D. Harrison McKnight

## Professor, Accounting and Information Systems Department

## The Eli Broad College of Business, Michigan State University

## Ph. D. University of Minnesota, December 1997

**MBA Brigham Young University, April 1981**

**B. S. Brigham Young University, April 1979**

# (as of 06/14/2017)

**Professional Roles**

### ACADEMIC

July 2016-on Michigan State University—Professor, Accounting and Information Systems

2008-2016 Michigan State University—Associate Professor, Accounting and Information Systems

2001-2007 Michigan State University—Assistant Professor, Accounting and Information Systems

1997-2001 Florida State University—Assistant Professor, Information and Management Sciences

1992-1996 University of Minnesota—Adjunct Instructor, Information and Decision Sciences

### NON-ACADEMIC

1982-1992 American Airlines—SABRE Computer Services division

• Managing Director—Finance & Administration (4 years)

• Controller (1 year)

• Manager—Financial Controls (3 years)

• Financial Analyst/Senior Financial Analyst (2 years)

1981-1982 The Williams Companies—Internal Audit department

• Audit Associate (1 year)

### Refereed Journal Publications (most recent first) (Elite articles[[1]](#footnote-1) in all bold)

**Post-Tenure Journal Articles**

1. McKnight, D. H., Lankton, N. K., Nicolaou, A. I. & Price, J. 2017. “Distinguishing the Effects of B2B Information Quality, System Quality, and Service Outcome Quality on Trust and Distrust.” ***Journal of Strategic Information Systems*.** 26(2), 118-141.

**2. Lankton, N. K., McKnight, D. H., Wright, R., & Thatcher, J. B. 2016. “Using Expectation Disconfirmation Theory and Polynomial Modeling to Understand Trust-in-Technology.”** ***Information Systems Research*. 27(1), 197-213.**

**3. Lankton, N. K., McKnight, D. H. & Tripp, J. 2015. “Technology, Humanness, and Trust: Rethinking Trust-in-Technology.” *Journal of the Association for Information Systems*. 16(10), 880-918.**

4. Lankton, N. K., McKnight, D. H., & Thatcher, J. B. 2014. “Incorporating Trust-in-Technology into Expectation Disconfirmation Theory.” ***Journal of Strategic Information Systems.*** 23(2), 128-145.

5. Baker, E. W., Thatcher, J. B., Gundlach, M. & McKnight, D. H. 2014. “The Influence of Social Aversion and Institution-Based Trust on Computer Self-Efficacy, Computer Anxiety and Antecedents to IT Use.” ***Journal of Organizational and End User Computing.*** 26(1), 1-26.

**6. Lankton, N. K., McKnight, D. H. & Thatcher, J. B. 2012. “The Moderating Effects of Privacy Restrictiveness and Experience on Trusting Beliefs and Habit: An Empirical Test of Intention to Continue Using a Social Networking Website.” *IEEE- Transactions on Engineering Management*, 59(4), 654-665.**

**7. Lankton, N. K. & McKnight, D. H. 2012. “Examining Two Expectation Disconfirmation Theory Models: Assimilation and Asymmetry Effects.” *Journal of the Association for Information Systems*, 13(2), 88-115.** [51 cites, per Google Scholar]

**8. Nicolaou, A. I. & McKnight, D. H. 2011. “System Design Features and Repeated Use of Electronic Data Exchange Use.” *Journal of Management Information Systems*, 28, 2, 269-304.**

9. McKnight, D. H., Carter, M., Thatcher, J. B., & Clay, P. F. 2011. “Trust in a Specific Technology: An Investigation of its Components and Measures.” ***ACM Transactions on Management Information Systems***, 2(2), 12-32. [122 cites, per Google Scholar]

10. McKnight, D. H. 2011. “Good Science, Bad Science: Preventing Paradigm Paralysis and Method-Bias Malaise.” ***International Journal of Accounting Information Systems***, 12, 84-89

11. Lankton, N. K. & McKnight, D. H. 2011. “What Does it Mean to Trust Facebook? Examining Technology and Interpersonal Trust Beliefs.” *The DATA BASE for Advances in Information Systems*, 42(2), 32-54. [53 cites, per Google Scholar]

**12. Thatcher, J. B., McKnight, D. H. , Baker, E. & Arsal, R. E. 2011. “The Role of Trust in Post Adoption IT Exploration: An Empirical Examination of Knowledge Management Systems.” *IEEE-Transactions on Engineering Management*, 58(1), 56-70. [66 cites, per Google Scholar]**

13. McKnight, D. H., Phillips, B., and Hardgrave, W. C. 2009. “Which Reduces IT Turnover Intention the Most—Workplace Characteristics or Job Characteristics?” ***Information & Management***, 46(3), 167-174. [106 cites, per Google Scholar]

14. Arsal, R. E., Thatcher, J. B., Zagenczyck, T. J., McKnight, D. H. & Ahuja, M. 2009. “Organizational Factors and Information Technology Use: Tying Perceptions of the Organization to Perceptions of IT.” ***Journal of Organizational and End User Computing***, 21(3), 37-59.

**15. Thatcher, J. B., Zimmer, J. C., Gundlach, M. J. & McKnight, D. H., 2008. “Internal and External Dimensions of Computer Self-Efficacy: An Empirical Examination.” *IEEE Transactions on Engineering Management*, 55(4), 628-644. [61 cites, per Google Scholar]**

**16. Rutner, P. S., Hardgrave, W. C. & McKnight, D. H. 2008. “Emotional Dissonance and the Information Technology Professional,” *MIS Quarterly*, 32(3), 635-652. [135 cites, per Google Scholar]**

**Pre-Tenure Articles**

17. Dickey, M. H., McKnight, D. H. & George, J. G. 2007. “The Role of Trust in Franchise Organizations.” ***International Journal of Organizational Analysis***, 15(3), 251-282. [69 cites, per Google Scholar]

**18. Lee, K. C., Kang, I. W. & McKnight, D. H. 2007. “Transfer from Offline Trust to Key Online Perceptions: An Empirical Study,” *IEEE Transactions* *on Engineering Management* 54(4), 729-741. [161 cites, per Google Scholar]**

19. Thatcher, J. B., Loughry, M. L., Lim, J. & McKnight, D. H. 2007. “Internet Anxiety: An Empirical Study of the Effects of Personality, Beliefs, and Social Support,” ***Information & Management*** 44(4), 353-363. [157 cites, per Google Scholar]

**20. Ahuja, M., Chudoba, K., Kacmar, C. J., McKnight, D. H. & George, J. G. 2007. "IT Road Warriors: Understanding the Role of Work-Family Conflict, Autonomy, and Work Overload on Turnover” *MIS Quarterly* 31(1), 1-17. [408 cites, per Google Scholar]**

**21. Nicolaou, A. I. & McKnight, D. H. 2006. “Perceived Information Quality in Data Exchanges: Effects on Risk, Trust, Expected Performance and Intention to Use” *Information Systems Research* 17(4), 332-351. [386 cites, per Google Scholar]**

22. Gefen, D., Pavlou, P. A., Benbasat, I., McKnight, D. H., Stewart, K., and Straub, D. W. 2006. “Should Institutional Trust Matter in Information Systems Research?” ***Communications of the AIS*** 17(9), 205-222. [50 cites, per Google Scholar]

23. McKnight, D. H. & Chervany, N. L. 2005. “What Builds System Troubleshooter Trust the Best—Experiential or Non-Experiential Factors?” ***Information Resources Management Journal*** 18(3), 32-49.

24. McKnight, D. H., Kacmar, C. & Choudhury, V. 2004. “Dispositional Trust and Distrust Distinctions in Predicting High- and Low-Risk Internet Expert Advice Site Perceptions.” ***e-Service Journal*** 3(2), 35-58. [175 cites, per Google Scholar]

25. McKnight, D. H., Choudhury, V. & Kacmar, C. 2004. “Shifting Factors and the Ineffectiveness of Third Party Assurance Seals: A Two-Stage Model of Initial Trust in an E-Vendor.” ***Electronic Markets***, 14(3), 252-266. [237 cites, per Google Scholar]

26. McKnight, D. H., Choudhury, V. & Kacmar, C. 2002b. “The Impact of Initial Consumer Trust on Intentions to Transact with a Web Site: A Trust Building Model." ***Journal of Strategic Information Systems***, 11(3-4), 297-323. [1596 cites, per Google Scholar]

**27. McKnight, D. H., Choudhury, V. & Kacmar, C. 2002a. “Developing and Validating Trust Measures for E-Commerce: An Integrative Typology.” *Information Systems Research,* 13(3), 334-359. [3661 cites, per Google Scholar]**

28. McKnight, D. H. & Chervany, N. L. 2001-2002. “What Trust Means in E-Commerce Customer Relationships: An Interdisciplinary Conceptual Typology.” ***International Journal of Electronic Commerce*,** 6(2), 35-59. [2021 cites, per Google Scholar]

29. McKnight, D. H., Ahmad, S. & Schroeder, R. G. 2001. “When do Feedback, Incentive Control, and Autonomy Improve Morale? The Importance of Employee-Management Relationship Closeness.” ***Journal of Managerial Issues***, 13(4), 466-482. [82 cites, per Google Scholar]

**30. McKnight, D. H., Cummings, L. L. & Chervany, N. L. 1998. “Initial Trust Formation in New Organizational Relationships.” *Academy of Management Review*, 23(3), 473-490. [3847 cites, per Google Scholar]**

**16,522 total Google Scholar citations; h-index = 35; i10-index = 46; m-index = 1.7**

For copies of selected publications, see <https://www.msu.edu/~mcknig26/>

**Article** **Reprints**

1. McKnight, D. H., Cummings, L. L. & Chervany, N. L. 2012. “Initial Trust Formation in New Organizational Relationships.” Reprinted in A. C. Costa and N. Anderson (Eds.), ***Trust and Social Capital in Organizations***, volume 1, Sage.

2. McKnight, D. H., Cummings, L. L. & Chervany, N. L. 2008. “Initial Trust Formation in New Organizational Relationships.” Reprinted in R. Bachmann and A. Zaheer (Eds.), ***Landmark Papers on Trust***, volume 2, Cheltenham, UK: Edward Elgar.

3. McKnight, D. H., Cummings, L. L. & Chervany, N. L. 2007. “Initial Trust Formation in New Organizational Relationships.” Reprinted in R. M. Kramer (Ed.), ***Organizational Trust: A Reader***, New York: Oxford University Press.

### Dissertation, University of Minnesota, 1997

### *Motivating Critical Computer Systems Operators: Job Characteristics, Controls, and Relationships*

Chair: Gordon B. Davis; Co-Advisors: Norman L. Chervany and Fred D. Davis;

Committee Members: Frank Miller, Akbar Zaheer

### Editorial Board Service

• Guest Senior Editor, *Decision Sciences*, 2015

• Associate Editor, *MIS Quarterly*, 2009-2011; 2012-2013

• Associate Editor, *Information & Management*, 2012

• Associate Editor, *Journal of Trust Research*, 2009-2017

• Associate Editor, *E-Commerce Research and Applications* journal, 2007-2009

• Editorial Board Member, *International Journal of Electronic Commerce*, 2011-2012

### Co-Edited Monographs

### 1. Dimitrakos, T., Moona, R., Patel, D. and McKnight, D. H. (Eds.) 2012. *Trust Management VI*, 6th IFIP WG 11.11 International Conference, IFIPTM 2012, Surat, India, May 21-25, 2012, Proceedings. Heidelberg: Springer. [10,040 chapter downloads from Springer e-books, 2012-2016]

### Articles Submitted or in Revise-and-Resubmit Status

1. McKnight, D. H., Liu, P. & Pentland, B. “A Process Theory of Technology Trust Change.” (submitted to: ***Journal of the Association for Information Systems***)

2. Lankton, N. K., Tripp, J. & McKnight, D. H. “Online Social Networking Privacy Management Strategies: A Cluster Analysis of User Privacy Behaviors.” (being revised and resubmitted [round 3] status at: ***Computers in Human Behavior***)

3. Williams, F. I., Tribble, L., Campbell, C., Rutner, P. S., McKnight, D. H. & Hardgrave, W. C. “Micromanagement: Controls Out of Control,” (submitted to ***Journal of Leadership and Organizational Studies***)

### Articles in Progress

1. McKnight, D. H. Liu, P. & Kim, T. H. “Lifting Vendor Loyalty Through Trust: Testing the ‘Chutes and Ladders’ Proposition.” (target for submission: ***IEEE Transactions on Engineering Management)***

2. Lankton, N. K., McKnight, D. H. & Tripp, J. “The Complementary Nature of Online Social Networking Privacy Behaviors” (target for submission: ***IEEE Transactions on Engineering Management***)

3. Y. Bolumole, J. Cohu, H. McKnight, A. Tessmer, and L. Zhang, “Sustaining Strategic Innovation at Amazon Marketplace,” (integrative Business Case and Teaching Note; target for submission: **Ivey Publishing**)

### Invited Book Chapter Research Publications

1. McKnight, D. H. & Chervany, N. L. 2007. “An Extended Trust Building Model: Comparing Experiential and Non-Experiential Factors.” M. Khosrow-Pour (Ed.) **Emerging Information Resources Management and Technologies**. Idea Group Publishing, Hershey, PA, 176-199.

2. McKnight, D. H. & Chervany, N. L. 2006. “Reflections On An Initial Trust Building Model.” R. Bachmann and A. Zaheer, (Eds.) **Handbook of Trust Research**, Edward Elgar, Cheltenham, UK, 29-51. [103 cites, per Google Scholar]

3. McKnight, D. H. 2005. “Trust in Information Technology.” In G. B. Davis (Ed.), **The Blackwell Encyclopedia of Management. Vol. 7 Management Information Systems**, Malden, MA: Blackwell, pp. 329-331. [76 cites, per Google Scholar]

4. McKnight, D. H. & Chervany, N. L. 2001. “Trust and Distrust Definitions: One Bite at a Time.” In Falcone, R. Singh, M. and Tan, Y. H. (Eds.) **Trust in Cyber-Societies: Integrating the Human and Artificial Perspectives.** Berlin: Springer, pp. 27-54. [497 cites, per Google Scholar] <http://www.springerlink.com/content/kwbdm5bulqpv60r1/fulltext.pdf>

5. McKnight, D. H. & Webster, J. 2001. “Collaborative Insight or Privacy Invasion? Trust Climate as a Lens for Understanding Acceptance of Awareness Systems.” In C. L. Cooper, S. Cartwright & P. C. Earley (Eds.) **The International** **Handbook of Organizational Culture and Climate**, Chichester, England: John Wiley & Sons Ltd.,pp. 533-555.

6. McKnight, D. H. & Slaughter, S. 1997.“Organization of the Information Systems Function,” in G. B. Davis (Ed.), **The Blackwell Encyclopedia of Management. Vol. 3 Management Information Systems**, pp. 161-165. New York: Blackwell.

### Refereed Publications in Highly Regarded International Conference Proceedings

1. McKnight, D. H. Liu, P. & Kim, T. H. 2016. “Lifting Vendor Loyalty Through Trust: Testing the ‘Chutes and Ladders’ Proposition,” ***22nd Americas Conference on Information Systems (AMCIS)***, San Diego, California, August, 2016. <http://aisel.aisnet.org/amcis2016/HCI/Presentations/6/>

2. Lankton, N. K., Tripp, J. & McKnight, D. H. 2016. “Privacy Management Strategies: An Exploratory Cluster Analysis,” ***22nd Americas Conference on Information Systems (AMCIS)***, San Diego, California, August, 2016. <http://aisel.aisnet.org/amcis2016/ISSec/Presentations/5/>

3. McKnight, D. H., Kim, T. H. 2016. “Differentiating the Influence of Vicious- Versus Virtuous- Trust Change Cycles.” **1st International Workshop: Distrust and Conflict Escalation in Organizations and Societies**, European Institute for Advanced Studies in Management, Groningen, The Netherlands, January, 2016. <http://www.eiasm.org/documents/abstracts/48663.pdf>

4. McKnight, D. H., Liu, P. & Pentland, B. 2014. “A Cognitive Process Model of Trust Change.” ***35th International Conference on Information Systems*** *(ICIS)*, Auckland, New Zealand, December 2014. <http://aisel.aisnet.org/icis2014/proceedings/HumanBehavior/52/>

5. McKnight, D. H. & Liu, P. 2013. “An Empirical Test of How Events Turn the Cognitive Gears of Trust.” In Fernandez-Gago, C., Martinelli, F., Pearson, S. & Agudo, I. ***Trust Management VII***, 7th IFIP WG 11.11 International Conference, IFIPTM 2013, Malaga, Spain, June 3-5, 2013, Proceedings. Heidelberg: Springer, 111-126.

6. Jung, E. J., Lankton, N. K., McKnight, D. H. & Jung, E. 2012. “Three Processes that Form Online Social Networking Post-Adoptive Use Intention.” **AMCIS 2012 Proceedings**, Seattle, August 9-11, 2012, <http://aisel.aisnet.org/amcis2012/proceedings/ResearchMethods/3>

### 7. McKnight, D. H., Liu, P., & Pentland, B. 2012. “How Events Affect Trust: A Baseline Information Processing Model with Three Extensions.” In Dimitrakos, T., Moona, R., Patel, D. and McKnight, D. H. (Eds.) 2012. *Trust Management VI*, 6th IFIP WG 11.11 International Conference, IFIPTM 2012, Surat, India, May 21-25, 2012, Proceedings. Heidelberg: Springer, 217-224.

8. Tripp, J.; McKnight, D. H., & Lankton, N. K. 2011. "Degrees of Humanness in Technology: What Type of Trust Matters?" **AMCIS 2011 Proceedings - All Submissions**. Paper 149. Detroit, <http://aisel.aisnet.org/amcis2011_submissions/149>

9. McKnight, D. H., Lankton, N. K. & Tripp, J. 2011. “Social Networking Information Disclosure and Continuance Intention: A Disconnect.” **Proceedings of** **the 44th Hawaii International Conference on System Sciences,** January 4-7, 2011.

10. McKnight, D.H., Thatcher, J.B., and Carter, M. 2010. “Trust in Technology: Development of a Set of Constructs and Measures.” **Proceedings of the European Conference on Information Systems**, Pretoria, South Africa.

11. Lankton, N. K. and McKnight, D. H. 2009. “Predicting Facebook Continuance Intention: The Roles of Interpersonal and Technology Trust.” **AMCIS 2009 Proceedings.** <http://aisel.aisnet.org/amcis2009/46>

12. McKnight, D. H. 2009. “Relational Roots of IT Worker Organizational Commitment,” **Proceedings of the 2009 SIGMIS Computer Personnel Research Conference**, pp. 91-94, Limerick, Ireland, May 28-30, 2009.

13. Lankton, N. K. & McKnight, D. H. 2008. “Are Interpersonal Trust and Technology Trust Distinct Concepts? A Trust-in-Facebook Study,” **Proceedings of the Americas Conference on Information Systems** (AMCIS), Denver, Colorado.

14. Thatcher, J. B., McKnight, D. H., Gundlach, M.J., and Srite, M. 2007. "Individual and Human Assisted Computer Self-Efficacy: An Empirical Investigation." **Proceedings of the Internationale Tagung Wirtschaftsinformatik**, Karlsruhe, Germany.

15. McKnight, D. H. & Kacmar, C. 2007. “Factors and Effects of Information Credibility,” **Proceedings of the Ninth International Conference on Electronic Commerce** (ICEC’07), August 19-22, Minneapolis, Minnesota. [52 cites, per Google Scholar]

16. McKnight, D. H. & Choudhury, V. 2006. “Distrust and Trust in B2C E-Commerce: Do They Differ?” Spencer, B., Fox, M. S., Du, W., Du, D., Buffett, S. (eds.), **Proceedings of the Eighth International Conference on Electronic Commerce** (ICEC’06), August 13-16, 2006, pp. 482-491, Fredericton, New Brunswick, Canada. (Conference Best Paper Award) [118 cites, per Google Scholar]

17. McKnight, D. H. & Kacmar, C. 2006. "Factors of Information Credibility for an Internet Advice Site." **Proceedings of** **the 39th Hawaii International Conference on System Sciences,** January 4-7. [60 cites, per Google Scholar] <https://www.computer.org/csdl/proceedings/hicss/2006/2507/06/250760113b.pdf>

18. McKnight, D. H., Kacmar, C. & Choudhury, V. 2003. "Whoops…Did I Use the Wrong Construct to Predict E-Commerce Trust? Modeling the Risk-Related Effects of Trust versus Distrust Concepts." **Proceedings of** **the 36th Hawaii International Conference on System Science,** January 6-9. (nominated for Best Paper in the Internet and Digital Economy Track) [66 cites, per Google Scholar] <https://www.computer.org/csdl/proceedings/hicss/2003/1874/07/187470182b.pdf>

19. McKnight, D. H., Kacmar, C., Choudhury, V., Baldauf, K. & Jackson, R. 2002. “Do Individual Differences Matter in Early Web Site Exploration? The Varied Effects of Disposition to Trust and Distrust.” Hunter, M. G. and Dhanda, K. K. (Eds.), **Proceedings of the ISOneWorld Conference**, April 4-5, Las Vegas, NV.

20. Ahuja, M., Chudoba, K., George, J., Kacmar, C. & McKnight, D. H. 2002. "Overworked and Isolated?   
Predicting the Effect of Work-family Conflict, Autonomy, and Workload on Organizational Commitment and Turnover of Virtual Workers ," in **Proceedings of the 35th Hawaii International Conference on System Science**.

21. McKnight, D. H. & Chervany, N. L. 2001. "While Trust is Cool and Collected, Distrust is Fiery and Frenzied: A Model of Distrust Concepts," **Proceedings of the Americas Conference on Information Systems**, pp. 883-888. <http://aisel.aisnet.org/amcis2001/171/>

22. Galvin, J. E., McKnight, D. H. & Ahuja, M. K. 2001. “Innocent until Proven Guilty: A Study of Antecedents to Project Team Members’ Trust and Cooperation,” in **Trust in an Organizational Context**, Organization Science—SDA Bocconi conference proceedings, June 17-19, 2001, Moltrasio, Como—Italy, III, pp. 2-34.

23. McKnight, D. H. & Chervany, N. L. 2001. "Conceptualizing Trust: A Typology and E-Commerce Customer Relationships Model," in **Proceedings of the 34th Hawaii International Conference on System Sciences**. [239 cites, per Google Scholar] <https://www.computer.org/csdl/proceedings/hicss/2001/0981/00/00927053-abs.html>

24. McKnight, D. H., Choudhury, V. & Kacmar, C. 2000. "Trust in E-Commerce Vendors: A Two-Stage Model," in Orlikowski, W. J., Ang, S., Weill, P., Krcmar, H. C. & DeGross, J. I. (Eds.), **Proceedings of the Twenty-first International Conference on Information Systems**, December 10-13, Brisbane, Australia, pp. 532-536. [215 cites, per Google Scholar] <http://aisel.aisnet.org/icis2000/54/>

25. McKnight, D. H. & Chervany, N. L. 2000. “What is Trust? A Conceptual Analysis and an Interdisciplinary Model,” in Chung, Michael H. (Ed.), **Proceedings of the Americas Conference on Information Systems**, August 10-13, 2000, Long Beach, California, pp. 827-833. (runner-up for Best Paper in the Organization Track) [189 cites, per Google Scholar] http://aisel.aisnet.org/amcis2000/382

26. McKnight, D. H., Everest, G. C. & Davis, G. B. 1999. “Better Analysis by Analogy: Applying Data Modeling Techniques to Grounded Theory,” in **Proceedings of the Americas Conference on Information Systems**, August 13-15, 1999, Milwaukee, WI, pp. 704-706.

27. McKnight, D. H. & Chervany, N. L. 1998. “The Motivational Nature of the Critical Systems Operator Job: Expanding the Job Characteristics Model with Relationships,” in Agarwal, R. (Ed.). **Proceedings of the 1998 ACM SIGCPR Conference**, March 26-28, 1998, Boston, MA, pp. 68-77.

28. Serida-Nishimura, J. & McKnight, D. H. 1997. “Understanding GSS Use by Executive Groups,” in Niederman, F. (Ed.). **Proceedings of the 1997 ACM SIGCPR Conference**, April 3-5, 1997, San Francisco, CA, pp. 93-96.

29. McKnight, D. H. 1996. “Management Strategies for Operating Critical Transaction Processing Systems,” in Carey, J. M. **Proceedings of the Americas Conference on Information Systems**, August 16-18, 1996, Phoenix, AZ, pp. 194-196.

30. McKnight, D. H. & Chervany, N. L. 1995. “Trust Building Processes in Organizational Relationships,”in C. T. Ragsdale, E. C. Houck & R. T. Sumichrast (Eds.) **1995 Proceedings Decision Sciences Institute**, 1995 Annual Meeting, November 20-22, Boston, MA, volume 2, pp. 751-753.

### Technical Reports

1. Thatcher, J., McKnight, D. H., and Ahuja, M. 2002. “The Work Environment and Technology Acceptance: The Influence of Affective Commitment, Autonomy, and Trust.” **Indiana University Technical Reports and Working Paper Series**, TR132-1, Bloomington, IN, Indiana University.

2. McKnight, D. H., Cummings, L. L. & Chervany, N. L. 1996. “Trust Formation in New Organizational Relationships.” **University of Minnesota MIS Research Center Working Paper series**, WP

96-01, (<http://www.misrc.umn.edu/workingpapers/fullPapers/1996/9601_080197.pdf>)

3. McKnight, D. H., & Chervany, N. L. 1996. “The Meanings of Trust.” **University of Minnesota MIS Research Center Working Paper series**, WP 96-04, [979 cites, per Google scholar] (<http://www.misrc.umn.edu/workingpapers/fullPapers/1996/9604_040100.pdf>)

### Research Related Presentations (other than at conferences with proceedings)

1. McKnight, D. H., Liu, P., Pentland, B. and Kim, T. H. 2016. “How News Briefs Change Trust in Technologies Over Time: A Cognitive Model,” presented at the Social Trust in Autonomous Robots Workshop, an affiliated workshop of Robots: Science and Systems, 2016, Ann Arbor, Michigan, June 19, 2016.

2. McKnight, D. H., Liu, P. and Pentland, B. 2013. “How Events Turn the Cognitive Gears of Trust: A Baseline Information Processing Model with Two Extensions,” presented at Academy of Management conference, Orlando Florida, August 9-13, OCIS Division.

3. Nicolaou, A. I. and McKnight, D. H. 2013: “How Trust, Risk, and Distrust Affect Perceived Data Exchange Performance Differently at Two Time Periods,” presented at American Accounting Association Mid-Year Meeting, January 2013, Information Systems Section.

4. McKnight, D. H., Lankton, N. K. and Tripp, J. 2010. “Social Networking Information Disclosure and Continuance Intention: A Disconnect,” presented at University of Minnesota, November, 2010.

5. McKnight, D. H., Carter, M. & Clay, P. 2009. “Trust in Technology: Development of a Set of Constructs and Measures,” presented at December 2009 Diffusion Interest Group in Information Technology [DIGIT] conference.

6. McKnight, D. H. 2009. “The Nature of Trust, Perceived Risk, and Distrust: A Two Period Study,” presented at Georgia Tech College of Management, October, 2009.

7. McKnight, D. H. 2009. “Trust Definition Notes” presented at the ARO Trustworthy Social Computing Workshop, July, 2009

8. McKnight, D. H. 2009. “Towards A Balance: Some E-Commerce MIS Trust Notes” presented at IFIP Trust Management 2009 Conference, West Lafayette, IN, June, 2009.

9. Love, B., Mackert, M., McKnight, D., Huang, S., & Garcia, A. 2009. "Comparing Trust and Credibility Perceptions of Online Health Information Sources" presented at the Winter American Marketing Association Conference, Tampa, FL, February, 2009.

10. Nicolaou, A. I. & McKnight, D. H. “Sustainable Effects of Perceived Information Quality on Continued Use of Electronic Data Exchanges” (Workshop presentation at Michigan State University, 2008).

11. Mackert, M., Love, B., & McKnight, D. H. “Comparing Trust and Credibility of Old and New Media in Coverage of Health Issues.”  (Panel presentation at the International Communication Association Annual Convention, San Francisco, CA, May, 2007)

12. Nicolaou, A. I & McKnight, D. H. “Perceived Information Quality in Data Exchanges: Effects on Risk, Trust, and Intention to Use” (presentation made at the American Accounting Association 2006 Annual Meeting, Washington, D. C., August 6-9, 2006.

13. Phillips, B. and McKnight, D. H. “A Model of User Distrust of IS.” (paper presented at Midwest Association for Information Systems conference, May, 2006)

14. McKnight, D. H. “Trust and Retention: Two Research Streams.” (presentation given at the 5th Big 10 IS Research Consortium, April, 2006)

15. Lankton, N. K. and McKnight, D. H. “Using Expectation Disconfirmation Theory to Predict Technology Trust and Continuance Intention.” (invited paper presented at University of Minnesota, March, 2006)

16. Benbasat, I., Gefen, D., McKnight, D. H., Pavlou, P. A., Stewart, K., and Straub, D. W. “Should Institutional Trust Matter in Information Systems Research?” (presentation and debate at December, 2005 International Conference on Information Systems)

17. Arsal, R. E., Thatcher, J. B. & McKnight, D. H. “Trust in Technology: An Empirical Examination of the Construct” (presented at 2004 Diffusion Interest Group in Information Technology [DIGIT] conference)

18. Ahuja, M., Chudoba, K., Kacmar, C., McKnight, D., and George, J. “IT Road Warriors and Turnover,” presented at the Information Technology Management workshop, Michigan State University, November, 2004.

19. McKnight, D. H. “Introducing Problem Based Learning (PBL) in a System Design Course for Accountants,” College Teaching and Learning Conference, June 14-18, 2004.

20. McKnight, D. H. 2004. “Trust in Technology: What It Is and How to Measure It,” invited paper presented at HEC Montreal, May, 2004.

21. Ahuja, M., Robert, L., Chudoba, K. & McKnight, D. H. 2003. “Identity Formation Among Virtual Workers” Academy of Management Conference, August, 2003.

22. McKnight, D. H. 2003. “Trust: What It Is and How It Develops,” presented at the Big-10 Information Systems Research Symposium, May 2-3, 2003.

23. McKnight, D. H., Choudhury, V. & Kacmar, C. 2003. “Seeing Is Believing: A Two-Stage Model of Trust in an E-Vendor,” presented at the Accounting and Information Systems department workshop, Michigan State University.

24. Kacmar, C., McKnight, D. H., & Choudhury, V. 2002. “Trust in a Web Vendor: The Study and Its Experimental Environment,” presented at School of Information Studies, Florida State University.

25. McKnight, D. H. 2000. “What is Trust…Anyway? Grasping an Elusive Concept,” presented at the Information and Management Sciences department colloquium, Florida State University.

26. McKnight, D. H. & Chervany, N. L. 1998. “Types of Trust—Contrasting Theories,” presented at the Information and Management Sciences department colloquium, Florida State University.

27. McKnight, D. H. 1996. “Operating Critical Transaction Processing Systems: Controls, Motivation, and Teamwork,” presented at the Information and Decision Sciences department workshop, University of Minnesota.

**Invited Keynote Speeches**

1. McKnight, D. H. “Conscious Choice or Naïveté: A Research Agenda for Privacy, Security and Trust in B2C and Social Networks,”PST2008 – Sixth Annual Conference on Privacy, Security and Trust, In cooperation with the IEEE Computer Society’s Technical Committee on Security and Privacy, October, 2008.

### Research Grants Awarded

2017 Broad Integrative Fellows research grant ($2,500)

2005-2015, 2017 Summer research grants, Michigan State University: Accounting and Information Systems Department, The Eli Broad College of Business

2003-2004 Lilly Teaching Fellowship for scholarship of teaching and learning ($7,000), “Introducing Problem-Based Learning (PBL) in a System Design Course for Accountants,” Michigan State University

1998 First-Year Assistant Professor Award ($10,000), “Explaining the Management Controls/Worker Motivation Paradox: The Moderating Effects of Relationships,” The Council on Research and Creativity, Florida State University.

### Research-Related Outreach Projects

2016-17 Member, Advisory Board, Contemporary Issues Institute, Rebuilding Broken Civic

Trust in Flint. Helped plan two events with other MSU and community Board members.

2017 Presented “How to Restore Trust” at the *Building A Trusting Relationship* event.

### Teaching-Related Outreach Projects

2006 Fall semester—Designed and built websites for twelve Michigan townships in ITM 311; created logical systems designs for Michigan hospitals and health clinics in ACC 822

2005 Fall semester—Designed and built websites for eight Michigan townships in ITM 311; created logical systems designs for Michigan hospitals and health clinics in ACC 822

2005 Spring semester—Designed and built websites for ten Michigan townships in ITM 311

2004 Created logical systems designs for Michigan hospitals and health clinics in ACC 822

### Academic Instruction

(2001-present) Michigan State University—Assistant Professor, Associate Professor, Professor

• ACC 824 Governance and Control of Enterprise Systems. For Masters students (2011-2016)

• ITM 914 Behavioral Aspects of Information Systems. PhD research course (2007, 2009, 2012)

• ITM 311 Systems Analysis and Design. Required course for IT Minor students (2002-2017)

• ACC 822 Analysis & Design of Enterprise Systems. Elective for Masters students (2001-2007)

(1997-2001) Florida State University--Assistant Professor

• ISM 4030 Systems Analysis & Design. Core course for undergraduate systems majors.

• ISM 4212 Database Design and Management. Core course for undergraduate systems majors.

• ISM 6885 Doctoral Seminar in MIS Research Methodologies (2000, 2001)

(1992-1996) University of Minnesota--Adjunct Instructor

• MBA 8225 Integrated Information Management—Strategic use of systems.

• MBA 8005 Business Use of Information Systems.

• IDS 3030 Introduction to Management Information Systems. Undergraduate course.

**Awards and Honors**

• Broad Integrative Fellow, Michigan State University, 2015-2016

• MSU’s *Leaders in IT* student group named Careers in “IS” Category Winner by the

Association for Information Systems (AIS), 2015-2016

• MSU’s *Leaders in IT* student group named Best New Chapter by the Association for

Information Systems (AIS), 2014

• Best paper, Mid-Year American Accounting Association Meeting, IS section, 2013

• *MIS Quarterly* 2009 Reviewer of the Year, awarded December 2010

• Research Award, Accounting & Information Systems Department, MSU, 2007

• Best paper Award, International Conference on Electronic Commerce, 2006

• Paper noted for high citations in Economics and Business--Thomson ISI, 2005

• Lilly Teaching Fellow—Michigan State University, 2003-2004

• MIS Association Best Instructor Award—spring and fall semesters, FSU, 1999

**Professional Affiliations**

• Association for Information Systems (AIS)

• Project Management Institute (PMI)

• Information Systems Audit and Control Association (ISACA)

**Service and Professional Activities**

• Reviewer for *MIS Quarterly* for Information Systems relationship issues

• Reviewer for *Journal of Management Information Systems*

• Editorial Board member, *International Journal of Accounting Information Systems*

• Ad hoc reviewer for: *Management Science, MIS Quarterly, Information Systems*

*Research, Academy of Management Review, Organization Science, Journal of Management, Organizational Behavior and Human Decision Processes, Journal of the Association for Information Systems,* *Journal of Management Information Systems, International Journal of E-Commerce, Information Technology & Management, Data Base, Journal of Strategic Information Systems, Electronic Commerce Research Journal, Electronic Markets, Database, International Journal of Human Computer Studies, Journal of Interactive Marketing*;ICIS, SIGCPR, HICSS, AMCIS, DIGIT, and Academy of Management conferences

• Program Co-Chair, Midwest Association for Information Systems conference, 2010

• Track Co-Chair, International Conference on Information Systems, 2012

• Track Co-Chair, AMCIS 2011 Conference, Virtual Communities and Collaborations

• Session co-chair for International Conference on Electronic Commerce, 2007

• Program coordinator, IT Minor, Michigan State University, 2012-2016

• Research grant reviewer, German research foundation, 2015

• Contributor to FINT First International Network of Trust discussions, 2015

• Advisor, Leaders in IT—Student Organization, Michigan State University, 2013-2016

• Member, Ph.D. dissertation committee, John E. Galvin, Florida State University, 1998

• Member, Ph.D. dissertation committee, Lori Dithurbide, Michigan State University,

2011

• Member, Ph.D. dissertation committee, Peng Liu, Michigan State University, 2013

• Member, Ph.D. dissertation committee, Michelle Lau, Michigan State University, 2014

• Member, Promotion and Tenure Committee, Information and Management Sciences

Department, Florida State University, 1998-2000

• Member, Search Committee, Department Chair, Accounting and Information Systems

Department, Michigan State University, 2006-2007

• Member, Search Committee, Williams Chair, Information and Management Sciences

Department, Florida State University, 1998-1999

• Member, Scholarship Committee, College of Business, Florida State University, 2000

• Member, Hearings and Appeals Committees, Michigan State University, 2002-2006

• Member, Undergraduate Programs Committee, Michigan State University, 2007-2011,

2015-2016

• Member, Department Advisory Council, Michigan State University, 2008-2010,

2015-2016

• Chair, Department Advisory Council, Michigan State University, 2016-2017

• Member, Department External Advisory Council, Michigan State University, 2016-

2017

• Co-Director, Information Systems PhD Program, Michigan State University, 2016-2017

• Member, IT Scholarship Committee, Michigan State University, 2014-2015

• Member, Department Research Award Committee, Michigan State University, 2008-11

• Member, Department Curriculum Committee, Michigan State University, 2013, 2015

• Faculty Panelist, MSU Academic Service Learning Conference, 2006

• Faculty Panelist, Broad College of Business new faculty orientation, spring, 2017

• Interfaced with Industry Advisory Council, Information and Management Sciences

Department, Florida State University, 1997-2001

• Interviewed by and quoted in the *Washington Post*, February 1998 regarding trust

• Cited regarding e-commerce trust at [www.nuvonium.com](http://www.nuvonium.com), February 2011

• Interviewed by and quoted in *New York Magazine*, April 2015 regarding trust

• Official, Church of Jesus Christ of Latter-day Saints—various local positions, 1981-on

• Consulted on trust and motivation issues with Associated Eye Physicians & Surgeons,

Ltd., St. Paul / Stillwater, Minnesota, 1996

1. Based on Eli Broad College of Business guidelines [↑](#footnote-ref-1)