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To update your contact information, add a colleague or to receive the CRITO Newsletter electronically, please contact Karen Walsh at [kmwalsh@uci.edu](mailto:kmwalsh@uci.edu)

## National Science Foundation Awards \$2.8 Million to CRITO Project

CRITO Associates **James Danziger, Hank Becker** and **Alladi Venkatesh** have been awarded \$2.8 million for a five-year project studying how information technology, especially the Internet, transforms people's lives.

Danziger will act as lead investigator on the national study which tracks a group of participants as they use IT in various arenas of their life including, home, work, civil life and school. According to Danziger, the task of reviewing all the impacts in all the above arenas simultaneously is what makes the study so unique and groundbreaking.

"While there is research and considerable theorizing about the emerging impacts of information technology in different contexts of peoples' lives, no large-scale study has attempted to investigate such impacts simultaneously," Danziger stated.

The investigators are interested in the ways in which new information and communications technologies create information networks that enable individuals to engage in multiple functions from a particular location and that might link or transform these functions and social institutions in novel ways.

The award is the largest single grant CRITO has ever received. The National Science Foundation reviewed numerous applications in the heated national competition.

Danziger, of the School of Social Sciences, will be joined by Hank Becker of the Education Department and Alladi Venkatesh of the Graduate School of Management. All have led IT-related research before, and Danziger expects their collaborative efforts will benefit from their varying perspectives and complementary background experiences.

Alladi Venkatesh concurred that there is power in numbers. "The three of us with previous IT-related research experience in different contexts have joined together for this project to examine these impacts in an integrated way to achieve unprecedented, comprehensive results," said Venkatesh.

The study is currently in its preliminary phases and is expected to continue through late 2006. Companies interested in spin-off studies should contact Jim Danziger at [danziger@uci.edu](mailto:danziger@uci.edu).



Danziger



Venkatesh



Becker

## MESSAGE FROM THE DIRECTOR



This time of year presents an opportune moment to reflect on things past and things to come. We are completing the year with success in attracting major new research awards from the U.S. National Science Foundation. We also have the good fortune of attracting new faculty associates and staff.

In the year ahead, we hope to spend time with the extended CRITO family during Industry Advisory Board meetings, CRITO hours, conferences, lectures by guest speakers as well as the email, phone chats and other events that make up the day-to-day routine of our working lives. If our handshakes are a little firmer and our conversations a little longer, we can see it as a silver lining of the "new normal" since September 11.

We extend an open invitation for you to get in touch with suggestions or questions.

All the best to you and yours,

Kenneth L. Kraemer  
Director

## FACULTY ASSOCIATE NEWS

### New CRITO Associate Brings Expertise in IT Value

CRITO welcomes **Sanjeev Dewan**, a leading expert on how firms can get the most value from their investments in information technology, as our newest Faculty Associate. Dr. Dewan will also be at the Graduate School of Management as an associate professor of Information Systems.

His research focuses on the value of information technology investments, information technology in financial markets and electronic commerce. He also has consulted with major corporations, including IBM, to help them realize payoffs from IT investments.



Dr. Dewan has been an assistant and associate professor of Information Systems at the University of Washington since 1998. He was a visiting assistant professor at the UCI Graduate School of Management from 1996 to 1998 and an assistant professor at George Mason University School of Business Administration in Fairfax, Virginia, from 1991 to 1996. He earned his master's and Ph.D. degrees from the William E. Simon Graduate School of Business Administration at the University of Rochester in New York and his Bachelor of Technology degree from the Indian Institute of Technology in New Delhi, India.

## UPCOMING EVENTS

### Winter IAB Meeting Slated for February 7-8

The Winter 2002 Industry Advisory Board Meeting will be held February 7-8, 2002. The event will take place at the Beckman Institute on the UC Irvine campus.

Scheduled topics include a discussion of the effectiveness of collaborative technology, a debate on the impact of IT on productivity growth, IT in the home, 2002 grant pre-proposals and wrap-up reports from completed Consortium projects.

For more information, including travel planning, please visit [www.crito.uci.edu](http://www.crito.uci.edu). R.S.V.P. to Karen Walsh at [kmwalsh@uci.edu](mailto:kmwalsh@uci.edu).



## RECENT RESEARCH

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### Featured Work

**Jason Dedrick and Ken Kraemer:** *China IT Report*.

Based on a research trip taken in September 2001, the report looks at current trends in the diffusion of IT in China. Topics include Internet use, electronic commerce, government policy, the market for computers and software, IT services and computer production.

In summary, the report notes that China is making rapid strides as a producer of computer hardware, and is taking steps to expand and upgrade its use of IT throughout the economy. Given its huge market potential and low-cost labor, it has been able to negotiate with foreign firms for technology transfer and attract large amounts of foreign investment. Barriers to widespread use of the Internet and electronic commerce include: high telecommunications costs, lack of necessary legal guidelines, and some aspects of consumer behavior and business practices. What happens in the next few years following the accession of China to the WTO, increased liberalization of the economy and the reorganization of state-owned enterprises and the financial system will largely determine the nature of China's IT sector and how IT is used throughout the economy.

For a complete copy of the report, contact Jan Fischer at (949) 824-6387 or janfish@uci.com.

**Paul Dourish.** *Where the Action Is: The Foundations of Embodied Interaction*. MIT Press. The book discusses recent research trends in interactive systems, especially into computer technology embedded in the physical world. It proposes the concept of embodied interaction as a unifying model and sketches its philosophical underpinnings and design implications.

**Paul Dourish.** *Context-Aware Computing*, special issue of *Human-Computer Interaction*. Tom Moran and Paul Dourish, eds. 16:2-4. The special issue collects 17 contributions exploring questions around computer systems that are sensitive to the context in which they are used.

**Mary Gilly and Mary Wolfinbarger.** *comQ: Dimensionalizing, Measuring and Predicting Quality of the E-tail Experience*. Working paper, Marketing Science Institute (MSI). Just as quality has been found to be related to customer satisfaction, retention and loyalty in both product and services settings, quality is expected to be a determinant of online retailer success as well.

Based on online and offline focus groups, a sorting task, and an online survey of a customer panel, the authors establish the dimensions of the e-tail experience, and develop a reliable and valid scale for the measurement of online quality.

**Ken Kraemer and Jason Dedrick.** *Information and Communications Technology and Development in the New Millennium, Dialogues at the United Nations*. Edited by Sarbuland Khan and David Gold. Kraemer and Dedrick contributed a chapter entitled *National Information Technology Policies for Developing Countries* highlighting ways in which developing nations can tackle the primary barriers to creating their own IT industries: ICT Use, National ICT Industries and National Capabilities.

## CONFERENCE PRESENTATIONS

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**James Danziger** You Say You Want a Revolution? The Impacts of Information Technology on Government. 2001 Pacific Division Meeting of the American Association for the Advancement of Science, June 2001.

**Sanjeev Dewan** Information Technology and Trader Competition in Financial Markets: Endogenous Liquidity, co-authored by **Haim Mendelson** of Stanford University. *Management Science*, December 2001. The paper studies time-based competition in the financial markets, and specifically examines the link between information technology investments, trading strategies and liquidity.

**Paul Dourish.** Process Descriptions as Organizational Accounting Devices: The Dual Use of Workflow Technologies. In *Proceedings of the ACM Conference on Supporting Group Work GROUP'01*.

**Alfred Kobsa.** An Empirical Comparison of Three Commercial Information Visualization Systems. In *Proceedings of InfoVis 2001, IEEE Symposium on Information Visualization*, San Diego, California. The paper compares speed and accuracy of task performance in three commercial information visualization systems. Significant differences are explained based on an analysis of video-recorded user behavior.

**Madhu C. Reddy, Paul Dourish and Wanda Pratt.** Coordinating Heterogeneous Work: Information and Representation in Medical Care. In *Proceedings of the European Conference on Computer-Supported Cooperative Work ECSCW 2001*, 239-258.

**WANT TO LEARN MORE?** As a benefit of membership in the CRITO Consortium, CRITO Faculty Associates will travel to member companies' sites to present their subject to your audience. For more information or to request a talk, please contact Karen Walsh at (949) 824-1323 or kmwalsh@uci.edu.

## CRITO WELCOMES TWO STUDENT FELLOWS

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**Ana Karina Marino** and **Hubert Xian** have been awarded CRITO Fellowships for the 2001-2002 academic year. CRITO Fellows work as research assistants to faculty members during the year. They also can take part in special events such as CRITO Hours and the Industry Advisory Board Meetings.



Fellows are nominated during the process of application to the Graduate School of

Management's MBA Program because of their background in Information Technology. They receive a grant and salary stipend for their research work.

Marino comes to UC Irvine from Oracle Corporation in Argentina and is currently working with CRITO Faculty Associate, **John Mooney**.

Xian was most recently with Global Recovery Corporation, a start-up company in Pomona. He is working on projects with **Ken Kraemer**.

## CRITO'S INTERNATIONAL REACH

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**Ken Kraemer** and **Debbie Dunkle** of CRITO recently returned from the Digital Society and Technologies (DST) workshop and e.2001 Conference in Venice, Italy. Kraemer acted as the US Coordinator for the conference, which brought together researchers affiliated with the US-based National Science Foundation and their counterparts affiliated with the European Commission to discuss the impacts of technology on society. The workshop is expected to lead to new international collaboration between CRITO and European researchers.



The storied halls of Venice hosted cutting edge discussion at the e.2001 Conference.

## GLOBALIZATION OF E-COMMERCE PROJECT RECEIVES \$300,000 GRANT TO EXPAND SCOPE

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CRITO's Globalization of E-Commerce project received an additional \$300,000 in support from the U.S. National Science Foundation. The grant allows China and Germany to be included in the project which examines the global diffusion of Internet-based e-commerce, how national environments and policies influence e-commerce use within countries, and the economic and social impacts of e-commerce.

Data is being collected in over 40 countries on e-commerce revenues and on environmental factors, such as income, education, telecommunications infrastructure and others, that might have an impact on e-commerce use. This data is being used to identify trends and to analyze the relationship between environmental factors and use.

Total funding for the project now stands at \$1.8 million. The effort is led by Ken Kraemer, Jason Dedrick and Debbie Dunkle of CRITO, but involves collaboration with experts from Brazil, Denmark, China, France, Japan, Mexico, Singapore, Taiwan, the United States and Germany.

For more information, visit [www.crito.uci.edu/git/GEC](http://www.crito.uci.edu/git/GEC). Companies interested in spin-off studies should contact Ken Kraemer at [kkraemer@uci.edu](mailto:kkraemer@uci.edu).

### ADDITIONS TO CRITO'S TEAM



**Anita Amabile** is CRITO's new part-time Project Assistant. Most recently she helped coordinate the Digital Society and Technologies workshop in Venice, Italy. In addition to coordinating conferences, Amabile prepares manuscripts for journal publication and online posting. She formerly worked in the Department of Physiology & Biophysics and has a business degree from ICM in Pittsburgh, Pennsylvania.



**Carolyn Davidson**, CRITO's new webmaster, will be updating and maintaining the CRITO website and database as well as working on graphic design projects. Prior to joining CRITO, she had been doing freelance web development work. Davidson graduated from Cal Poly San Luis Obispo with a B.A. in English and has a Webmaster Certificate from Cal State Fullerton.



**Jan Fisher** has come to CRITO to assist center director, Ken Kraemer. She will prepare research projects, and assist with teaching and administrative activities. Fisher's last post was with UCI Extension, where she advised candidates interested in the paralegal program. She has a Master's in Public Administration from Cal State Northridge, a paralegal certificate from UCLA and a B.A. in Social Science from Mount Saint Mary's College.



**Karen Walsh** joins CRITO as Director of External Relations. Walsh was previously a public affairs consultant to the State of California where she worked on corporate partnerships and communications for various state agencies. She has a business degree from Cambridge University and a B.A. in Political Science from U.C. San Diego.

### CONGRATULATIONS TO SHELLY BENNETT

CRITO Financial Analyst, **Shelly Bennett**, gave birth to a baby girl on July 13. Tahnee Creek Burns weighed in at 9 pounds, 12 ounces and measured 21 inches. We congratulate Shelly, her husband Jeff and big sister Raven on the addition to their family!



Tahnee Creek Burns



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## CRITO THANKS THE 2001 CONSORTIUM MEMBERS FOR THEIR SUPPORT

Your investment in research drives innovation. We thank you for your contribution.



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