

Norman A. Johnson

Curriculum Vitae

Current Positions at University of Houston, C. T. Bauer College of Business

Faculty Director, Bauer Honors Program

- Oversees faculty teaching assignments for 14 faculty members from across 5 departments.
- Provides faculty level support to advance the goals and initiatives for just over 300 Bauer Honors students.
- Contributes to the development of competitive academic and staff development programs
- Promotes and facilitates research for undergraduate students
- Acts as a liaison for the Honors program within the college's faculty community
- Facilitates engagements with the Bauer Honors Alum.

Joint Appointment, Professor in the Hobby School of Public Affairs

- Serves as a member of the School's Promotion and Tenure Committee
- Serves as a member of the Dean's Executive Committee
- Contributes to strategic planning, faculty recruitment and program development

Member of the University Faculty Council

- Serves on the Faculty Affairs Committee
- Works closely with the Associate Provost of Faculty Development and Affairs
- Contributes to the development of faculty policies

Member of the faculty advisory board for the University's HPE Data Science Institute

- Provides recommendations on faculty resources to be assigned to the Institute
- Assists in the selection of post-doc candidates
- Makes recommendations on modular programs offered by the Institute

Academic Experience

University of Houston, C. T. Bauer College of Business

2020 – present	C. T. Bauer Professor of Business Analytics
2021 – present	Professor, Hobby School of Public Policy (joint appointment)
2015 – present	Faculty Coordinator for Executive Education
2016 – 2025	Department Chair
2014 - 2016	Director PhD Program in Management Information Systems
2009 - 2016	Associate Professor
2003 - 2009	Assistant Professor of Management Information Systems

Baruch College, Zicklin School of Business, City University of New York

2000 - 2003	Adjunct Professor
-------------	-------------------

Non-academic Experience

Predict It Pro LLC.

2015 – present	Principal & Founder
----------------	---------------------

First Life Insurance Group

1992 - 1998	Assistant Actuary & Director
-------------	------------------------------

Education

2014 – 2016	Advanced Business Analytics Certification, SAS Institute Courses – Visual Analytics; Text Analytics; & Enterprise Miner
Ph.D., (2003)	Graduate Center of the City University of New York Major: Business - Management Science & Information Systems
M.Phil. (2001)	Graduate Center of the City University of New York Major: Business
MBA. (2000)	Baruch College, Zicklin School of Business, Major: Finance and Investments
Actuarial Certification	Society of Actuaries, Schaumburg, Illinois (1994-1998)
BSc. (1992)	University of the West Indies, Mona Campus, Jamaica Major: Mathematics and Computer Science

Select Invited Research Talks

Keynote address – 2009, International Conference on Management Science and Information System, Henna Polytechnic University, Jiaozuo City, PR China.

Keynote address – 2008, International Conference on Production and Operations Management, Xiamen University, Xiamen City, PR China.

Distinctions & Awards

Poets and Quants – Best Undergraduate Business School Professors of 2021

Executive Masters of Business Administration “GREAT” Professor Award – 2020-21

Decision Sciences Institute’s Outstanding Service Award, 2016

Provost’s Chairs Leadership Academy, 2015 - 2016

MidCon Teaching Excellence Award, 2015 & 2013 – C. T. Bauer College of Business.

Melcher Faculty Excellence Award, 2012 - C. T. Bauer College of Business.

Ranked¹ in the **top 1%** for research published in high-impact MIS Journals: 2005-14

Ranked¹ in the **top 3%** for research published in high-impact MIS Journals: 1977-2014

European Journal of Information Systems best in content recognition for two articles.

Best Dissertation Award, Business Program, City University of New York, 2003.

Doctoral Fellow, International Conference on Information System (ICIS), 2003

¹ Evarard, A.; Pierre, K.S.; Heck, J.L. (2017) “Contributors to the High-Impact IS Journals (1977-2014): An Aid for Setting Research Standards”, *Communications of the AIS*, 40: 53-81.

Scholarship

Research Publication:

- Chen, X., Ma, X., Scheibe, K. and Johnson, N., (forthcoming) "Omnichannel in Healthcare? Offline-to-Online Spillover Effects and Implications for Telemedicine in Treating Chronic Patients", *Journal of Management Information Systems*.
- Yuetao Gao & Norman Johnson & Bo Shen & Yinliang (Ricky) Tan, (2023). "Benefits of sourcing alternative inputs of manufacturers for suppliers," *Production and Operations Management, Production and Operations Management Society*, vol. 32(6), pages 1880-1894.
- Nwafor, O., Ma, X., Johnson, N.A., Singh, R., and Aron, R. (2023). Differential Impacts of Technology-Network Structures on Cost Efficiency: Knowledge Spillovers in Healthcare. *Journal of Management Information Systems*, 40(3), 840-882.
- Nwafor, O., and Johnson, N. (2022) "The Effect of Participation in Accountable Care Organizations on Electronic Health Information Exchange Practices in US Hospitals." *Health Care Management Review*, 47(3): 199-207
- Nwafor, O., Ma, X., Hou, J., and Johnson, N. (2022). Online Communities and Discontinuance of Information Technology-Enabled On-Demand Workers: Impacts of Informal Social Interactions Through Dual Commitments. *International Journal of Information Management*, 66(October), 102540, 1-14.
- Johnson, N. and Cooper, R., Holowczak, R. (2017) "The Influences of Media, Power, and Male Communication on Female Concession Making during Negotiations", *Decision Sciences*, 49(3): 553-586.
- Johnson, N. and Cooper, R., Holowczak, R. (2016) "The Impact of Media on How Positive, Negative, and Neutral Communicated Affect Influence Unilateral Concessions during Negotiations", *European Journal of Information Systems*, 25(5): 391-410.
- Johnson, N. and Cooper, R. (2015) "Understanding the influence of Instant Messaging on Ending Concessions during Negotiations" *Journal of Management Information Systems*, 31(4), 311-342.
- Cooper, R. and Johnson, N. (2014) "So close yet no agreement: The effects of threats to self- esteem when using instant messaging and audio during seller-buyer negotiations" *Decision Support Systems Journal* (57), 115-126.
- Johnson, N. and Joseph, R. (2013) "Big data and transformational government" *IEEE Computer Society & IT Professional*, 15(6), 43-49.

- Goel, L., Johnson, N., Junglas, I., and Ives, B. (2013) "How cues of what can be done in a virtual world influence learning: An affordance perspective." *Information & Management* 50(5) 197- 206.
- Goel, L., Johnson, N., and Junglas, I., & Ives, B. (2012). Predicting Users' Return to Virtual Worlds: A Social Perspective. *Information Systems Journal (ISJ)* 23(1), 35-63.
- Goel, L., Junglas, I., Ives, B., and Johnson, N. (2012) "Decision-making In-socio and In-situ." *Decision Support Systems Journal*, 52(2), 342-352.
- Goel, L. Johnson, N., Junglas, I., and Ives, B. (2011) "From Space to Place: Predicting Users' Intentions to Return to Virtual Worlds" *MIS Quarterly*, 35(3), 749-771.
- Goel, L. Johnson, N., Junglas, I., and Ives, B. (2010) "Situated Learning: Conceptualization and Measurement." *Decision Sciences Journal of Innovative Education* 8(1) 215-240.
- Johnson, N., and Cooper, R. B. (2009) "Power, Concession, and Agreement in Computer- Mediated Negotiation: An Examination of First Offers," *MIS Quarterly* 33(1) 147-170.
- Johnson, N. A., Cooper, R. B., and Chin, W. W. (2009) "Anger and Flaming in Computer- mediated Negotiation Among Strangers" *Decision Support Systems Journal* 46(3) 660-672.
- Johnson, N., and Cooper, R. B (2009) "Media, Affect, Concession and Agreement in Negotiation: IM versus Telephone." *Decision Support Systems Journal* 46(3) 673-684.
- Chin, W. W., Johnson, N. A., and Schwarz, A. (2008) "A Fast Form Approach to Measuring Technology Acceptance and Other Constructs." *MIS Quarterly* 32(4) 687-703.
- Johnson, N., Cooper, R. B., and Chin, W. W., (2008) "The Effect of Flaming on Computer- Mediated Negotiations." *European Journal of Information Systems* (17) 417-434.
- Junglas, I., Johnson, N., and Spitzmuller, C. (2008) "Personality Traits and concern for Privacy: An Empirical Study in the Context of Location-based Services," *European Journal of Information Systems* (17) 387-402.
- Adams, D., and Johnson, N. (2008) "The Journal List and Its Use: Motivation, Perceptions and Reality" *European Journal of Information Systems*, (17) 158-163.
- Schwarz, A., Mehta, M., Johnson, N. A., and Chin, W. W., (2007) "Understanding Frameworks and Reviews: A Commentary to Assist us in Moving Our Field Forward by

Analyzing Our Past,” *The Database for Advances in Information Systems*, 38(3) 29-50.

- Johnson, N. and Junglas, I., Steel, D., Abraham, D. and Mac Loughlin, P.(2007) “Identity Formation, Learning Styles and Trust in Virtual Worlds,” *The Database for Advances in Information Systems*, 38(4) 90-96.
- Johnson, N. A. and Friedman, H. H., (2002) “Online Auctions for Business-to-Business Transactions”, *National Public Accountant Journal*.

Conference Proceedings

- Collier, C., and Johnson, N. A. “Nudging Charity: How Digital Nudges Influence Online Prosocial Behaviors” Americas Conference on Information Systems (AMCIS) – August, 2021
- Forero, S. and Johnson, N. A. “The Role of Emotions in Operations Management: An Experimental Analysis of Newsvendors” Production & Operations Management Society (POMS) Annual Conference – May, 2019
- Nwafor, O., and Johnson, N. A. “Participation in Accountable Care Organizations and Hospital Performance: An Econometric Study of the ACO Incentive Structure” DSI Annual Meeting, Washington, DC, November 2017.
- Nwafor, O., and Johnson, N. A. “Predicting Hospital Participation in Accountable Care Organizations: A Test of Competing Organizational Theories, Houston, TX, October 2017.
- Nwafor, O., and Johnson, N.A., and Robinson, E.P. “The Role of Team Leadership and Team Mental Models on Effective Care Coordination” POMS Annual Conference, Seattle, WA, May 2017.
- Nwafor, O., Robinson, E.P., and Johnson, N.A. “Coordination in Healthcare Teams-The Role of Team Structure” POMS Annual Conference, Seattle, WA, May 2017.
- Durner, V., and Johnson, N. “Borderline Privacy: Self-Disclosure by Boundary Regulation.” *Decision Sciences Institute Annual Meeting*, October 2014, Tampa, Florida.
- Johnson, N., and Cooper, R. B. “Media and Concession in Negotiation.” *Academy of Management Conference*, August 9-12, 2008, Anaheim, California.
- Goel, L., Johnson, N., and I. Junglas. “Situated Learning: Conceptualization and Measurement Model.” Academy of Management Conference, August 9-12, 2008, Anaheim, California.

- Johnson, N., and Joseph, R., "Theories on Electronic Markets – Development, Implications and the Changing Role of Intermediaries: An illustration from the Bond Market", 2001 Proceedings Northeast Decision Sciences Institute, Thirtieth Annual Meeting, March 21-23, 2001, pp 153-155. This paper was nominated for “The Best Paper Award.”
- Joseph, R., and Johnson, N. "Strategy Formulation for Information Retrieval on the Web: A user’s perspective", 2001 Proceedings Northeast Decision Sciences Institute, thirtieth annual meeting, March 21-23, 2001, pp 187-189.

Papers Under Review

- Forero, S, and Johnson, N. A. “When Emotion Gets in the Way: An Experimental Analysis of Demand-Chasing in the Newsvendor Problem (*Under review at Production and Operations Management Journal*)
- Nwafor, O., and Johnson, N.A., “An Econometric Study of Learning Effects in Accountable Care Organizations” (*2nd review at the Production and Operations Management Journal*)
- Nwafor, O., and Johnson, N.A.; Ma, X. “Do Healthcare Incentives Motivate Effort or Free-Riding? Evidence from Accountable Care Organizations” (*Under review at the Production and Operations Management Journal*)
- Nwafor, O., and Johnson, N.A.; Ma, X. “How Partners’ Experience Reduces Healthcare Costs – A Multilevel Network Perspective on EHRs” *Best Paper Competition (College of Healthcare Operation Management)*

Working Papers

- Nwafor, O. and Johnson, N. “Care Coordination and Performance – The Mediating Role of Team Decision Making” to be submitted to the Journal of Operations Management. (Status: Data Collection and Analysis underway)

Doctoral Committees

I have served on several doctoral committees in and outside my department as well as outside my college and the university.

Committee Member – Dissertation: “Situated Learning in Virtual Worlds,” by Lakshmi Goel C.T. Bauer College of Business, Department of Decision and Information Sciences, University of Houston – completed July 2008

Committee Member – Dissertation: “Exploring a Broader View of Technology Acceptance,” by Douglas Steel, C.T. Bauer College of Business, Department of Decision and Information Sciences, University of Houston – completed December 2009

Committee Member – Dissertation: “A Methodology for Designing Airports for Enhanced Security Using Simulation,” by Oliver C. Nwofia, Department of Industrial Engineering, University of Houston – completed May 2010

Committee Member – Dissertation: “Leveraging Online Tracking Data in Market Response Modeling,” by Sina Damangir, C.T. Bauer College of Business, Department of Marketing, University of Houston – completed May 2014

Co-Chair – Dissertation: “The Role of Information Technology in Sustainable Firms,” by Daphne Simmonds, Muma College of Business, Department of Information Systems & Decision Sciences, University of South Florida – completed Fall 2015

Committee Member – Dissertation: “Characteristic Investing in Mutual Funds,” by Xin Gao, C.T. Bauer College of Business, Department of Finance, University of Houston – completed May 2016.

Co-Chair – Dissertation: “Essays on Healthcare Coordination” by Onyi Nwafor, C. T. Bauer College of Business, Department of Decision Sciences – completed May 2018

Co-Chair – Dissertation: “Essays on Trade-offs in Project Management” by Forero Santiago, C. T. Bauer College of Business, Department of Decision Sciences – completed May 2020.

Chair – Dissertation: “Essays on Nudges in the Context of Data Visualization” by Cassandra Collier, C. T. Bauer College of Business, Department of Decision Sciences – completed August 2021

Committee Member – Dissertation: “*Essays in Asset Pricing in Currency Markets*” by Mark Ma, C. T. Bauer College of Business, Department of Finance – completed August 2021

Faculty Advisor/Mentor

University of Houston, Excel Mentor Program

Spring '06- Fall 2015

University of Houston, Undergraduate Research Advisor

Fall 2011 – Spring 2013

Summer Undergraduate Research Fellowship Mentor (SURF)

Gender Differences and Competitiveness in Computer-mediated Negotiations – 2009

Gender and Reciprocity in Computer-mediated Negotiations: The Role of Dialogue –2010

Users' Responses in Social Media: From needs to Expressiveness on Facebook – 2011

Predicting Election Outcomes: Factors that matter in relation to a Prediction Market–2012

A Data-driven Empirical Model of Choices – Course Selection and GPA –2013

Players and Audience: What Twitch TV Tells Us – 2014

Social Media and What it means to go Viral– 2015

Teaching

I have taught a variety of courses at all levels in my college. They include what follows.

Undergraduate – Networking and Security, Data Mining & Business Intelligence

Honors Undergraduate – Statistics for Business

Graduate MBA – Statistics, and Predictive Analytics

Graduate EMBA – Business Analytics

Doctoral – Experimental Method and Design

I have developed and contributed to the development of courses in the following topic areas:

Information Security and Risk Management

Data Mining and Business Intelligence

Predictive Analytics

Energy Trading Systems

Business Modeling

Business Analytics

Service to the Scholarly Community

Reviewing

I have written dozens of reviews for leading journals in the information systems and managerial decision making fields, including reviews for articles submitted to *MIS Quarterly*, *Information Systems Research*, the *Journal of Association of Information Systems*, *Journal of Strategic Information Systems*, *European Journal of Information Systems*, *Decision Support Systems*, *Electronic Markets*, *Information Technology and People*, *Academy of Management Journal*, *Academy of Management Review*, and *Organizational Behavior and Human Decision Processes*, I have also written numerous reviews for leading conferences: *International Conference on Information Systems (ICIS)*, and the *Annual Academy of Management Meeting*. In most years, I review 5-8 journal submissions and 4-6 conference submissions.

Editorial Board Service

I serve or have served on the editorial board of the following journals.

Decision Science Journal – Associate Editor

European Journal of Information Systems - Associate Editor

Conferences

Annual Decision Sciences Institute Meeting Track Chair, 2013

Chair, SIG IS-CoRE, International Conference on Information Systems, 2010

Session Chair, OCIS division, the Annual Academy of Management meeting, 2009

Co-Chair, SIG IS-CoRE, International Conference on Information Systems, 2009

Co-Chair, SIG IS-CoRE, International Conference on Information Systems, 2007

Outside Tenure and Grant Reviews

Fullbright Scholar Recommendation

Tenure Application Review (on average about 2 or 3 per year)

Austrian Science Foundation (Primary Grant Reviewer)

University and College Services

C. T. Bauer College's Scholarship Committee (Chair)	Fall 2009–Fall 2011
---	---------------------

C. T. Bauer College's Dean's Strategic Task Force	Fall 2011–Spring 2012
---	-----------------------

C.T. Bauer College – Coordinator PhD program in MIS	Spring 2015- present
---	----------------------

University of Houston, HR Fringe Benefits Committee	Fall 2010 – Fall 2015
---	-----------------------

University of Houston, Undergraduate Scholarship Committee	Spring 2010 –Fall 2014
--	------------------------

University of Houston System Provost Search Committee	Spring 2013
---	-------------

University of Houston, Faculty Senate Governance Committee	Fall 2013- Fall 2014
University of Houston, Budget and Facilities Committee (Chair)	Spring 2015 – present
Faculty Senate Executive Committee	Fall 2016 – present
Hobby School of Public Policy Transitional Executive Committee	Spring 2016 - present
Hobby School of Public Policy Advisory Board Member	Spring 2015 – Fall 2018
Search Committee for Chief Operating Officer, UH Victoria	Spring 2017
Bauer College Dean’s Review Committee	Spring 2017 – Fall 2017
Strategic Committee University’s HPE Data Science Institute	Fall 2018 – Fall 2019
Bauer College Strategic Planning Committee (Chair)	Spring 2018
Space Utilization Task Force	Fall 2018 – Spring 2019
Bauer’s Faculty Retention, Diversity & Inclusion Task Force	Fall 2018
C. T. Bauer College Dean’s Search Committee	Spring 2019
Bauer College Strategic Planning Committee	Fall 2019 - present
President’s Financial Task Force – Strategic Response to Pandemic	Spring 2020
New Normal Task Force	Fall 2020–Spring 2021
College of Liberal Arts & Soc. Sc. Dean Search Committee	Summer 2021 – present
Micro-Credential & Badge Development Task Force	Spring 2020 - present
New Normal Task Force	Summer 2020 - present
Vice-Chancellor-Appointed University Renovation Task Force	Spring 2020 - present

Professional Membership

Association of Information Systems (AIS) and its Special Interest Group on Cognitive Research

Academy of Management

Decision Sciences Institute