
Eric W.T. NGAI

Faculty of Business Professor - Management & Marketing

Academic Qualifications

BSc(Hons), M.Soc.Sc., Ph.D.

Academic Experience

2009-present Professor
Department of Management and Marketing
Deputy Director, Logistics Research Centre
The Hong Kong Polytechnic University

1999-2009 Associate Professor, Assistant Professor
Department of Management and Marketing

1989 - 1999 Assistant Professor, Lecturer
Department of Computing
The Hong Kong Polytechnic University

1984-1989 Lecturer
Hang Seng School of Commerce

1983-1984 Statistical Officer
Management Information Unit
The Hong Kong Polytechnic University

Selected Journal Publications (from over 140 refereed journal publications)

- (1) Ngai, E. W. T., Peng, S., Alexander, P. and Moon, K. K. L. (2014), Decision Support and Intelligent Systems in Textile and Apparel Supply Chain: An Academic Review of Research Articles, *Expert Systems with Applications*, 81 – 91.
- (2) Luo, J., Chong, A. Y. Y. L., Ngai, E. W. T., Liu, M. J. (2014) "Green Supply Chain Collaboration implementation in China: The mediating role of guanxi", *Transportation Research Part E: Logistics and Transportation Review*. 71, 98 – 110.
- (3) Ngai, E. W. T., Tao, S. S. C. and Moon, K. K. L. (2015), Social media research: theories, constructs and conceptual frameworks, *International Journal of Information Management*, 35, 33 – 44.

- (4) Ren, S.J.F, Hu, C.H., Ngai, E.W.T., Zhou, M.J. (2015). "An Empirical Analysis of Inter-Organizational Value Co-creation in a Supply Chain: a Process Perspective", *Production Planning and Control*, Vol. 26, No. 12, 969–980.
- (5) Chai, Junyi, and Ngai, E. W. T. (2015), Multi-perspective strategic supplier selection in uncertain environments, *International Journal of Production Economics*. 166, 215 – 225.
- (6) Ngai, Eric W.T., Moon, Ka-leung Karen Lam, S.S., Chin, Eric S. K. and Tao, S.C. Tao (2015),"Social media models, technologies, and applications", *Industrial Management & Data Systems*, Vol. 115, 5, pp. 769 – 802
- (7) Lui, A. K. H., Ngai, E. W. T., and Lo, C. K. Y. (2016), Disruptive Information Technology Innovations and the Cost of Equity Capital: The Moderating Effect of CEO Incentives and Institutional Pressures” , *Information & Management*. 53, 345- 354.
- (8) Wang, Gunasekaran, A. and Ngai, E.W.T., Papadopoulos T. (2016), “Big Data Analytics in Logistics and Supply Chain Management: Certain Investigations for Research and Applications”, *International Journal of Production Economics*, 176, 98 – 110.
- (9) Chong, Alain Yee Loong, Li Boying Ngai, Eric W.T., Eugene Ch'ng Filbert Lee (2016), “Predicting online product sales via online reviews, sentiments, and promotion strategies: A big data architecture and neural network approach”, *International Journal of Operations & Production Management*, Vol. 36, No. 4 pp. 358 – 383
- (10) Fosso Wamba, S. Ngai, E. W. T., Riggins, F.J., Akter, S. (2016), Transforming Operations and Production Management Using Big Data and Business Analytics: Future Research Directions, *Journal of Operations and Production Management*. 37, Editorial.
- (11) Fosso Wamba, S. Bhattacharya, M. Trinchera, L. Ngai, E. W. T. (2017), Role of intrinsic and extrinsic factors in user social media acceptance within workspace: Assessing unobserved heterogeneity, *International Journal of Information Management*, 37, 1-13.
- (12) Chan, Alan T. L., Ngai, Eric W. T., Moon, Karen, K.L. (2017), The Effects of Strategic and Manufacturing Flexibilities and Supply Chain Agility on Firm Performance in the Fashion Industry, *European Journal of Operational Research*. 259, 486 – 499.
- (13) See-Too, Eric W. K, and Ngai, E.W. T. (2018), Significance of Big Data of Customer Reviews for Demand Distribution and Sales Nowcasting, *Annals of Operations Research*. 270, p. 415–431
- (14) Wang, G., Gunasekaran, A. and Ngai, E.W.T. (2018), Distribution Network Design with Big Data: Model and Analysis, *Annals of Operations Research*, 270, 539 – 551.
- (15) Wu, Pengkun, Ngai, Eric W. T. and Wu, Yuanyuan (2018), Toward a Real-time and Budget-aware Task Package Allocation in Spatial Crowdsourcing, *Decision Support Systems*, 110, 107 - 117 .
- (16) Lyu, Peng-hui, Ngai, Eric W. T., Wu, Pei-yi, (2019), Scientific Data-driven Evaluation on Academic Articles of Low-carbon Economy, *Energy Policy*, 358 – 367.

- (17) Lui, A.K.H., Lo, C. K. Y and Ngai, E. W. T. (2019), Does mandated RFID affect firm risk? The moderating role of top management team heterogeneity, *International Journal of Production Economics*, 210, 84 – 96.
- (18) VJ Shea, Kevin Dow, Chong, Alain, and Ngai, E.W.T. (2019), An Examination the Long-Term Business Value of Investments in Information Technology. *Information Systems Frontiers* , 21, 213 – 227.
- (19) See-To W. K. Eric and Ngai, Eric W. T. (2019), An Empirical Study of Payment Technologies, the Psychology of Consumption, and Spending Behavior in a Retailing Context, *Information and Management*, 56, 3, 329 – 342.
- (20) Liu Fei, Eric WT Ngai, X. Ju (2019), Understanding Mobile Health Service Use: An Investigation of Routine and Emergency Use Intentions, *International Journal of Information Management*, 45, 107 - 117.
- (21) Wong, D. T. W. and Ngai, Eric W. T. (2019), Critical review of supply chain innovation research (1999–2016), *Industrial Management Marketing*, 82, 158 – 187.
- (22) Chai, J. Y and Ngai, EWT (2020), Decision-Making Techniques in Supplier Selection: Recent Accomplishments and What Lies Ahead *Expert Systems with Applications*. Vol. 140, 12903.
- (23) Chai, J. Y. and Ngai, EWT (2020), The Variable Precision Method for Elicitation of Probability Weighting Functions, *Decision Support Systems*, 128, 113-166.
- (24) Wu, Y.Y., Ngai EWT, Peng Kun Wu and C. Wu (2020), Fake Online Review: Literature Review, Synthesis, and Direction for Future Research, *Decision Support Systems*, Vol. 132, 113280.
- (25) Yiu, HL, Ngai E.W. T and Lei CF (2020), The Effect of Service Dominant Orientation, Knowledge Sharing, External Network, Relationship Learning on Innovative Performance: An Empirical Study in Technology Firms”, *Decision Science*, Vol. 51, No. 3, 620 - 654.
- (26) Luo, Peng, Ngai, EWT, Tian, Xin (2020), Exploring the Dynamic Influence of Visit Behavior on Online Store Sales Performance: An Empirical Investigation, *Journal of the Association for Information Systems*, 21(3), 607-636.
- (27) Jha, A. K., Agi, Maher, and Ngai E.W.T. (2020), A Note on Big Data Analytics Capability Development in Supply Chain, *Decision Support Systems*, Accepted.
- (28) Chau, D. C. K., Ngai, E. W. T., Gerow, J. E. and Thatcher, J (2020), "The Effects of Business-IT Strategic Alignment and IT Governance on Firm Performance: A Moderated Polynomial Regression Analysis", *MIS Quarterly* (Accepted).

Other Information

His current research interests are in the areas of E-commerce, Decision Support Systems, Supply Chain Management and AI Research and Applications. He has published papers in a number of international journals including *MIS Quarterly*, *Production & Operations Management*, *Journal of Operations Management*, *Decision Support Systems*, *INFORMS Journal of Computing*, *Information & Management*, and others. He is an Associate Editor of *Information & Management and Communications of AIS* and serves on editorial board of three international journals.

Teaching and Research Related Awards

- 1998 Nominee for President's Award 1998-99 in the Research Category (The Hong Kong Polytechnic University)
- 2004 Faculty Award for Outstanding Performance/Achievement in Teaching (The Hong Kong Polytechnic University)
- 2006 Best Paper Award for paper: M. L. To and E. W. T. Ngai (2006). The Conference Best Paper Runner-Up and Stream Best Paper Prize for "*Does Firm Size Matter? The Critical Role of the Attitude of Top Management in Technological Innovation?*" ANZAM Conference in Yeppoon, Australia.
- 2008/9 3 patent granted (Chinese Patent for Invention)
- 2008 **Two highly cited papers** (top 0.1% in terms of citation count) published in 2007, *ISI Web of Knowledge*
- 2009 Ngai and Wat (2005) was ranked in "Top 10 most-cited" articles in *Decision Support Systems* in 2005 – 2009.
- 2010 Two articles (Ngai, Cheng, Au and Lai (2007) and Ngai and Gunasekaran (2007)) were ranked in "Top 10 most-cited articles" in the *Decision Support Systems* in 2006 – 2010.
- 2010 The article (Gunasekaran and Ngai (2005) is ranked in "Top 10 most-cited articles" published in the *Journal of Operations Management* in the last 5 years.
- 2010 Bronze Medal for the project "Intelligent context-aware decision support system for monitoring of container terminal operations" (Ngai, E.W.T. (PI), Li, C.L., Cheng, T.E.C., Lun, Y.H.V., Lai, K.H. and Choi, Y.S.), given by the 38th International Exhibition of Inventions, Geneva.
- 2010 An article (Ngai, Moon, Riggins, Yi, 112(2), 2008) was ranked in "Top 10 most-cited articles" published in the *International Journal of Production Economics* between 2007 and 2010.
- 2011 The article in the journal of *Decision Support Systems* (Ngai and Gunasekaran, 2007) won Emerald Citations of Excellence Award. One of the top 50 articles from the top 300 management publications worldwide that have had proven impact since their publication date (2007) (<http://www.emeraldinsight.com/about/news/story.htm?id=3548>)
- 2011 An invention patent granted by the State Intellectual Property Office of PRC.
- 2011 Appointed Adjunct Research Professor, Curtin Business School, Curtin University, Australia, 2011 – 2013.
- 2011 Ranked among the world's list of researchers (one of the best in its research impact) who h-index for MIS is at or above 20 base on Google Scholar (ranked 61st in the list of researchers (<http://ai.arizona.edu/resources>))
- 2012 Appointed Honorary Visiting Professor, The Open University of Hong Kong, Hong Kong, 2012 – 2015.
- 2012 Faculty Business Fellow Award for 2011 – 2012
- 2013 Faculty Prize for Research and Scholarly Activities 2012 - 2013

- 2015 Silver Medal for the project “An Intelligent Condition-based Key Machinery Assets Maintenance Management Platform for the Textile Industry” (Ngai, E.W.T. (PI), Chester Kin-Man To, Star Y. S. Choi), given by the 43rd International Exhibition of Inventions, Geneva.
- 2015 Appointed Honorary Professor for Lee Shau Kee School of Business and Administration, The Open University of Hong Kong, 2015 – 2018.
- 2015 Faculty Award for Outstanding Performance/Achievement (Team Services), 2015
- 2016 Awarded Highly Commended Paper, the article (Ngai, Moon, Lam, Chin, Tao, 115(5), 2015) “Social media models, technologies and applications: an academic review and case study”, *Industrial Management & Data Systems*.
- 2017 Ranked among the world’s list of researchers (one of the best in its research impact) who h-index for MIS is at or above 20 base on Google Scholar (I ranked 33th in the list of researchers (<http://ai.arizona.edu/resources>))
- 2018 Appointed Honorary Professor for Lee Shau Kee School of Business and Administration, The Open University of Hong Kong, 2018 – 2021.
- 2019 Faculty Award for Teaching (Team Award), Team Leader, 2019 - 2020
- 2020 Ranked among the world’s list of researchers (one of the best in its research impact) who h-index for MIS is at or above 25 base on Google Scholar (I ranked 29th in the list of researchers (<http://ai.arizona.edu/resources>))

Consultancy (Local and International Companies)

Hong Kong Aircraft Engineering Company Limited (HAECO), The Open University of Hong Kong, Cumulus – (International Association of Universities and Colleges of Art, Design and Media, Finland), Hong Kong Science and Technology Park, Environmental Protection Department, and other local companies, etc.

Output Demonstrated Practical Value:

Successfully licensing the RFID middleware and systems to a local companies and a patent to a US company and local companies

Service to the Profession and the Community

Associate Editor of *Information and Management* and *Communication of Association for Information Systems* and serves on editorial board of three international journals.

External examiners of Ph.D. (University of Hong Kong), DBA (University of Newcastle), Ph.D. (City University of Hong Kong), Ph.D. (University of Malaya), MSc (Open University of Hong Kong), MBA (University of Wales), AD (Community College of City University), AD (Hang Seng School of Commerce), etc.