Businesses, and Some Predictive Measures of Computer Use," The Journal of Computer Information Systems, Vol. XXXI, No. 1, Fall, 1990, pp. 49-53.
50. Palvia, P. "Sensitivity of the Physical Database Design to Changes in the Underlying Factors," Information & Management, Vol. 15, 1988, pp. 151-161.
51. Palvia, P., Palvia, S., and Zigli, R.M. "Strategic Information Systems for Competitive Advantage and Economic Development in Developing Countries," Productivity, Vol. 29, No. 3. October-December, 1988, pp. 235-245.

52. Palvia, P. and Palvia, S. "The Feasibility Study in Information Systems: An Analysis of Criteria and Contents," Information & Management, Vol. 14 (1988), pp. 211-224.
53. Palvia, P. "The Effect of Buffer Size on Pages Accessed in Random Files," Information Systems, Vol. 13, No. 2, 1988, pp. 187-191.
54. Palvia, P. "Heuristic Optimization of Physical Databases; Using a Generic & Abstract Design Model," Decision Sciences, Summer 1988, Vol. 19, No. 3, pp. 564-579.
55. Palvia, P. "Batched Searching in Database Organizations," Information Sciences, June 1988, Vol. 45, pp. 23-37.
56. Palvia, P. "Expressions for Batched Searching of Sequential and Hierarchical Files," ACM Transactions on Database Systems, March, 1985, Vol. 10, No. 1, pp. 97-106.
57. March, S., Mendu, S., Palvia, P., Prietula, M., Ridjanovic, D., Carlis, J.V., Beyer, D., and Ryan, K.L. "Current Research in Database Design at the University of Minnesota," Quarterly Bulletin of the IEEE Computer Society Technical Committee on Database Engineering, December 1984, Vol. 7, No. 4, pp 52-57.
58. Palvia, P. and March, S.T. "Approximating Block Accesses in Database Organizations," Information Processing Letters, August, 1984, Vol. 19, pp. 75-79.
59. Palvia, P. "Obtaining Public Perceptions by Jury: Quantification by Indirect Scaling," Decision Sciences, October, 1982. Vol. 13, No. 4, pp. 638-653.
60. Kahn, B.K. and March, S.T. "IRM and the System Life Cycle," Quarterly Bulletin of the IEEE Computer Society Technical Committee on Database Engineering, June, 1986. Vol. 9, No. 2, pp. 21-49. Was a contributor to this paper. The paper resulted from the Data Base Direction 1985 workshop held in Orlando, Florida. Was a member of the workgroup preparing the report. Same report published by U.S. Dept. of Commerce, Nat'l Bureau of Standards, report # 500-139. A summary also published in ACM SIGMOD RECORD, September, 1986, Vol. 15, No. 3, pp. 3-10.

RESEARCH: Ph.D. students graduated.

The following students at the University of Memphis have received their Ph.D. degrees under my supervision.

En Mao. July 2001. Thesis title: Organizational Use and Diffusion of Information Technology in China and an International Comparative Assessment.

Choton Basu. July 2000. Thesis title: An Empirical Framework for Transforming Global Organizations through Business Process Reengineering.

Murad Akmanligil. May 2000. Thesis title: Strategies for Global Information Systems Development: A Critical Analysis.

Toru Sakaguchi, December 1999. Thesis title: Consumer-Oriented Electronic Commerce on the World Wide Web: A comparison of Japanese and U.S. Practices.

James Whitworth, May 1999. Thesis Title: Global Information Technology Applications: Use and Impact at the Firm Level.

Anil Kumar, June 1997. Thesis title: Global executive Information Systems: Key Issues and Trends.

Dong Lim, May 1995. Thesis title: The Inter-Organizational Impact of Electronic Data Interchange on Customer Service: A Field Study.

Chechen Liao, May 1994. Thesis title: An Experimental Investigation of End User Modeling Performance Using Conceptual and Relational Data Models.

Aaron Patula, May 1994. Thesis title: A Comparison of Example -Based and Rule-Based Knowledge Representation in Commodities Trading Support Systems.

In addition, I have two Ph.D. students currently working under me, who are at dissertation stage.