
Eric W.T. NGAI

Chair Professor (Information Systems and Operations
Management) – Dept. of Management & Marketing

Associate Dean – Faculty of Business

Academic Qualifications

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

Academic Experience

2022 – present Chair Professor of Information Systems and Operations Management, MM,
Associate Dean (Research and Postgraduate Studies), FB, PolyU
Associate Director, Research Institute for Artificial Intelligence of Things
(RIAIoT), PolyU
Deputy Director, Logistics Research Centre

2009-2022 Professor and Asso. Head
Department of Management and Marketing
Associate Director, Research Institute for Artificial Intelligence of Things
(RIAIoT), PolyU
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 165 refereed journal publications)

- (1) Lui, A.K.H., Lee, Maggie C.M. and Ngai, E. W. T. (2022), "Impact of Artificial Intelligence Investment on Firm Value", *Annals of Operations Research*, 308, 373 - 388.
- (2) Lyu, P. H., Zhang, M. Z., Liu, C. J. and Ngai, E. W. T. (2022), Global Scientific Production, International Cooperation, and Knowledge Evolution of Public

- (3) Wu, Y.Y., Ngai E.W.T., Peng Kun Wu and C. Wu (2022), “Fake News on the Internet: A Literature Review, Synthesis and Directions for Future Research”, *Internet Research*, 1066 – 2243.
- (4) Wong, D. T. W. and Ngai, Eric W. T. (2022), “Supply Chain Innovation: Conceptualization, Instrument Development, and Influence on Supply Chain Performance”, *Journal of Product Innovation Management*, 39, p. 132 - 159.
- (5) Ngai, E. W. T., and Yuan Yuan Wu (2022), Machine Learning in Marketing: A Literature Review, Conceptual Framework and Research Agenda, *Journal of Business Research*. 145 (2022) 35–48.
- (6) Ngai, E. W. T., Lee, M. C.M, Luo, M, Chan, P. S. L and Liang, Tenglu (2021), An Intelligent Knowledge-based Chatbot for Customer Service, *Electronic Commerce Research and Applications*, 50, pp.101098
- (7) Chai, J., Zeng, H., Li, A. and Ngai, E.W.T. (2021), Deep learning in computer vision: A review of emerging techniques and application scenarios, *Machine Learning with Applications*, Vol. 6, pp. 100134.
- (8) Li, J. , Xu, X and Ngai, E.W.T. (2021), “Does certainty tone matter? Effects of review certainty, reviewer characteristics, and organizational niche width on review usefulness”, *Information & Management*, 58, 103549
- (9) Luo, Peng, Ngai, E.W.T., Li, Yongli, Tian, Xin (2021), “Effects of Visit Behavior on Online Store Sales Performance: PC versus Mobile Channels”, *Internet Research*, 1066 - 2243.
- (10) Wang, Q., Chau, C.L. Michael, Peng, C.H., and Ngai, W.T. Eric (2021), “Using the Anchoring Effect and the Cultural Dimensions Theory to Study Customers’ Online Rating Behaviors”, *Information Systems Frontiers* (accepted).
- (11) Yangchun Xiong, Hugo K. S. Lam, Ajay Kumar, Eric W. T. Ngai, Chunyu Xiu, Wang, Xinyue (2021), “The Mitigating Role of Blockchain-Enabled Supply Chains During the COVID-19 Pandemic”, *International Journal of Operations and Production Management* , 41, 9, 1495 - 1521.
- (12) Lui, K. H. Ariel, Chris, Ngai, E. W. T., (2021), “Forced to be green? The Performance Impact of Energy-Efficient Systems under Institutional Pressures”, *International Journal of Production Economics* (239). 108213
- (13) Wong, D. T. W. and Ngai, Eric W. T. (2021), “Economic, Organizational, and Environmental Capabilities for Business Sustainability Competence: Findings from Case Studies in the Fashion Business”, *Journal of Business Research*, Vol. 126, p. 440 – 471.
- (14) 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*, 44 (4), 1679-1703.
- (15) 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*, 138, 113382.
- (16) Wan, Qian and Ngai, E. W. T. (2020), Event Study Methodology in Business Research: A Bibliometric Analysis, *Industrial Management & Data Systems*, 120 (10), 1863 – 1900.
- (17) Luo, Peng, Ngai, E.W.T., Tian, Xin (2020), Exploring the Dynamic Influence of Visit Behavior on Online Store Sales Performance: An Empirical Investigation, *Journal of the*

- (18) 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.
- (19) Wu, Y.Y., Ngai E.W.T., Peng Kun Wu and C. Wu (2020), Fake Online Review: Literature Review, Synthesis, and Direction for Future Research, *Decision Support Systems*, Vol. 132, 113280.
- (20) Chai, J. Y. and Ngai, E.W.T. (2020), The Variable Precision Method for Elicitation of Probability Weighting Functions, *Decision Support Systems*, 128, 113-166.
- (21) 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.
- (22) 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.
- (23) 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.
- (24) 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.
- (25) Shea, VJ, 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.
- (26) 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.

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*, *Decision Support Systems and Communications of AIS*.

Teaching and Research Related Awards

- (1) Ranked among the world’s top 2% most-cited scientists, according to an index compiled by Sandford University. I was ranked top 21 scholars in the world in Information Systems field in the field size of 16581)
(https://www.polyu.edu.hk/web/cpa/Together/issue3/PolyU_Scholars_Ranked_Top_2_%20percent_in_World.pdf), 2021
- (2) **Four highly cited papers** (top 1% in terms of citation count) (publication years: 2011,

2013, 2015, 2016, *Web of Science*, 2021

- (3) Ranked among the world's list of MIS researchers (one of the best in its research impact), The H Index for Management Information System (I was ranked **29th** in the list of researchers (https://eller.arizona.edu/sites/default/files/AIL-H-Index_MIS_May2020.pdf), 2020.
- (4) **Faculty Award for Outstanding Performance in Knowledge Transfer** (The Hong Kong Polytechnic University), 2022
- (5) **Faculty Award for Outstanding Performance in Service** (The Hong Kong Polytechnic University), 2021
- (6) **Faculty Award for Teaching (Team Award)**, Team Leader, 2019 - 2020
- (7) **Appointed Honorary Professor** for Lee Shau Kee School of Business and Administration, The Open University of Hong Kong, 2018 – 2021.
- (8) 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>), 2017
- (9) Rated as one of the most prominent author in Operations Management research in Asia (in terms of Bonacich power centrality) over the period 2001-2015, the *International Journal of Production Economics*, 184, 80-94 (2017).
- (10) 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*, 2016
- (11) 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.
- (12) Appointed **Honorary Professor** for Lee Shau Kee School of Business and Administration, **The Open University of Hong Kong**, 2015 – 2018.
- (13) Faculty Award for Outstanding Performance/Achievement (Team Services), 2015
- (14) Faculty Prize for Research and Scholarly Activities 2012 - 2013
- (15) Faculty Business Fellow Award for 2011 – 2012
- (16) Appointed Honorary Visiting Professor, The Open University of Hong Kong, Hong Kong, 2012 – 2015.
- (17) 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>)
- (18) 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>))
- (19) Appointed **Adjunct Research Professor**, Curtin Business School, **Curtin University, Australia**, 2011 – 2013
- (20) An invention patent granted by the State Intellectual Property Office of PRC, 2011.

- (21) 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
- (22) 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.
- (23) 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
- (24) 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
- (25) Ngai and Wat (2005) was ranked in “Top 10 most-cited” articles in *Decision Support Systems* in 2005 – 2009, 2009
- (26) 3 patent granted (Chinese Patent for Invention), 2008
- (27) **Two highly cited papers** (top 1.0% in terms of citation count) published in 2007, *ISI Web of Knowledge*, 2008
- (28) 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., 2006
- (29) **Faculty Award for Outstanding Performance/Achievement in Teaching** (The Hong Kong Polytechnic University), 2004
- (30) Nominee for President’s Award 1998-99 in the Research Category (The Hong Kong Polytechnic University), 1998

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 IoT & AI and systems to 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*, *Decision Support Systems* and *Communication of Association for Information Systems*.

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), Ph.D. (Curtin University, Australia), PhD (University of Nottingham), Doc. Ed (University of Northeastern University, Boston, USA), AD (Community College of City University), AD (Hang Seng School of Commerce), etc.