

## Curriculum Vitae



### **Associate Professor Adrian Yeow**

Provost's Chair and Associate Professor,  
Accountancy Programme  
School of Business

Tel : +65 6248 0221

URL: <http://dradrianyeow.weebly.com/>

### **Education Qualifications**

2008	PhD (Information Systems), University of Maryland, College Park, USA
1997	B. Communication Studies (1st Class Honors), Nanyang Technological University, Singapore

### **Academic and Professional Experience**

2024 - Present	Provost's Chair, Singapore University of Social Sciences
2020 - Present	Associate Professor, Singapore University of Social Sciences
2014 - 2020	Senior Lecturer, Singapore University of Social Sciences
2008 - 2014	Assistant Professor, Nanyang Technological University
2003 - 2008	Senior Tutor, Nanyang Technological University
2001 - 2002	Manager, Product Development, Keppel Communications Pte Ltd
1999 - 2001	Senior Product Executive, Keppel Communications Pte Ltd
1997 - 1999	Product Executive, Singapore Telecommunications Ltd

### **Memberships and Professional Activities**

- Association for Information Systems (2004 - Current)
- Academy of Management (2004 - Current)
- Associate Editor for OCIS track in Academy of Management Meeting
  - Atlanta 2017
  - Anaheim 2016
  - Vancouver 2015
  - Philadelphia 2014
  - Orlando 2013
  - Boston 2012

- San Antonio 2011
- Co-Track Chair of Professional Development Workshop for ICIS (Munich, Germany 2019)
- Co-Track Chair of IT and Healthcare for ICIS (Seoul, 2017)
- Associate Editor for International Conference on Information Systems (ICIS)
  - Digital Technologies and the Future of Work (Bangkok, 2024)
  - Advances in Methods, Theories, and Philosophy (Hyderabad, 2023)
  - Digitization for the Next Generation (Copenhagen, 2022)
  - Governance, Strategy, and Value of IS (Austin, USA 2021)
  - IS in Healthcare (Hyderabad, India 2020)
  - General Topics (San Francisco, USA 2018)
  - Healthcare track (Dublin, Ireland 2016)
  - Societal impacts of IS (Auckland, NZ 2014)
  - Organization and IS track (Milan, Italy 2013)
  - Knowledge Management and Business Intelligence track (Orlando, FL, USA 2012)
  - Learning and Pedagogy track (Shanghai, China 2011)
- Associate Editor for European Conference on Information Systems (ECIS)
  - Business Models and Digital Transformation (Paphos, Cyprus, 2024)
  - Business Models and Digital Transformation (Kristiansand, Norway, 2023)
  - Business Models and Digital Transformation (Romania, 2022)
- Track Chair/Program Committee Member in Pacific Asia Conference on Information Systems (PACIS)
  - IS Governance, Strategy, and Value (Ho Chi Minh City, 2024)
  - Ethics and Information Systems (Chiayi, Taiwan 2016)
  - IT Project Management and Outsourcing (Singapore, 2015)
  - Healthcare IT (Jaewoo Island, Korea, 2013)
  - Social and Organizational Aspects of IS (Ho Chi Minh City, 2012)
- Associate Editor, Journal of the Association for Information Systems (2021 - Current)
- Area Editor for Systems and Clinical Informatics, Health Systems (2018 - Current)

### Consultancy and Executive Experience

2023 - Present	Research on the use of innovative technology within healthcare organization – collaboration with Lee Kong Chian School of Medicine, Nanyang Business School, and CHI TTSH.
2022 - Present	Research on how AI augment medical work and the future of work in medical profession - collaboration with Lee Kong Chian School of Medicine, Nanyang Business School, and NUHS / Ng Teng Fong General Hospital
2020 - 2023	Research collaboration with Medical Informatics group in Ng Teng Fong General Hospital on the impact of NGEMR on referral process between NUP and SOC
2018 - 2022	Research collaboration with Tan Tock Seng Hospital/NHG on Data Analytics in Healthcare

- |             |  |
|-------------|--|
| 2016 - 2022 | Research collaboration with Medical Informatics group in Ng Teng Fong General Hospital on impact of EMR system on healthcare processes |
| 2011 - 2020 | Research collaboration with Khoo Teck Puat Hospital's TeleGeriatric Project  |

### Research Interests

- Intelligence Augmentation for healthcare IT
- Impact of electronic medical record systems on health care processes
- Dynamic capability development in e-businesses
- Managing complex IT-related change projects

### Awards

- Best Paper in IS Healthcare Track for ICIS 2022 and Best Paper Nominee for ICIS 2022
- JSIS Best Paper Award for 2018
- AIS Best Information Systems Publications Award for 2018
- Best Paper Award for SIG-Health AIS 2016
- Best paper nominee for ICIS 2008

### Selected Publications

#### Journal Papers

- Soh, C., **Yeow, A.**, & Goh, QW (2023). Shaping Digital Transformation Pathways: Dynamics of Paradoxical Tensions and Responses. *Journal of the Association for Information Systems*. 24(6), pp. 1594-1617
- Chow, A., Huang, Z.L., **Yeow, A.**, & Lee, J. (2022). Social influence is the main driver of emergency physicians' intention to use an antibiotic clinical decision support mobile application. *Journal of Hospital Infection (Practice Points Paper)*.
- Agarwal, N., Soh, C. & **Yeow, A.** (2022). Managing paradoxical tensions in the development of a telemedicine system. *Information & Organization* 32(1), 100393.
- Wang, L., Goh, K.H., **Yeow, A.**, Poh, H., Li, K., Yeow, J., Tan, G., and Soh, C. (2022). Habits and Automaticity in Alerts Dismissal. *Journal of Medical Internet Research* 24(2), e23355†
- Goh, K.H., Wang, L. **Yeow, A.**, Ding, Y.Y., Au, L., Poh, H., Li, K., Yeow, J., and Tan, G. (2021). Mining of clinical notes for readmission prediction in geriatric patients. *Journal of Medical Internet Research* 23(10), e26486
- Goh, K.H., Wang, L., **Yeow, A.**, Poh, H., Li, K., Yeow, J., and Tan, G. (2021) "Artificial intelligence in sepsis early prediction and diagnosis using unstructured data in healthcare" *Nature Communications* 12, p. 711.
- **Yeow, A.** & Chua, C. (2020) "Multiparty sensemaking: A technology vendor selection case study" *Information Systems Journal* 30(2), pp. 334-368.
- Chua, C., **Yeow, A.**, & Soh, C. (2019) "How Do You Perpetuate Enterprise System-Enabled Change When Top Management Participation and Involvement Diminish?" *Pacific Asia Journal of the Association for Information Systems* 11(4), Article 2.

- Low, J. Y. H., Goh, K.H., Agarwal, N., Soh, C., & **Yeow, A.** (2019) "Cost Analysis of Implementing a Telegeriatics Ecosystem with Nursing Homes: Panel Data Analysis" *Health Systems* 9(4), pp. 285-292.
- Chan, C., Teoh, S.Y., **Yeow, A.** & Pan, G. (2019) "Agility in responding to disruptive digital innovation: Case study of a SME" *Information Systems Journal* 29(2) pp. 436-455
- **Yeow, A.**, Sia, S.K., Soh, C. & Chua, C. (2018) "Collaborating for Enterprise Integration: A Boundary Organization Perspective" *Information Systems Research* 29(1) pp. 149-168.
- **Yeow, A.**, Soh, C., Hansen, R (2018) "Aligning with new digital strategy: A dynamic capabilities approach" *Journal of Strategic Information Systems* 27(1) pp. 43-58.
- Rindova, V., Martins, L., & **Yeow, A.** (2016) "The Hare and the Fast Tortoise: Dynamic Resource Reconfiguration and the Pursuit of New Growth Opportunities by Yahoo and Google (1995-2007)" in Timothy B. Folta , Constance E. Helfat , Samina Karim (ed.) *Resource Redeployment and Corporate Strategy (Advances in Strategic Management, Volume 35)* Emerald Group Publishing Limited Vol. 35, pp. 253-284.
- **Yeow, A.** & Goh, K.H. (2015) "Working Harder or Working Smarter?: Information Technology and Resource Reassignment in Health-care Processes" *MIS Quarterly* 39(4), pp. 763-785. (Best Paper Award for SIG Health 2016)
- Rindova, V., **Yeow, A.**, Martins, L. & Faraj, S. (2012). How new firms use partner portfolios to pursue growth: Lessons from Yahoo and Google (1995-2008). *Strategic Entrepreneurship Journal (Special Issue on Technology Entrepreneurship)* 6(2), pp. 133-151
- Lim, W.K., Sia, S. K., & **Yeow, A.** (2011). Managing risks in a failing IT project: A social constructionist view. *Journal of the Association for Information Systems* 12(6), pp. 275-400
- **Yeow, A.** & Faraj, S. (2011), Using Narrative Networks to study Enterprise Systems and organizational change. *International Journal for Accounting Information Systems* 12(2): 116-125
- Chua, C. & **Yeow, A.** (2010), Artifacts, Actors and Interactions In The Cross-Project Coordination Practices of Open-Source Communities. *Journal of the Association for Information Systems*. 11(12), pp. 838-867
- **Yeow, A.** & Sia, S.K. (2008), Negotiating best practices in package software implementation. *Information & Organization*, 18 (1), pp. 1-28

#### **Case Studies, Book Chapters, and Teaching Cases**

- Koh, W.C., **Yeow, A.**, & Yee, T. (2024) "To be a Goods and Services Tax-Registered Business or not - Decision Making using Analytics" *Journal of Accounting Education* 67, p. 100899
- Chua, W.H., & **Yeow, A.** (2023) "TU Packaging Group" *IMA Educational Case Journal (IECJ)* 15(4) paper 1
- **Yeow, A.** & Foong, P.S. (2022) "How to smoothen AI implementation in healthcare: Three domain-focussed prescriptions" *Asian Management Insights*, (forthcoming), SMU Centre for Management Practice.
- Koh, W.C., **Yeow, A.**, & Yee, T. (2022) "To be a Goods and Services Tax-Registered Business or not - Decision making using analytics" 44th EAA Congress, Bergen, Norway

- Chua, W.H., & **Yeow, A.** (2021) "TU Packaging Group - Customer Profitability Analysis Case Study" 2021 MAS/IMA Teaching Case Conference, Waltham, MA, USA.
- **Yeow, A.** & Lim, WK. (2018) "KOMIDA: Implementing Digital Microfinance in Indonesia" Asian Business Case Centre, NTU (ABCC-2018-031)
- Soh, C., Agarwal, N., & **Yeow, A.** (2017) GeriCare@North: Building and Sustaining a Tele-Geriatrics Ecosystem Asian Business Case Centre, NTU (ABCC-2017-006)
- **Yeow, A.**, Lee, D., Tan, R., & Chia, M. (2017) Fintech, Financial Inclusion and Micro Finance Institutions: A Case Study, in David Lee & Robert Deng (ed.) Handbook of Blockchain, Digital Finance and Financial Inclusion (Vol. 2) Elsevier Publishing Chapter 17 pp. 431-449. (September)
- Soh, C., Agarwal, N., & **Yeow, A.** (2015) Building a Network for Integrated Care: Tele-geriatrics at Khoo Teck Puat Hospital and Nursing Homes. (Internal Report)
- Soh, C., Koh, C., & **Yeow, A.** (2010) MINDEF HR Transformation: Implementation to Go-Live.
- Sia Siew Kien, **Yeow Yong Kwang, Adrian**, Soh Wai Lin, Christina, (2004) Buying Made Simple: Evolving the New Financial Paradigm through the e-Procurement System in MINDEF.

### Research Funding

- 2024-2026 "A sequential explanatory mixed-methods study on residents' use of generative AI tools" (Co-PI). Funding Source: LKC School of Medicine MERSU Special Project Grant
- 2022-2025 "Artificial Intelligence in Augmenting Medical Information Dimensionality: The Future of Work in the Medical Profession" (Co-PI). Funding Source: MOE AcRF Tier 2 (EP4)
- 2020-2022 "Effects of implementing a common EMR across primary and acute care settings in separate institutions under NUHS" (Co-I). Funding Source: JurongHealth Fund
- 2019-2021 "Geriatric Patients Readmission Study using NLP to understand socio-economic profile of geriatric patients" (Co-I). Funding Source: ARISE-GERI Research Grant
- 2018-2021 2017 Social Science Research Thematic Grant "Digitization of Healthcare: Leveraging Analytics, Understanding Human Behaviours and Influencing Policies" (Co-PI). Funding Source: Social Science Research Council
- 2015-2018 "Integrated Care Capability in Regional Health System: Exercising Dynamic Capabilities in Network Organizations" (External collaborator) Funding Source: MOE AcRF Tier 1
- 2013-2016 "Digitizing Integrated Care: An Allocative Efficiency Approach" (PI) Funding Source: MOE AcRF Tier 1
- 2008-2011 "The impact of the implementation of medical information systems on business processes within health and health-related organization" (PI) Funding Source: MOE AcRF Tier 1

### Conference Papers

- **Yeow, A.**, Goh, K.H., Wang, L., Balete, C.G.L. (2024) "Understanding how healthcare IT can improve effective care coordination across primary care and specialist clinics: A mixed-methods study" Conference on Health IT and Analytics (CHITA) 2024, USA

- **Yeow, A.**, Soh, C. & Balete, C. L. G. (2024) "Paradoxical tensions and responses in translating a healthcare algorithm: From development to implementation" 40th EGOS (European Group for Organizational Studies) Jul 4-6, Milan, Italy.
- **Yeow, A.**, & Lim, S.Y. (2023) "Novel population health management systems: Insights into the evolution process of a telemonitoring system" Conference on Health IT and Analytics (CHITA) 2023, USA
- **Yeow, A.**, & Soh, C. (2022) "A paradox theory perspective on HIT's impact on continuity of care" Proceedings of the 43rd International Conference on Information Systems (ICIS) 2022, Copenhagen, Denmark.
- Wang, L., Goh, K.H., **Yeow, A.** (2022) "Predicting ICU Transfers: A Periscope for ICU Capacity Planning" Conference on Health IT and Analytics (CHITA) 2022, USA
- **Yeow, A.** Lim, S. Y., and Foong, P.S. (2021) "Temporary organizations in extreme events: A resourcing model of temporary organizing" 37th EGOS (European Group for Organizational Studies) Jul 8-10, Amsterdam, Netherlands.
- Lim, C.S., Foong, P.S., **Yeow, A.** and Koh, G. (2021) "A Case Study of User Experience Design in a Disrupted Context: Design and Development of a Vital Signs Self-monitoring System" ACM CHI Conference on Human Factors in Computing Systems 2021, Online, (May 8-13). (Top ranked HCI conference, rated A\*) <https://doi.org/10.1145/3411763.3443453>
- **Yeow, A.** Soh, C., Goh, K.H. and Wang, L. (2020) "Integrating Data Analytics with Clinical Work: An Affordance Actualization Approach" 80th Academy of Management Meeting, Vancouver, B.C., Canada.
- **Yeow, A.** and Lim, W. K. (2020) "Digital infrastructure as "part of the furniture": Building and breaking digitally-enabled institutional order" EGOS (European Group for Organizational Studies) Jul 2-4, Hamburg, Germany.
- Soh, C., **Yeow, A.**, Goh, Q.W., and Hansen, R. (2019) "Digital Transformation: Of Paradoxical Tensions and Managerial Responses" 40th International Conference on Information Systems (ICIS) 2019, Munich, Germany.
- Goh, KH., **Yeow, A.**, Poh, H., Yeow, J., Le, W., Li, K., and Tan, G. (2019) "Text Mining of Clinical Progress Notes to Predict Future Onset of Sepsis in Hospitalized Patients" 15th International Conference on Rapid Response Systems and Medical Team Emergency Teams (iSRRS), International Society for Rapid Response Systems.
- **Yeow, A.** and Lim, W.K. (2018) "KOMIDA: Making Microfinance Digital in Indonesia" 38th International Conference on Information Systems (ICIS), San Francisco, USA.
- **Yeow, A.** and Goh, K.H., (2018) "Prescriptive algorithmic model for antibiotics DSS" OR60 Annual Conference, Lancaster University, Lancaster, UK. 11 - 13 Sept 2018
- **Yeow, A.**, Soh, C., Low, J., Tan, L., Chia, J., Toh, HJ, and Agarwal, N. (2018) "How to implement a technology enabled integrated care network: GeriCare@North's Case Study" Global Conference on Integrated Care 2018, Agency of Integrated Care.
- **Yeow, A.** and Lim, W.K. (2017) "Resisting Technology-Enabled Change Within Healthcare Organization" 77th Academy of Management Meeting, Atlanta, GA, USA



- Agarwal, N., Soh, C., and **Yeow, A.**, (2016) "Value Co-creation in Integrated Care Ecosystems: A Member Perspective" 36th International Conference on Information Systems (ICIS), Dublin, Ireland. (joint work with Goh, K.H.)
- Rindova, V., Martins, L., & **Yeow, A.** (2015) "The Hare and the Fast Tortoise: Dynamic Resource Reconfiguration and the Pursuit of New Growth Opportunities by Yahoo and Google (1995-2007)" 2015 Special Conference on Corporate Strategy and Resource Redeployability, Nov. 1-3, Strasbourg, France.
- Agarwal, N, Soh, C., and **Yeow, A.** (2015) "Developing IT-enabled Integrated Care: A Network Organization Perspective," 75th Academy of Management Meeting, Vancouver, B.C., Canada
- **Yeow, A.** and Faraj, S. (2014) "Technology and Sociomaterial Performance", B. Doolin et al. (Eds): IS&O 2014, IFIP AICT 446, pp. 48-65 (Auckland, NZ)
- **Yeow, A.** and Lim, W. K. (2013). "The evolution of enterprise resource planning systems as an IT innovation: A performative perspective" Proceedings of the 33rd International Conference on Information Systems (ICIS), Milan, Italy.
- **Yeow, A.** (2013). "Emergence of hybrid practices in a complex institutional environment" 73rd Academy of Management Meeting, Orlando, FL, USA.
- **Yeow, A.**, and Goh, K.H. (2012). "Healthcare processes and IT: Exploring Productivity Gains through Improved Allocative Efficiency" Proceedings of the 32nd International Conference on Information Systems (ICIS), Orlando, FL, USA.
- **Yeow, A.**, and Chua, C. (2012). "Managing the RFP Process from a Discursive Perspective" 72nd Academy of Management Meeting, Boston, MA, USA.
- **Yeow, A.**, and Faraj, S. (2011). "Micro-processes of healthcare technology implementation under competing institutional logics" Proceedings of the 31st International Conference on Information Systems (ICIS), Shanghai, China.
- **Yeow, A.**, Rindova, V., Martins, L. & Faraj, S. (2011). "Partnering portfolios, patterns of resource use, and growth trajectories: Lessons from Yahoo and Google (1995-2007)" 9th West Coast Research Symposium on Technology Entrepreneurship, Sept. 7-8, 2011, Seattle, USA.
- **Yeow, A.**, Soh, C. and Koh, C. (2010). "Work context and its implication for coordination practices: A study of work in complex projects" Proceedings of the 70th Academy of Management Meeting, Montreal, Quebec, Canada.
- **Yeow, A.** and Faraj, S. (2010). "The Tension between Global and Local practices in an Implementation of Electronic Medical Record System" EGOS (European Group for Organizational Studies) June 28- Jul 3, 2010, Lisbon, Portugal.
- Lim, W.K., Sia, S.K., and **Yeow, A.** (2009). "Managing risk in a failing IT project" Proceedings of the 69th Academy of Management Meeting, Chicago, IL,
- **Yeow, A.** and Faraj, S. (2008). "Marrying Work and the Technical Artifact within the Healthcare organization: A Narrative Network Perspective on IT Innovation-Mediated Organizational Change" Proceedings of the 28th International Conference on Information Systems (ICIS), Paris, France.

- **Yeow, A.** and Faraj, S. (2008) “The search for “search”: Understanding technological and strategic contests”, Proceedings of the 68th Academy of Management Meeting, Anaheim, CA, August. (joint work with Rindova, V.)
- Faraj, S. and **Yeow, A.** (2007) “Lifting the hood of the technological evolution process for web technologies” Proceedings of the 27th International Conference on Information Systems (ICIS), Montreal, QC. pp. GT-1-18.
- **Yeow, A.** (2007) Entrepreneurial Actions and the Market Process: A Multi-Stage Communication Perspective, Proceedings of the 67th Academy of Management Meeting, Philadelphia, PA.
- **Yeow, A.**, Soh, C. (2006) A theoretical framework for knowledge transfer across complex IT project teams, JAIS Theory Development Workshop 2006, US.
- **Yeow, A.**, Johnson, S. and Faraj, S. (2006). “Lurking: Legitimate or Illegitimate Peripheral Participation?” Proceedings of the 26th International Conference on Information Systems (ICIS), Milwaukee, WI.
- **Yeow, A.** and Faraj, S. (2006) “Beyond Path Creation: Lessons from the Evolution of Internet Technologies”, Proceedings of 66th Academy of Management Best Papers Proceedings, Atlanta, GA, pp. OCIS J1-J6.
- **Yeow, A.** (2006) Creating Legitimacy in Nascent Industries. Proceedings of the 66th Academy of Management Meeting, Atlanta, GA.
- Faraj, S., Gosain, S., and **Yeow, A.** (2005). “Survival And Performance In The Internet Industry: Examining Network Characteristics Of High Performing Internet Firms?” Proceedings of the 10th INFORMS Conference on Information Systems and Technology (CIST), San Francisco, CA.
- Sia, S.K., **Yeow, A.** (2005) Fitting Square Peg into Round Hole: Embracing Best Practices in Vanilla Package Implementation. Proceedings of the 65th Academy of Management Meeting, Hawaii.