

RAJENDRA SINGH, Ph.D.
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ACADEMIC EXPERIENCE

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| Fall 2019 - present | Associate Professor, Management Information Systems Division, Price College of Business, University of Oklahoma, Norman, OK |
| Fall 2016 - spring 2019 | Clinical Associate Professor, Management Science Department, Moore School of Business, University of South Carolina, Columbia, SC |
| Fall 2012 - spring 2016 | Assistant Professor, Health Services Policy and Management, Arnold School of Public Health, University of South Carolina, Columbia, SC |
| Fall 2011 - summer 2012 | Post-doctoral researcher, Center for Process Innovation, Robinson College of Business, Georgia State University, Atlanta, GA |

EDUCATION

- Ph.D., Computer Information Systems, J. Mack Robinson College of Business, Georgia State University, Atlanta, Georgia, USA (2011)
Dissertation title: Towards Information Polycentricity Theory – Investigation of a Hospital Revenue Cycle
Dissertation committee: Prof. Lars Mathiassen (advisor), Prof. Mark Keil, Prof. Richard Baskerville, Prof. Patricia Ketsche
- Master of International Business, Delhi School of Economics, University of Delhi, India (1997)
- Bachelor of Engineering (Mechanical), Delhi College of Engineering (now Delhi Technological University), India (1990)

AREAS OF EXPERTISE

Health information technology (IT), digital innovation, business process transformation, enterprise systems, strategic use of IT, telehealth

RESEARCH SUMMARY

My research follows an *engaged scholarship* model, emphasizing collaboration with industry partners to conduct multidisciplinary investigations of the impact of IT in organizational and interorganizational contexts.

Most of my research is in the healthcare domain. Some of the research projects I am currently working on include the role of power in telehealth networks, how competing institutional logics and the systemic use of IT result in physician burnout, and the challenges faced by small medical practices in the wake of an EMR implementation.

REFEREED JOURNAL PUBLICATIONS

Google Scholar profile:

<https://scholar.google.com/citations?user=Nau9sQQAAAAAJ&hl=en&oi=sra>

1. **Rajendra Singh**, Aaron Baird, and Lars Mathiassen (2020) “Ambidextrous Governance of IT-enabled Services: A Pragmatic Approach” *Information and Organization (I&O)*, (30:4) [2021 Impact Factor: 5.387]
2. **Rajendra Singh**, Aaron Baird, and Lars Mathiassen (2018) “Collaboration Risk Management in IT-Enabled Asymmetric Partnerships: Evidence from Telestroke Networks” *Information and Organization (I&O)*, (28:4) pp. 170-191 [2021 Impact Factor: 5.387]
 Awarded “**Best Publication of 2018**” by the Senior Scholars’ Consortium of the Association for Information Systems at the *International Conference on Information Systems (ICIS)* in Munich, Germany, December 15-18, 2019.
 Selected “**Best Paper of the Year**” (for 2018) in the *Information and Organization* journal
3. **Rajendra Singh**, Vitali Mindel, and Lars Mathiassen (2017) “IT-enabled Revenue Cycle Transformation in Resource-constrained Hospitals: A Collaborative Digital Options Inquiry” *Journal of Management Information Systems (JMIS)* (34:3) pp. 695-726 [2020 Impact Factor: 7.838]
4. **Rajendra Singh**, Lars Mathiassen, and Abhay Mishra (2015) “Organizational Path Constitution in Technology Innovation: Evidence from Rural Telehealth” *MIS Quarterly (MISQ)* (39:3) pp. 643–665 [2020 Impact Factor: 7.198]
5. Jeffrey A. Switzer, **Rajendra Singh**, Lars Mathiassen, Jennifer L. Waller, Robert J. Adams, and David C. Hess (2015) “Telestroke: Variations in Intravenous Thrombolysis by Spoke Hospitals” *Journal of Stroke and Cerebrovascular Diseases* (24:4) pp. 739–744 [2021 Impact Factor: 2.677]
6. **Rajendra Singh**, Lars Mathiassen, Jeffrey A. Switzer, and Robert J. Adams (2014) “Assimilation of Web-Based Urgent Stroke Evaluation: A Qualitative Study of Two Networks” *JMIR Medical Informatics* (2:1 e6), pp 1–13 [2022 Impact Factor: 3.23]
7. **Rajendra Singh**, Lars Mathiassen, Max E. Stachura, and Elena V. Astapova (2011) “Dynamic Capabilities in Home Health: IT-enabled Transformation of Post-Acute Care” *Journal of the Association for Information Systems (JAIS)*, Special Issue on Health Care IT (12:2), pp. 163–188 [2021 Impact Factor: 5.346]
8. **Rajendra Singh**, Lars Mathiassen, Max E. Stachura, and Elena V. Astapova (2010) “Sustainable Rural Telehealth Innovation - A Public Health Case Study” *Health Services Research* (45:4), pp. 985–1004 [2021 Impact Factor: 3.734]
9. **Rajendra Singh**, Mark Keil, and Vijay Kasi (2009) “Identifying and Overcoming the Challenges of Implementing a Project Management Office” *European Journal of Information Systems (EJIS)* (18:5), pp. 409–427 [2021 Impact Factor: 9.011]

CONFERENCE PAPERS

1. **Rajendra Singh**, Chad Anderson, and Shaila Miranda, “Physician Burnout: A Technology-based Reification of Competing Logics View,” *Hawaii International Conference on System Sciences (HICSS)*, January 3-8, 2022
2. **Rajendra Singh**, Alexandra Durcikova, and Lars Mathiassen, “Revenue Cycle Management in the Wake of EMR Implementation: A Competing Logics Perspective” *Hawaii International Conference on System Sciences (HICSS)*, January 5-8, 2021
3. Qidi Xing, Shaila Miranda, **Rajendra Singh**, “Resource Utilization Uncertainty Reduction in Hospitals: The Role of Digital Capability and Governance Structure” *International Conference on Information Systems (ICIS)*, Dec 13-16, 2020
4. Sriram Venkataraman, **Rajendra Singh**, “Impact of Focus on Efficiency and Financial Performance in Hospitals: Moderating Effect of Information Technology” *Decision Science Institute Annual Conference (DSI)*, Nov 20-23, 2020
5. Qidi Xing, **Rajendra Singh**, Shaila Miranda, “Hospital’s External Digital Capability: The Effect of Internal Digital Capability and Multi-hospital System Governance Structure” *Conference on Health IT & Analytics*, Oct 8-10, 2020
6. **Rajendra Singh**, Vitali Mindel, and Lars Mathiassen, “IT-based Revenue Cycle Management – An Action Research into Relational Coordination” *Hawaii International Conference on System Sciences (HICSS)*, January 5-8, 2016



Received **Best Paper Award** in the “IT in Healthcare” track

7. Jume Wang, **Rajendra Singh**, Janice Probst, “Exploring the association between socio-demographic factors and patient engagement among US adults using the Health Information National Trends Data” *AcademyHealth Annual Conference*, Minneapolis, MN, June 14-16, 2015
8. **Rajendra Singh**, Lars Mathiassen and Abhay Mishra “A Theory of Rural Telehealth Innovation – A Paradoxical Approach” *International Conference on Information Systems (ICIS)*, Phoenix, AZ, USA, December 15-18, 2009
9. Max Stachura, Elena Astapova, **Rajendra Singh**, and Lars Mathiassen “Networking the Emergency Departments of Collaborating Rural Hospitals” *Fourteenth Annual International Meeting and Exposition of the American Telemedicine Association*, Las Vegas, NV, USA, April 2009.
10. **Rajendra Singh**, Lars Mathiassen, Max Stachura, and Elena Khasanshina “Sustainable Rural Telehealth Innovation – A Public Health Case Study” *Institute for Operations Research and the Management Sciences Annual Meeting (INFORMS)*, Washington, DC, USA, October 12-15, 2008
11. Max Stachura, Lars Mathiassen, Elena Khasanshina, and **Rajendra Singh** “Community-driven sustainable telemedicine and telehealth innovation” *Thirteenth Annual International Meeting and Exposition of the American Telemedicine Association*, Seattle, WA, April 6-8, 2008
12. **Rajendra Singh** and Lars Mathiassen “IT Enabled Service Innovation in Rural Health: A Community-Driven Approach” *Positive Design Conference: Workshop on Technology, Design and Management*, Monterrey, Mexico, April 3-5, 2008

13. **Rajendra Singh**, Mark Keil and Vijay Kasi “The Challenges in Implementing a Project Management Office: A Delphi Study” *Academy of Management Annual Meeting (AOM)*, Philadelphia, PA, USA, August 3-8, 2007

INVITED PRESENTATIONS

1. **Rajendra Singh** “*An Account of Engaged Scholarship - Collaboration Risk Management in Telestroke Networks*” (Presented at MIS Department Research Seminar at University of Georgia, Athens – Nov 2018)
2. **Rajendra Singh** and Elizabeth Regan “*Optimization: Making Innovation the New Normal*” (Presented at a conference organized by the South Carolina chapter of Healthcare Information and Management Systems Society (HIMSS), Columbia – Oct 2015)
3. **Rajendra Singh**, Aaron Baird, and Lars Mathiassen “*Absorptive Capacity in Co-creation of IT Value: Evidence from Two Telestroke Networks*” (Presented at Theory Workshop on Innovation, Technology & Management, conducted by the Center for Process Innovation at Georgia State University, Atlanta – May 2013)

RESEARCH REPORTS

1. **Rajendra Singh**, Lars Mathiassen, Jeffrey Switzer, and Robert Adams “*Explaining Variations in Telestroke Assimilation across Hospitals*” (Funded by Genentech, Report submitted in Oct 2012)

RESEARCH FUNDING

1. Research support by Dr. Karen Minyard, Ph.D. (Georgia Health Policy Center, Georgia State University) to investigate technical assistance to rural health systems in Georgia, \$15,000 (2014-2015); **Role: Co-investigator (100% share of funding)**
2. Genentech grant, with Prof. Lars Mathiassen, Ph.D. (Center for Process Innovation, Georgia State University), Prof. Jeffrey Switzer, MD (Augusta University), and Prof. Robert Adams, MD (Medical University of South Carolina) to investigate assimilation of telehealth in stroke management in hospitals - \$145,000 (2011-2012); **Role: Co-investigator and Project Manager (28% share of funding)**
3. Georgia Research Alliance grant, with Prof. Lars Mathiassen, Ph.D. (Center for Process Innovation, Georgia State University) and Prof. Max Stachura, MD (Center for Telehealth, Augusta University), to investigate community-driven telehealth innovation in rural Georgia - \$94,000 (2007-2009); **Role: Co-investigator and Project Manager (25% share of funding)**

SERVICE

Institutional - University of Oklahoma

Faculty Search Committee, MIS Division, Price College of Business - Member (2021, 2022)

Healthcare Steering Committee, Price College of Business - Member (2020, 2021, 2022)

Facilities Committee, Price College of Business - Member (2020, 2021, 2022)

Institutional - University of South Carolina

Faculty Search Committee

- Member - Management Science Department, Darla Moore School of Business (2016, 2018)
- Chair - Health Services Policy and Management Department, Arnold School of Public Health (2013)
- Member - Health Services Policy and Management Department, Arnold School of Public Health (2012, 2014)
- Member - Integrated Information Technology Department, School of Hospitality, Retail, and Sports Management (2013)

Curriculum Committee

- Member - Master of Health Administration program (2014 - 2016)
- Member - Master of Health IT program (2014 - 2016)

Admissions Committee

- Member - Master of Health Administration (MHA) (2013 - 2016)

Academic Community

Editorial Review Board

- Decision Science Journal

Journal Paper Reviewer

- MIS Quarterly
- Journal of Management Information Systems
- Information Systems Research
- Journal of the Association for Information Systems
- Production and Operations Management
- Journal of Operations Management
- Information Systems Journal
- Management Science
- Communications of the Association for Information Systems
- Journal of Organizational Computing and Electronic Commerce
- Journal of Enterprise Information Management
- Health Systems

Conference Review Coordinator

- International Conference on Information Systems – 2021

Conference Associate Editor

- International Conference on Information Systems – 2020 (General IS track)



Received **Best Associate Editor Award** for General IS Track

Conference Session Chair

- International Conference on Information Systems – 2020 (Health IS Track, Mobile & Social Health session)

Conference Paper Reviewer

- International Conference on Information Systems (ICIS)
- Americas Conference on Information Systems (AMCIS)
- Hawaii International Conference on System Sciences (HICSS)

- European Conference on Information Systems (ECIS)
- Pacific Asia Conference on Information Systems (PACIS)
- Academy of Management Conference (AOM)

TEACHING

University of Oklahoma

1. MIT 5692 – Managing ERP Systems [*spring 2020, spring 2021, spring 2022, spring 2023*]
2. MIT 5822 – Health information technologies [*fall 2019, fall 2021, fall 2022, spring 2023 (online)*]
3. MIS 3383 – Electronic business [*spring 2020, fall 2020, spring 2022*]
4. MIS 4663 – MIS Field Project [*spring 2021*]

University of South Carolina

1. Executive education program for US Army participants, focused on optimization, simulation, and data visualization [*spring 2019*]
2. MGSC 777 - Advanced quantitative techniques (optimization and simulation) and data visualization [*spring 2019*]
3. MGSC 394 - Data analytics for business [*spring 2018, fall 2018, spring 2019*]
4. MGSC 395 - Operations management [*spring 2017, fall 2017*]
5. MGSC 290 - Information systems for business [*fall 2016 (online), spring 2017 (hybrid), fall 2017 (hybrid)*]
6. HSPM 768 - Healthcare operations management [*summer 2013, fall 2014, fall 2015, spring 2016 (online)*]
7. HSPM 713 - Information systems in healthcare administration [*fall 2012, fall 2013, spring 2014 (online), summer 2014, summer 2015, summer 2016*]

Georgia State University

1. CIS 3001 - Managing IT projects [*spring 2012 (online)*]
2. CIS 2010 - Introduction to computer information systems [*spring 2007, fall 2008, fall 2011*]

DOCTORAL DISSERTATION COMMITTEE

University of Oklahoma

1. Qidi (Andy) Xing – “Digital Organizations and Organizing Digitally: Discursive Sensemaking of Digital Transformation on Social Media” – proposal defense in March 2023 [*Member*]
2. Sun-Young (Sunny) Whang – “The Metaverse Church: Institutional and Identity Work in the Digital Era” – proposal defense in Feb 2023 [*Member*]
3. Pascal Nitiema – “Toward A Framework for Alleviating Technostress: The Role of Affect State” – dissertation defended in June 2022 [*Member*]

University of South Carolina

1. Jumee Wang – “Examining the Relationship among Patient Centered Provider Communication, Patient Engagement, and Patient Care Experience in the General US Adult Population” - dissertation defended in June 2016 [*Chair*]
2. Ashley Barnes – “Relationship between Job Satisfaction among Frontline Staff and Patient Satisfaction: Evidence from Community Health Centers in South Carolina” –

dissertation defended in November 2015 [*Chair*]

3. George Raul Audi – “Impact of Multi-Hospital System Organizational Structure on Financial Performance and Quality of Care in Rural America” - dissertation defended in August 2014 [*Chair*]

HONORS PROJECT SUPERVISION

University of Oklahoma

1. Sumayah Sandhu – “Information Technology Risks at the University of Oklahoma: A Case Study” – completed in August 2022 [*Supervisor*]
2. Marian Sorrels – “An Investigation into the Use of Information Technology in the Home Health Care Industry: Case Study of Mercy Home Health” – completed in December 2021 [*Supervisor*]
3. Saba Sandhu – “Revenue Cycle in a Cardiology Clinic: Examination and Proposed Process Improvements” – completed in August 2021 [*Supervisor*]

BUSINESS EXPERIENCE

Year	Position
2014-2020	Technology and operations advisor, AparHealth, SC
2004-2004	Consultant, Quality Assurance Manager for software development projects (data resource management), Countrywide Finance, CA
2002-2003	Consultant, Quality Assurance Manager for software development projects (gas turbine solutions group), GE Power Systems, GA
2001-2002	Quality Assurance Lead for software development projects (supply chain visualization), SupplySolution Inc., CA
2000-2001	Consultant, Quality assurance for software development projects (e-commerce solutions team), Barnes&Noble.com, NY
1998-1999	Consultant, Project Manager (implementation of Navision ERP – now part of Microsoft Dynamics), Respironics Deutschland, Germany
1998-1998	Business Process Analyst (SAP R/3 – Production Planning and Material Management), Pegasus Systems, India
1991-1997	Executive Engineer (oil and gas processing operations), Oil and Natural Gas Corporation, India
1990-1991	Sales Engineer Trainee (industrial compressors group), Ingersoll-Rand, India
1990-1990	Graduate Engineer Trainee (watch manufacturing operations), Titan Watches, India

HONORS AND AWARDS

- **Best Associate Editor for General IS Track** at *International Conference on Information Systems (ICIS)*, December 13-16, 2020.
- **Best Publication of 2018 Award** – Selected by the Senior Scholars’ Consortium of the Association for Information Systems. Presented at the *International Conference on Information Systems*, Munich, Germany, December 15-18, 2019.
- **Best Paper of the Year Award** (for 2018) at the *Information and Organization* journal

- **Best Paper Award** in “IT in Healthcare” track at *Hawaii International Conference on System Sciences* – January 2016
- **Recognition Award** by Innovation Value Institute (<https://ivi.ie/>) for contribution to IT Capability Maturity Framework – February 2010
- **Recognition Award** (“Employee of the Month” - out of over 1500 employees) by an IT consulting company – July 2003
- **National Merit Scholarship**, awarded by the Government of India – 1984 to 1986; 1986 to 1990.