

# Sam Zaza, Ph.D.

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## EDUCATION

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- 2018      Ph.D. in Management Information Systems  
Florida State University, Tallahassee, FL
- Master of Business Administration (Concentration: Management Information Systems)  
Lebanese American University, Beirut, Lebanon
- Bachelor of Science (Major: Computer Science; Minor: Business Administration)  
Lebanese American University, Beirut, Lebanon

## ACADEMIC EMPLOYMENT HISTORY

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- 2018-present      Tenure-Track Assistant professor, ISA Department  
Middle Tennessee State University, Murfreesboro, TN
- 2013-2018      Research Assistant and Instructor, BAISSS Department  
Florida State University, Tallahassee, FL

## RESEARCH PRODUCTION

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### Peer-Reviewed Journal Accepted

1. **Zaza, I.**, Armstrong, D., & Riemenschneider, C.K. The Influence of Psychological Contracts and Burnout on IT Professionals' Turnover and Turnaway Intention. *Communications of the Association for Information Systems. Forthcoming.*
2. **Zaza, I.**, Armstrong, D., & Riemenschneider, C.K. The drivers and effects of burnout within an information technology work context: a job demands-resources framework. *Information Technology & People. Forthcoming.*
3. Schuberth, F., **Zaza, S.**, Henseler, J. Partial least squares as an estimator for structural equation models: A comment on Evermann and Rönkkö (2021). *Communications of the Association for Information Systems. Forthcoming.*
4. Erskine, M.A., & **Zaza, S.** Economic conditions as an environmental moderator of e-purchase intention: A meta-analysis, *Journal of Electronic Commerce in Organizations. Forthcoming.*

5. Brooks, S., **Zaza, S.**, Erskine, M., & Greer, T. IT Professionals' Turnaway Intention and the Role of Technostress. *The DATA BASE for Advances in Information Systems*. Forthcoming.

### Peer-Reviewed Journal Publications

1. **Zaza, S.**, Junglas, I., and Armstrong, D.J. (2021). Who Needs the Help Desk? Tackling One's Own Technological Problem via Self IT Service. *Information & Organization*, 31(3), 100367.
2. Yu, X., **Zaza, S.**, Schubert, F., Henseler, J. (2021). Representing forged concepts as emergent variables using composite-based structural equation modeling. *The DATA BASE for Advances in Information Systems*, 52(SI), 114-130.
3. **Zaza, I.**, Abston, K., Arik, M., Geho, P., & Sanchez, V. (2020). What CEOs Have to Say: Insights on the STEM Workforce. *American Business Review*, 23(1), 9.
4. **Zaza, I.**, Erskine, M., Brooks, S., and Morris, S. 2020. Emotional Dissonance and the Information Technology Professional: A Methodological Replication Study. *AIS Transactions on Replication Research*, 6(1), 19.
5. Erskine, M., **Zaza, I.**, Brooks, S., and Seipel, S. 2020. Exhaustion from Information System Career Experience: Are the Implications for Turn-Away Intention Different for Millennials? *AIS Transactions on Replication Research*, 6(1), 16.
6. Abston, K., **Zaza, I.**, Arik, M., Geho, P. 2020. Managerial Perceptions of STEM Workforce Supply and Demand Issues. *Global Journal of Management and Marketing* (4:1).
7. Arik, M., Abston, K., and **Zaza, I.** 2020. How difficult is it to fill manufacturing positions? A cross-sectional assessment of survey results. *Global Journal of Accounting and Finance*, 5(1), 113-134.
8. **Zaza, I.**, Harris, A., Arik, M., and Geho, P. (2019). The Roles Parents, Educators, Industry, Community, And Government Play in Growing and Sustaining the STEM Workforce. *Journal of Higher Education Theory and Practice* (19:8).

### Peer-Reviewed Journal Under Review and Submissions

1. **Zaza, I.**, Armstrong, D., & Joseph, D. Can we Synthesize the Turnover Intention Research Across Business Disciplines? Evidence from a Meta-analysis of Information Technology Professionals. *MIS Quarterly*. **R&R (second round)**.
2. **Zaza, I.**, Junglas, I., and Armstrong, D. Tiered composite artifacts in IS research: Characteristics, applications, and implications. *Information Systems Journal*. **R&R**.
3. Deng, X., **Zaza, I.**, and Armstrong, D. J. 2020. more than social capital: Factors influencing IT career choice behaviors of minority, first-generation college students. *Communications of the AIS*. **R&R**.
4. **Zaza, I.**, Erskine, Michael, Valerie Bartelt, and Armstrong, D. J. Remote worker mental stability and IT-focused enablers as drivers of innovation during the COVID-19 pandemic. *Communications of the AIS*. **R&R (second round)**.

5. Marabelli, M., **Zaza, S.**, Chudoba, K., Jingyao, L. Diversity and inclusion and AIS: current challenges and future opportunities of hybrid conferences. *Information Systems Journal*. **R&R**.
6. Moqbel, M., Bartelt, V., Bizri, A., **Zaza, S.**, Riemenschneider, C. Overcoming social exclusion: caregivers finding support through information technology, *Journal of the AIS*. **R&R**.
7. Erskine, M., & **Zaza, S.** Has the Covid-19 pandemic changed the workforce? Exploring innovating with IT and its outcomes. *AIS transactions on Human-Computer Interaction*. **R&R**.
8. **Zaza, S.**, Erskine, M.A; Baker-White, E. The role of diversity, equity, and inclusion on the IT professionals' Turnaway Intention, *European Journal of Information Systems*. **R&R**.
9. Eom, M., **Zaza, S.**, Erskine, M. 2022. One Size Doesn't Fit All: Modeling Dynamic Leadership Behavior on Information Technology Project Outcomes. *Information Systems Journal*. Submitted.

#### **Conference Participation: Presentation Only**

1. Bizri, A., and **Zaza, S.** 2021. Social media analytics for social inclusion: case of caregivers of special needs children. SIGSI workshop pre-ICIS 2021, Austin, USA
2. Armstrong, D., Erskine, M., Bartlet, V., and **Zaza, S.** 2021. Bouncing back from adversity: The impact of inclusion on IT resilience in the workplace. SIGSI workshop pre-ICIS 2021, Austin, USA
3. Annabi, H., **Zaza, S.**, and Connolly, A. 2021. 6<sup>th</sup> pre-ICIS SIG Social Inclusion Research Workshop. International Conference on Information Systems ICIS 2021, Austin, TX, USA.
4. **Zaza, S.** 2021. Panelist on "Bridging the Gap" at the Middle East and North Africa conference on Information Systems (MENACIS 2021), Agadir, Morocco. November 2021.
5. Panelist on **Roles, Activities, and Opportunities for AIS Chapters**. ECIS 2021
6. **Zaza, S.** 2021. Guest Speaker for **Computing and Information Systems Conference 2021. "IT career positioning in Post-COVID-19 workplace"**. The association for Information Systems Eastern Africa (AISEA), October 4<sup>th</sup>, 2021.
7. **Zaza, I.** 2019. "Social Inclusion in Practice, Research, and Education". *Invited Speaker for ICTO Conference* held at Ecole des Hautes Etudes Commerciales (EDHEC) Business School in Lille, France, October 2019.
8. **Zaza, I.**, Connolly, A., and Windeler, J. 2019. "Social Inclusion Practices in Research, Teaching, and Service". Workshop for SIG Social Inclusion during the Americas Conference on Information Systems (AMCIS), Cancun, Mexico, August 15-18, 2019.
9. Connolly, A., Annabi, H., and **Zaza, S.** "Using a Critical Lens to Advance Equity and Inclusion in IS Research and Pedagogy". PDS for SIG Social Inclusion during the

Americas Conference on Information Systems (AMCIS), Montreal-Canada (online), August 10-13.

### Peer-Reviewed Conference Publications

1. Armstrong, D., Erskine, M., **Zaza, S.**, and Bartelt, V. 2021. Workforce Frontiers: Organizational Perspectives on Transitioning Remote Workers to Digital Nomads. In Proceedings of the International Conference on Information Systems (ICIS), Austin, USA.
2. Moqbel, M., Bartelt, V., **Zaza, I.**, Bizri, A. “Overcoming Social Exclusion: Caregivers Finding Support through Information Technology”, JAIS workshop at ICIS 2020.
3. Arik, M., Abston, K., and **Zaza, I.** 2020. “How Difficult is It to Fill Manufacturing Positions? A Cross-Sectional Assessment of Survey Results”. In Proceedings of the Institute for Global Business Research Meeting in New Orleans, April 8-10, 2020.
4. Abston, K., **Zaza, I.**, Arik, M., Geho, P. 2020. “Managerial Perceptions of STEM Workforce Supply and Demand Issues”. In Proceedings of the Institute for Global Business Research Meeting in New Orleans, April 8-10, 2020.
5. Deng, X., **Zaza, I.**, and Armstrong, D. J. 2020. “More Than Social Capital: Factors Influencing IT Career Choice Behaviors of Minority, First-generation College Students”. Accepted to the Americas Conference on Information Systems (AMCIS), Salt Lake City, August 2020.
6. **Zaza, I.**, Erskine, M., and Albashrawi, M. 2020. “Consumer E-Purchase Intention: A Meta Analytical Perspective”. In Proceedings of the Americas Conference on Information Systems (AMCIS), Salt Lake City, August 2020.
7. Erskine, M., **Zaza, I.**, Brooks, S., and Armstrong, K. 2020. “Developing an IT Career Anchor Fit Construct: An Organizational Equilibrium Theory Approach”, In Proceedings of the ACM SIGMIS CPR 2020 Conference, June 2020.
8. **Zaza, S.**, Harfouche, A., and Greer, T. 2019. Types of Artificial Intelligence and Decision Making in Organizations. In Proceedings of the Americas Conference on Information Systems (AMCIS), Cancun, Mexico, August 2019.
9. **Zaza, I.**, Junglas, I, and Armstrong, D. J. 2019. “Studying the Artifacts of Q&A Platforms: The Central Role of the Crowd,” In Proceedings of the International Conference on Information Systems (ICIS), Munich, Germany, 2019.
10. **Zaza, I.**, Junglas, I, and Armstrong, D. J. 2018. “Studying the Artifact of Q&A Platforms: The Central Role of the Crowd in Forming Workable Questions and Answers,” In Proceedings of the International Conference on Information Systems (ICIS), San Francisco, 2018.
11. **Zaza, I.**, and Armstrong, D. J. 2018. “A Look on the Generational Differences in IT Self-Service Engagement,” In Proceedings of the Americas Conference on Information Systems (AMCIS), New Orleans, August 16-18, 2018.

12. **Zaza, I.**, and Armstrong, D. J. 2017. "Information Technology Professionals' Turnover Intentions: A Meta-Analysis of Perceived Organizational Factors," In Proceedings of the International Conference on Information Systems (ICIS), Seoul - South Korea.
13. **Zaza, I.**, and Junglas, I. 2017. "IT Self-Service Engagement: A Grounded Theory Perspective," In Proceedings of the Americas Conference on Information Systems (AMCIS), Boston, August 10-12, 2017.
14. **Zaza, I.**, and Armstrong, D. J. 2016. "Turnover Intention among Information Technology Professionals: A Meta-Analytical Perspective," Manuscript presented at the International Conference on Information Systems (ICIS), Dublin-Ireland, December 11-14, 2016.
15. Armstrong, D.J, and **Zaza, I.** 2016. "The Online Coffee Klatch: What are Tech Women Talking About," Manuscript presented at the Americas Conference on Information Systems (AMCIS), San Diego, August 11-14, 2016.
16. **Zaza, I.**, and Junglas, I. 2016. "IT Self-Service Engagement: A Theory of Trying Perspective," In Proceedings of the International Conference on Information Systems (ICIS), Dublin-Ireland, December 11-14, 2016.
17. **Zaza, I.**, Armstrong, D.J, and Riemenschneider, C.K. 2016. "The Impact of Less Traditional Employee Benefits on the Turnover Intention of State Information Systems Employees," Manuscript presented at the Americas Conference on Information Systems (AMCIS), San Diego, August 11-14, 2016.
18. **Zaza, I.** 2016. No one will help you if you won't help yourself. In Proceedings of the Americas Conference on Information Systems (AMCIS), Puerto Rico, August 2016.
19. **Zaza, I.**, Armstrong, D.J, and Riemenschneider, C.K. 2015. "The Impact of Boundary Spanning on the Turnover Intention of US State Information Systems Employees," Manuscript presented at the Americas Conference on Information Systems (AMCIS). Puerto Rico, August 13-15, 2015.

## **TEACHING ACTIVITY**

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### **Courses Taught – Middle Tennessee State University**

- INFS 4900: Business Data Communications – Undergraduate level  
Fall 2021, Summer 2021, Spring 2021, Fall 2020, Summer 2020, Spring 2020,  
Spring 2019, Fall 2019
- INFS/MBAI 6905: Applied Business Analytics: Graduate level  
Fall 2021, Summer 2021, Spring 2021, Fall 2020, Summer 2020
- INFS 2200: Microcomputing  
Summer 2020
- INFS 3100: Principles of Management Information Systems  
Summer 2019
- INFS 6835: IT Applications for Decision Making  
Spring 2021, Fall 2019
- BIA 2610: Statistical Methods  
Spring 2020, Spring 2019, Fall 2018

## **Courses Taught - Florida State University**

System Analysis and Design (ISM4113)

Spring 2018, Fall 2017, Spring 2017, Fall 2016, Spring 2016, Fall 2015

ISM 3003: Introduction to Management Information Systems

Summer 2015, Summer 2014

## **AWARDS, NOMINATIONS, & GRANTS**

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MTOIE grant, 2021 (around \$9,000 for internationalization of a class experience)

MTOIE grant, 2021 (around \$36,000 for MTSU Faculty Relationship-Building Trip to Peru and Argentina).

Nominated for AIS VP membership, 2022

Awarded the Leadership Award MENA-AIS, 2021

Awarded the Best Service Award MENACIS, 2021

Awarded Best Associate Editor for ECIS, 2021

AIS Distinguished Member, 2021

Nominated as Diversity and Inclusion Advocate of the year, Nashville Technology Council, 2021.

Nominated by the Association for Information Systems for the Sandra Slaughter Service Award, 2021.

Awarded Provost travel funds, 2021

Nominated by the Association of Information Systems for the Early Career Award, 2020.

Nominated for Outstanding Teaching Award, MTSU 2020.

Teaching Excellence Faculty Fellow, MTSU 2020.

Approved for a Grant regarding Online Intercultural Exchange, MTSU 2020.

Awarded Best Reviewer Award, ICTO 2019.

## **SERVICE**

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### **Conference Activities**

- Conference Co-Chair, MENACIS 2021  
Organizing a hybrid format conference for MENA Chapter AIS. This will be a HYBRID format conference, free of charge for all attendees. The theme is to bridge the gap and to promote inclusiveness in MENACIS as an AIS-affiliated conference. I invited the College of Senior Scholars to attend and support that region. Also, I established the connection for publishing the proceedings of the conference with Springer as lecture notes. This step will benefit the members of the MENA and the participants of the MENACIS conference even after my term

is over. For that region, publishing with Springer (conference paper) counts toward their tenure.

In addition, I am working closely with the AIS to update the bylaws of the MENA chapter to promote Diversity, Equity, and Inclusivity.

- Member of the Self-Assessment Group – ImPACT IT Grant  
The NSF ADVANCE ImPACT IT Grant aim to Increase the Participation and AdvanCemenT of Women in Information Technology! In partnership with the AIS, we are working to enact systemic change that results in promoting more women in the field, especially to full professor. This group is co-chaired by Eleanor Loiacono of the College of William and Mary and Michelle Carter of Washington State University. The purpose of the Self-Assessment Group is to create and conduct a self-evaluation of AIS policies and practices. As a member of this group, I commit to periodic meetings over the 3-year term of the grant by Zoom and in-person, where possible, during AMCIS and ICIS.
- Conference co-chair for ACM- SIGCPR  
SIGCPR Conference, 2022
- ERF co-chair for Americas conference on Information Systems  
AMCIS 2022
- Review Coordinator for International Conference on Information Systems  
ICIS 2022, Copenhagen, Denmark
- Panelist on “Bridging the Gap”  
MENACIS Conference, 2021
- Panelist on “Role, Activities and Opportunities for AIS Chapters”  
Pacific Asia Conference on Information Systems, 2021
- Track co-chair  
*Americas Conference on Information Systems, 2021, 2022*
- Associate Editor  
*European Conference on Information Systems, 2021*
- Session Chair  
*European Conference on Information Systems, 2021*
- Associate Editor  
*International Conference on Information Systems, 2021*
- Local Organizer  
*International Conference on Information Systems, 2025*
- Satellite Chair  
*European Conference on Information Systems, 2023*
- Panel Chair  
*Americas Conference on Information Systems, 2026*
- Doctoral Consortium co-chair  
*Information and Communication Technologies in Organizations and Society Conference (ICTO), 2019, 2020 (France)*  
*Middle East and North America Conference (MENAIS), 2020 (Morocco)*

## Other Professional Activities

- MISQ Scholarly Development Academy, 2022
- Senior Editor, The Data Base for Advances in Information Systems  
2021 – Present
- Interviewed by international media, Morocco 2021
- Interviewed by MTSU on the record, October, 2021
- Will be interviewed MTSU on the record, February, 2022
- AIS Women College  
Member 2016 – present
- AIS Middle East and North Africa Chapter (3 years in a row as outstanding chapter)  
President-elect 2019  
President 2020-2021  
Past-president 2022
- AIS Special Interest Group on Social Inclusion  
Treasurer/Member, 2018-2020  
President-elect, 2021  
President, 2022
- ACM SIGMIS  
Member 2019 – Present
- AIS Special Interest Group on Leadership  
Treasurer/Member, 2015-Present
- AIS Special Interest Group on Cognitive Research  
Secretary/Treasurer, 2021
- Organizational Communication and Information Systems (OCIS)/ Academy of Management  
Treasurer/Member, 2017-2020
- Americas Conference on Information Systems (AMCIS)  
Volunteer 2013-2018
- International Conference on Information Systems (ICIS)  
Volunteer 2013-2018
- ICIS Doctoral Consortium, 2016
- AMCIS Doctoral Consortium, 2017
- Academy of Management/OCIS Doctoral Consortium, 2017
- ICIS Junior Faculty Consortium, 2019

## Reviewing Activities

- *Information Systems Management*
- *European Journal of Information Systems*
- *Communications of the AIS*
- *Information Systems Journal*
- *The Data Base for Advances in Information Systems*
- *Information & Management*
- European Conference on Information Systems
- International Conference on Information Systems

- Americas Conference on Information Systems
- Hawaii International Conference on System Sciences
- MENA-AIS Conference on Information Systems
- ISCRAM conference
- ICTO Conference

**Service to the University, College, Department, and Local Community**

- Member of the conference committee for Tennessee Girls in STEM (TGIS), 2022
- Academic Continuity Committee, member, 2021-2022
- Building Name Advisory Committee, member, 2021-2023
- College Assurance of Learning Committee – Chair, 2021 - Present
- Department Assurance of Learning Committee Member, 2018-present
- Assessment Committee member, 2018-present
- Faculty Development Committee member (2018-2019)
- Undergraduate Curriculum Committee member, 2018-present
- Student Success Committee member, 2020-present
- Serve on the Faculty Advisory Board for the Open Educational Resources (OER) at MTSU 2021 - Present.
- Member of FLC “OER badges and online grad students”, 2021-2022
- Member on the search committee for Associate Vice Provost international affairs, 2021
- Member on the search committee for Associate Dean for Jones college of business, 2022