

Stefan Tams

Professor

Department of Information Technologies

HEC Montréal

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Academic Experience

Academic Employment

HEC Montréal – Full Professor of Information Systems	2024-present
HEC Montréal – Associate Professor of Information Systems	2016-2024
HEC Montréal – Assistant Professor of Information Systems	2011-2016

Other Academic Experience

McGill University – Research sabbatical	2017-2018
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Education

Ph.D. in Management, Specialization in Information Systems 2011
Clemson University. Academic advisors: Varun Grover and Jason Thatcher.

M.S. in Management, Specialization in Information Systems (Fulbright Scholar) 2007
New Jersey Institute of Technology, Newark, New Jersey

Diplom Wirtschaftsinformatiker (FH) 2006
(B.S. in Information Systems)
University of Applied Sciences & Arts Hannover, Germany

Diplom Kaufmann (FH) 2006
(B.S. in Business Administration)
University of Applied Sciences & Arts Hannover, Germany

Research

Current Research Interests

My research investigates how aging shapes IT usage and performance. It also examines the “dark side” of IT for workers and businesses and its link to innovation.

Newspaper Articles and Professional Articles that Featured my Research

1. How Tech Fails Late-Career Workers. *MIT Sloan Management Review*, vol. 65, no 3, 2024, p. 70-73.
2. How to Help Older Workers Learn New Technology. Article published on November 29, 2021, in *The Wall Street Journal*.
3. Good management and software design can help older workers thrive with IT-based tasks. Article published on July 19, 2021, in *LSE Business Review*.
4. Faciliter le virage numérique des “têtes grises”. Article published on March 30, 2021, sur on the site *Le scientifique en chef* of the Québec government.
5. Hay que prohibir el uso del ‘smartphone’ en reuniones laborales? (Do we need to prohibit smartphone use during meetings?). Article published on April 25, 2019 in *El Pais*.
6. Employees suffer separation anxiety when deprived of their smartphones. Article published on March 26, 2019 in *The Globe and Mail*.

Refereed Journal Papers

20. Tams, S., and Dulipovici, A. (2024). The Creativity Model of Age and Innovation with IT: Why Older Users are Less Innovative and What to Do About It. *European Journal of Information Systems*, 33(3), 287-314.

19. Tams, S. (2022). Helping Older Workers Realize Their Full Organizational Potential: A Moderated Mediation Model of Age and IT-Enabled Task Performance. *MIS Quarterly*, 46(1), 1-33. **Lead article of the issue.**

18. Tams, S., Grover, V., Thatcher, J., and Ahuja, M. (2021). Grappling with Modern Technology: Interruptions Mediated by Mobile Devices Impact Older Workers Disproportionately. *Information Systems and e-Business Management*, 20(4), 635-655.

17. **Tams, S.**, Ahuja, M., Thatcher, J., and Grover, V. (2020). Worker Stress in the Age of Mobile Technology: The Combined Effects of Perceived Interruption Overload and Worker Control. *Journal of Strategic Information Systems*, 29(1), 101595, 1-17.
16. **Tams, S.**, Dulipovici, A., Thatcher, J., Craig, K. and Srite, M. (2020). The Role of Basic Human Values in Knowledge Sharing: How Values Shape the Post-Adoptive Use of Electronic Knowledge Repositories. *Journal of the Association for Information Systems*, 21(1), 201-237.
15. **Tams, S.**, Thatcher, J., and Grover, V. (2018). Concentration, Competence, Confidence, and Capture: An Experimental Study of Age, Interruption-based Technostress, and Task Performance. *Journal of the Association for Information Systems*, 19(9), 857-908.
14. **Tams, S.**, Thatcher, J., and Craig, K. (2018). How and Why Trust Matters in Post-Adoptive Usage: The Mediating Roles of Internal and External Self-Efficacy. *Journal of Strategic Information Systems*, 27(2), 170-190.
13. **Tams, S.**, Legoux, R., and Léger, P.M. (2018). Smartphone Withdrawal Creates Stress: A Moderated Mediation Model of Nomophobia, Social Threat, and Phone Withdrawal Context. *Computers in Human Behavior*, 81, 1-9.
12. Carter, M., **Tams, S.**, and Grover, V. (2017). When Do I Profit? Uncovering Boundary Conditions on Reputation Effects in Online Auctions. *Information & Management*, 54(2), 256–267.
11. Muthitacharoen, A. and **Tams, S.** (2017). The Role of Auction Duration in Bidder Strategies and Auction Prices. *International Journal of Electronic Commerce*, 21(1), 67-98.
10. Purvis, R., Henry, R., **Tams, S.**, Grover, V., Davis, S. and McGregor, J. (2016). The Impact of Residual Risk and Resultant Problems on Information Systems Development Project Performance. *Project Management Journal*, 47(4), 51–67.
9. Zimmer, C., **Tams, S.**, Craig, K., Thatcher, J. and Pak, R. (2015). The Role of User Age in Task Performance: Examining Curvilinear and Interaction Effects of User Age, Expertise, and Interface design on Mistake making. *Journal of Business Economics*, 85(4), 323–348.
8. **Tams, S.**, Thatcher, J., Grover, V. and Pak, R. (2015). Selective Attention as a Protagonist in Contemporary Workplace Stress: Implications for the Interruption Age. *Anxiety, Stress, & Coping*, 28(6), 663-686.

7. **Tams, S.** and Hill, K. (2015). Information Systems Project Management Risk: Does it Matter for Firm Performance? *Journal of Organizational and End User Computing*, 27(4), 43-60.
6. Scott, K., **Tams, S.**, Schippers, M. and Lee, K. Y. (2015). Opening the Black Box: Why and When Workplace Exclusion Affects Social Reconnection Behavior, Health and Attitudes. *European Journal of Work and Organizational Psychology*, 24(2), 239-255.
5. **Tams, S.**, Grover, V. and Thatcher, J. (2014). Modern Information Technology in an Old Workforce: Toward a Strategic Research Agenda. *Journal of Strategic Information Systems*, 23(4), 284–304. **JSIS Best Paper Award 2014 – Runner up.**
4. **Tams, S.**, Hill, K., Ortiz de Guinea, A., Thatcher, J. and Grover, V. (2014). NeuroIS—Alternative or Complement to Existing Methods? Illustrating the Holistic Effects of Neuroscience and Self-reported Data in the Context of Technostress Research. *Journal of the Association for Information Systems*, 15(10), Article 1, 723-753.
3. **Tams, S.** (2013). Moving Cultural Information Systems Research toward Maturity: A Review of Definitions of the Culture Construct. *Information Technology & People*, 26(4), 383-400.
2. **Tams, S.** (2012). Toward Holistic Insights into Trust in Electronic Markets: Examining the Structure of the Relationship between Vendor Trust and its Antecedents. *Information Systems and e-Business Management*, 10(1), 149-160.
1. **Tams, S.** and Grover, V. (2010). The Effect of an IS Article’s Structure on its Impact. *Communications of the Association for Information Systems*, 27(1), Article 10, 149-172.

Refereed Conference Papers

34. Charki, M.H., Boukef, N., Nonwork-related Creativity: Toward A New Perspective about Creativity via Enterprise Social Media, *84th Annual Meeting of the Academy of Management*.
33. Saric, M., Coursaris, C., and **Tams, S.** (2023). Grappling with Online Grocery Shopping: An Age-related study. *Proceedings of the 2023 Pre-ICIS Workshop on HCI Research in MIS*, 10 pages.

32. Rzepka, C., Berger, B., **Tams, S.**, and Hess, T. (2023). AI-based Technologies for Everyone: How and Why to Adapt Voice Assistants' Complexity to Older Adults. *Proceedings of the 2023 International Conference on Information Systems*, 16 pages.
31. Amirabdollahian, S., **Tams, S.**, and Paré, G. (2022). Examining the Innovative Use of Electronic Knowledge Repositories in the Context of a Graying Workforce: The Mediating Role of Job Crafting. *Proceedings of the 28th Americas Conference on Information Systems*, 5 pages.
30. Rzepka, C., Berger, B., **Tams, S.**, and Hess, T. (2022). The Complex Role of Complexity in the Use of AI-based Technologies: Evidence from Voice Assistants. *Proceedings of the 17th International Conference on Wirtschaftsinformatik*, 5 pages.
29. Pienta, D., **Tams, S.**, and Thatcher, J. (2020). Can Trust be Trusted in Cybersecurity? *Proceedings of the 53rd Hawaii International Conference on System Sciences*, 4264-4273.
28. Grosse Deters, F., **Tams, S.**, Johnston, A., and Thatcher, J. (2019). Designing Experimental Studies in Information Systems Research. *Proceedings of the 40th International Conference on Information Systems (ICIS)*, Munich, Germany, 9 pages.
27. **Tams, S.**, and Dulipovici, A. (2019). The creativity model of age and innovation with IT: How to counteract the effects of age stereotyping on user innovation. *Proceedings of the 52nd Hawaii International Conference on System Sciences*, Paper 649, 6549-6558.
26. **Tams, S.** and Turel, O. (2018). The Surprising Effect of Technological Uncertainty on User Innovation: Uncertainty Can Increase Innovation by Generating Eustress. *Proceedings of the Diffusion Interest Group in Information Technology (DIGIT) Pre-ICIS Workshop*, San Francisco, USA, 5 pages.
25. Hill, K., and **Tams, S.** (2018). Physiological, Psychological, and Behavioral Measures in the Study of IS Phenomena: A Theoretical Analysis of Triangulation Strategies. In: Fred D. Davis et al. (eds.) *Information Systems and Neuroscience* (pp. 101-107), Volume 25, Cham.
24. **Tams, S.**, Grover, V., Thatcher, J. and Ahuja, M. (2017). When Modern Technologies Meet Ageing Workforces: Demonstrating for the Context of Mobility that Older Workers are more affected by Demands from Interruptions than their Younger Counterparts. *Proceedings of the 50th Hawaii International Conference on System Sciences*, Paper 699, 5688-5697.

23. **Tams, S.** (2017). Linking User Age and Stress in the Interruption Era: The Role of Computer Experience. *Proceedings of the 50th Hawaii International Conference on System Sciences*, Paper 696, 5660-5667.

22. **Tams, S.** (2017). A Refined Examination of Worker Age and Stress: Explaining How, and Why, Older Workers Are Especially Techno-Stressed in the Interruption Age. In: Fred D. Davis et al. (eds.) *Information Systems and Neuroscience* (pp. 175-183), Volume 16, Cham.

Most Visionary Paper Award.

21. **Tams, S.** and Hill, K. (2017). Helping an Old Workforce Interact with Modern IT: A NeuroIS Approach to Understanding Technostress and Technology Use in Older Workers. In: Fred D. Davis et al. (eds.) *Information Systems and Neuroscience* (pp. 19-26), Volume 16, Cham.

20. **Tams, S.** (2016). Modern IT in an Old Workforce: A Moderated Mediation Model of Age, Information Processing Resources, and Performance on Computerized Tasks. *Proceedings of the Diffusion Interest Group in Information Technology (DIGIT) Pre-ICIS Workshop*, Dublin, Ireland, Article 10, 5 pages.

19. **Tams, S.,** Thatcher, J. and Grover, V. (2015). Concentration, Competence, Confidence, and Capture: Examining the Role of Age in Interruption-based Technostress using Neuroscience Methods. *Proceedings of the 5th Decision Neuroscience Symposium at MIT, Massachusetts Institute of Technology*, Cambridge, MA, p. 61.

18. **Tams, S.,** Thatcher, J., and Ahuja, M. (2015). The Impact of Interruptions on Technology Usage: Exploring Interdependencies between Demands from Interruptions, Worker Control, and Role-based Stress. In: Fred D. Davis et al. (eds.) *Information Systems and Neuroscience* (pp. 19-25), Volume 10, Cham Heidelberg New York Dordrecht London: Springer, ISBN 978-3-319-18701-3.

17. **Tams, S.,** Hill, K. and Thatcher, J. (2015). Contextual Factors in Post-adoption: Applying the Model of Proactive Work Behavior to the Study of End-User innovation. *Proceedings of the 21st Americas Conference on Information Systems (AMCIS)*, PR, Article 35.

16. **Tams, S.** (2015). Challenges in Technostress Research: Guiding Future Work. *Proceedings of the 21st Americas Conference on Information Systems (AMCIS)*, PR, Article 38.

15. Purvis, R. L., Henry, R. M., **Tams, S.** and Grover, V. (2015). The Impact of Residual Risk and Resultant Problems on ISD Project Performance. *Proceedings of the 75th Annual Meeting of the Academy of Management*, Vancouver, BC, Canada, 35 pages.
14. **Tams, S.** (2014). Clashing Trends: Probing the Role of Age in Technostress. *Proceedings of the Gmunden Retreat on NeuroIS 2014*, Austria, p. 35.
13. **Tams, S.** (2013). NeuroIS Measures of Technostress: On the Use of α -Amylase as an Alternative to Cortisol. *Proceedings of the Gmunden Retreat on NeuroIS 2013*, Austria, p. 6.
12. **Tams, S.**, Thatcher, J., and Srite, M. (2012). How to Generate Habitual Knowledge Management System Use? An Application of the Theory of Basic Human Values. *Ancillary Proceedings of the European Conference on IS (ECIS)*, Barcelona, Spain, 4 pages.
11. Muthitacharoen, A. and **Tams, S.** (2012). Examining Interdependencies between Sellers' and Buyers' Strategies in Online Auctions: The Case of Sellers' Choice of Auction Duration. *Proceedings of the Eighteenth Americas Conference on IS (AMCIS)*, Seattle, WA, Article 22.
10. **Tams, S.**, Thatcher, J., and Srite, M. (2012). Examining the Influence of Cultural Values on the Post-Adoptive Use of Knowledge Management Systems. *Proceedings of the ACM SIG-MIS Conference for Computer and People Research*, Milwaukee, WI, 131-136.
9. **Tams, S.**, Craig, K., Thatcher, J., and Panning, J. (2011). Coping with Interruptions in Computer-Mediated Environments: The Role of Computer Experience. *Proceedings of the Seventeenth Americas Conference on Information Systems (AMCIS)*, Detroit, MI, Article 98.
8. Scott, K., **Tams, S.**, Schippers, M. (2011). Workplace Exclusion and Perceptions of Envy: A Multicultural Analysis of Worker Behavior, Health, and Attitudes. *Proceedings of the 71st Annual Meeting of the Academy of Management*, San Antonio, TX, 19 pages.
7. **Tams, S.**, Craig, K., and Murphy, R. (2011). Coping with Interruptions in Computer-Mediated Environments: The Role of Computer Self-Efficacy. *Proceedings of the Fourteenth Annual Conference of the Southern Association for Information Systems (SAIS)*, Atlanta, GA, Article 10.
6. **Tams, S.** (2011). On the Legitimacy of IS as an Independent Discipline: Research that Sets the Field Apart. *Proceedings of the Fourteenth Annual Conference of the Southern Association for Information Systems (SAIS)*, Atlanta, GA, Article 11.

5. **Tams, S.**, Thatcher, J., and Srite, M. (2010). Examining the Influence of Cultural Values on the Post-Adoptive Use of Knowledge Management Systems. *Proceedings of the Diffusion Interest Group in IT (DIGIT) Pre-ICIS Workshop*, St. Louis, Missouri, Article 2.
4. Craig, K., **Tams, S.**, Thatcher, J., and Clay, P. (2010). Integrating Trust in Technology and Computer Self-Efficacy within the Post-Adoption Context: An Empirical Examination. *Proceedings of the Sixteenth Americas Conference on IS (AMCIS)*, Lima, Peru, Article 425.
3. **Tams, S.** (2010) “On the Appropriateness of Theory Borrowing in IS: An Interdisciplinary Evaluation,” in the *Proceedings of the Thirteenth Annual Conference of the Southern Association for Information Systems (SAIS)*, Atlanta, GA, Article 24. **Conference Best Paper.**
2. **Tams, S.** (2010). Information Systems Development Risk, Success, and Firm Performance: The Missing Link. *Proceedings of the Thirteenth Annual Conference of the Southern Association for Information Systems (SAIS)*, Atlanta, GA, Article 40. **Best Paper Nominee.**
1. **Tams, S.** (2009). Trust-Building in Electronic Markets: Relative Importance and Interaction Effects of Trust-Building Mechanisms. *Proceedings of the Fifteenth Americas Conference on Information Systems (AMCIS)*, San Francisco, CA, Article 506.

Refereed Book Chapters

Tams, S. (2009) “Trust-Building in Electronic Markets: Relative Importance and Interaction Effects of Trust-Building Mechanisms,” in M. L. Nelson, M. J. Shaw, and T. J. Strader (Eds.), *Value Creation in E-Business Management: Selected Papers* from the e-business proceedings of the Fifteenth AMCIS, reprint, *Springer*, Berlin Heidelberg New York.

Books

Tams, S. (2008) “Business intelligence appl. in personnel controlling” [Personalcontrolling mit Business Intelligence], *VDM*, Saarbruecken, Germany, ISBN: 3-639-00253-9.

Grants

10. 2024-2027. Subvention d’infrastructure de recherche – Groupe performant. *HEC Montreal*, 120 000 \$, Co-investigator.

9. 2023-2027. L'expérience utilisateur : une approche multiméthode – renouvellement. *Fonds de recherche du Québec - Société et culture*, 423 822 \$, Co- investigator.
8. 2020-2022. Boosting the Productivity of a Graying Workforce. *Social Sciences and Humanities Research Council of Canada*, 96 832 \$, Insight Grant, Principal investigator.
7. 2018-2022. User Experience: A Multi-method approach. *Fonds de recherche du Québec – Société et culture (FRQSC)*, 344 257 \$, Co- investigator.
6. 2016-2018. Interrupting a Graying Workforce: A Design Science Approach to Understanding the Role of Age in Interruption-based Technostress and in Effective Technology Usage. *Social Sciences and Humanities Research Council of Canada*, 42 756 \$, Principal investigator.
5. 2015-2018. Helping an old workforce interact with modern technologies: using a "design" approach to understand the stress and efficacy associated with the use of modern technologies by older workers. *Fonds de recherche du Québec – Société et culture (FRQSC)* : Établissement de nouveaux professeurs-chercheurs, 47 129 \$, Principal investigator.
4. 2014-2016. Atelier Stratégique 2014 de HEC Montréal. *Fondation HEC Montréal*, 36 000 \$, Co-investigator.
3. 2013-2014. Tech3Lab : Subvention d'infrastructure 2013-2014 (Groupe Performant), Grant, Infrastructure. *Fondation HEC Montréal*, 30 000 \$, Co-investigator.
2. 2011-2014. Mobile Usage, its Antecedents and Consequences: A Multi-Method Research Program. *Social Sciences and Humanities Research Council of Canada*, 180 000 \$, Co-investigator.
1. 2010-2011. The Role of Age in Technology-Induced Workplace Stress. *Clemson University operating grant*, 10 000 \$, Principal investigator.

Research awards

9. Recipient of the university-wide research award for associate professors at HEC Montréal (“Prix de recherche Chenelière Éducation/Gaëtan Morin”), 2020.
8. Recipient of the university-wide research award for assistant professors at *HEC Montréal* (“Prix Nouveau Chercheur”), 2016.

7. Award Dr. Hermann Zemlicka (award for the most visionary paper in NeuroIS in 2016) for the paper “A Refined Examination of Worker Age and Stress: Explaining How and Why Older Workers Are Especially Techno-Stressed in the Interruption Age” at the *Gmunden Retreat on NeuroIS 2016*, Austria.
6. Award Best Paper Award 2014 – Runner up for the paper “Modern Information Technology in an Old Workforce: Toward a Strategic Research Agenda”, *Journal of Strategic Information Systems*, 2014.
5. Distinction: participation by invitation only at the Junior Faculty Consortium of the *International Conference on Information Systems (ICIS)*, Milan, Italy, 2013.
4. Award Graduate Research Assistant Excellence Award (2010-2011), College of Business and Behavioral Sciences, *Clemson University*, USA.
3. Distinction: participation by invitation only at the Doctoral Consortium of the *International Conference on Information Systems (ICIS)*, Saint-Louis, USA, 2010.
2. Award Conference Best Paper for the paper “On the Appropriateness of Theory Borrowing in IS: An Interdisciplinary Evaluation” at the 13th Annual *Conference of the Southern Association for Information Systems*, Atlanta, GA., USA, 2010.
1. Award Best Paper Runner-up for the paper “Information Systems Development Risk, Success, and Firm Performance: The Missing Link” at the 13th Annual *Conference of the Southern Association for Information Systems*, Atlanta, GA., USA, 2010.

Leadership activities

Director of the research group “GreSI” (Groupe de recherche en systèmes d’information) that brings together information systems scholars from HEC Montreal, McGill University, Concordia University, University of Quebec, and Laval University (2019-2025)

Graduate Student Supervision

32 MSc students and one doctoral student graduated or in progress toward graduation.

Graduate Examination Activities

Master's and PhD Oral Exam Member for over 50 graduate students.

Teaching

Teaching Interests

Knowledge management, Statistics, Database management, Business intelligence, Systems Analysis & Design, IT-Value/Strategic IT Management, and Electronic Commerce.

Refereed Journal Papers

Tams, S. (2014). Cultivating and Nurturing Undergraduate Information Systems Research. *Journal of Information Systems Education*, 25(3), Article 1, 173-180.

Refereed Conference Papers

Tams, S. (2021). « Helping Our Students Pay Attention in Class by Boosting their Interruption Self-efficacy », dans *Proceedings of the 37th Conference on Information Systems Education (ISECON)*, cinq pages, 138-142.

Tams, S. (2021). « Improving the Learning Outcomes Associated with the Use of Serious Games in IS Education: The Role of Computer Game Self-Efficacy », dans *Proceedings of the 37th Conference on Information Systems Education (ISECON)*, cinq pages, 143-147.

Tams, S. (2015). Facilitating Student Learning of IT Paradigms and their Business Benefits Using a Puzzle Exercise. *Proceedings of the 31st Conference on Information Systems Education (ISECON)*, Orlando, FL, Article 4, 379-392.

Tams, S. (2014). An Innovative Approach to Learning about the Software Selection Process. *Proceedings of the 30th Conference on Information Systems Education (ISECON)*, Baltimore, MD, Article 3082, 8 pages.

Refereed Book Chapters

Tams, S. (2023). Helping Students Make the Most of Business Simulations: A Serial Mediation Model Explaining Student Performance and Enjoyment. In A. Correia (Ed.), *Handbook of Research on Decision-Making Capabilities Improvement With Serious Games*, 15 pages. IGI Global. Site web du livre : https://www.igi-global.com/book/_/317940

Teaching Evaluations

HEC Montréal

My average evaluation for the key item “I would recommend this professor to my fellow students” across all classes taught since 2016 is 3.86 on a 4-point scale.

Professional Service and Affiliations

Editorship for scientific journals

- Associate Editor for *Journal of the Association for Information Systems* (one of the eight best journals in the field that belongs to the Senior Scholars' Basket of Eight)
- Associate Editor for *Business & Information Systems Engineering* (BISE)
- Guest Associate Editor for *International Journal of Electronic Commerce* – Special issue „Dark-Sides of Digitalization“ (2019-2020)
- Associate Editor for *International Conference on Information Systems* (ICIS, multiple tracks such as IT Implementation, Adoption, and Use, since 2015)
- Associate Editor for *European Conference on Information Systems* (ECIS, track IS innovation, adoption and diffusion, since 2017)

Editorship for pedagogical journals

- I am on the Senior Editorial Board of the *Journal of Information Systems Education*..

Ad-Hoc Reviewing Activities for Journals

MIS Quarterly, Information Systems Research, Journal of Management Information Systems, Journal of the Association for Information Systems, European Journal of Information Systems, Information Systems Journal, Journal of Strategic Information Systems, Decision Sciences, IEEE Transactions on Engineering Management, Information Technology & People, DATABASE for Advances in Information Systems, Journal of Information Systems Education, International Journal of Production Research.

Ad-Hoc Reviewing Activities for Conferences

International Conference on Information Systems, Americas Conference on Information Systems, European Conference on Information Systems, Hawaii International Conference on System Sciences, Conference on Information Systems Education.

Affiliations

Association for Information Systems