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香港大學商學院

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Research Seminar in Information Systems

Summer 2006

- Speaker:** Professor Pamsy Hui
Nanyang Technological University
- Topics:** Technology Service IORs: An Agenda for Information Technology
Service Sourcing Research
- Date:** Friday, 2 June 2006
- Time:** 10:30 a.m. – 12:00 noon
- Venue:** Room 617, Meng Wah Complex, HKU

All Are Welcome !!!

Speaker: Professor Pamsy Hui
Nanyang Technological University

Topics: Technology Service IORs: An Agenda for Information Technology
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Abstract

Inter-organizational relationships (IORs) have become both necessary and common for firms aiming to achieve competitive parity or advantage in their industries. Despite a large amount of related research, unanswered questions with regards to the management of service-exchange relationships abound. Such gaps are especially evident in the area of technology service IORs. We contend that this is largely due to the lack of adaptation of theories and research foci to adequately reflect the nature of IORs involving services, particularly those in which service production depends on technology resources or capability. We identify four dimensions that set technology services fundamentally apart from the commodities-like products theorized and studied in the literature on firm boundaries. Due to these characteristics, IORs formed to enable the exchanges of technology services are essentially different from other IORs. By considering technology services as mere context for IORs, research may unwittingly misconstrue the explanatory power of some theories and omit alternative explanations. We illustrate this point with the case of the substantial body of research on one specific and increasingly popular type of technology service IORs, information technology service sourcing (ITSS) initiatives. Building on a recent review of ITSS research, we highlight seven key research gaps and suggest potential future directions to advance ITSS research. Extending our findings to technology service IORs in general, we conclude that researchers can theorize and explain them with more precision by paying attention to how the nature of the technology services in question changes the meanings of theoretical constructs commonly used in studying other kinds of IORs.

Short Bio of the Speaker

Pamsy Hui is an assistant professor of Strategic Management at Nanyang Technological University in Singapore. She received her PhD degree in Organization Science from the University of Texas at Austin. Her research interests include interorganizational relationships, agglomeration, and organizational learning. Her current research investigates how the characteristics of interorganizational relationships in information intensive environments influence the survival and commercial success of these relationships and the firms involved.