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**Sung Kim, Ph.D.**  
**Professor**  
**Management**  
**College of Business**  
[sung.kim@mnsu.edu](mailto:sung.kim@mnsu.edu)

## **Memberships**

DSI

## **WORK EXPERIENCE**

### **Academic Experience**

Assistant Professor, Kansas State University (1996 - 2000), Manhattan, Kansas.

### **Academic Background**

Ph.D. University of Nebraska, Lincoln, Nebraska, Management Information Systems, 1994

M.B.A. University of Nebraska, Lincoln, Nebraska, MBA, 1989

### **Courses Taught**

**Courses from the Teaching Schedule:** Decision Support Systems, Info Tech & Systems Mgmt, Introduction to MIS, Management Info Systems, Management Info Systems

## **INTELLECTUAL CONTRIBUTIONS:**

### **Textbook**

Translate and publish a textbook, Lee, S., Kim, S. (2017). *Service Design for Business: A Practical Guide to Optimizing the Customer Experience (Korean version)*

### **Refereed Articles**

Shin, D., Kim, S., Jang W (2019). Limited Resources and Customer Overall Satisfaction, Submitted to Services Marketing Quarterly.

Salfer, J., Jang, W., Shin, D., & Kim, S. (2016). Pervasive Games Representing a New Dimension in Society: Pokemon Go as an Example. *European Journal of Management, 16 (3)*, 7-12.

Shin, D., Kim, I., Kalinowski, J., & Kim, S. (2015). Maximizing the Impact of Improvement Efforts on Customer Satisfaction. *Journal of Applied Business Research, 31 (3)*, 1005-1014.

Kim, I., Barthel, B., Kim, S., & Shin, D. (in press, 2015). Creating a Customer Satisfaction Index from a Survey Instrument. *Journal of Business & Economic Studies, 15 (3)*, 123-128.

Jang, W., Shin, D., & Kim, S. (in press, 2015). Retail Site Analysis with the Huff Model. *International Journal of Business Strategy, 15 (3)*, 43-48.

Kim, S., Meng, J., Kalinowski, J., & Shin, D. (2014). The Development and Validation of an End-User Satisfaction Measure in a Student Laptop Environment. *American Journal of Business Education, 7 (2)*, 157-170.

- Kim, I., Parthel, B., Kim, S., Park, S., Shin, D., J. Tail., (2014). Network Analysis for Active and Passive Propagation Models. *Networks*, 63 (2), 160-169.
- Jang, W., Shin, D., Kim, S., & Rhodes, K. (2014). Spatial Analysis of the Baby-Boomers' Jobs and Housing Patterns in GIS Framework. *Review of Business Research*, 14 (3), 29-38.
- Shin, D., Kalinowski, J., & Kim, S. (2010). Overall Satisfaction Measurement: an Improved Multi-Attributes Method. *International Journal of Business Studies*, 10 (5), 196-203.
- Kim, S., Chung, Y., & Shin, D. (2009). The Moderating Effect of Asset Specificity in Relationship Between Relational Exchange Characteristics and Information Systems Outsourcing Partnership. *Journal of Academy of Business and Economics*, 9 (3), 155-163.
- Lee, S., Jang, H., Kim, S., & Kim, J. (in press, 2008). A Study on Relationship Between Supply Chain Structure and SCM Activities: An Empirical Test in Korea. *International Journal of Business Disciplines*, 8 (4), 138-144.
- Shin, D., Kalinowski, J., & Kim, S. (2007). Measurement of End-User Satisfaction in a College Laptop Initiative. *Review of Business Research*, VII (4), 146-156.
- Kim, C., Kim, S., & Lee, S. (2007). Regionalized Distance Decay Parameter Estimation of Spatial Interaction Model. *Review of Business Research*, VII (4), 63-71.
- Shin, D., Kalinowski, J., & Kim, S. (2006). An Ordered Logit Model for Identifying the Determinant of Student's Satisfaction. *Review of Business Research*, VI (4), 156-165.
- Kim, C., Shin, D., Lee, N., & Kim, S. (2006). Managing Manufacturing Cells with Multifunctional Workers in Group Technology. *Review of Business Research*, VI (4), 99-105.
- Kim, C., Lee, N., Kim, S., & Shin, D. (2005). Accessibility and Coverage Measurement by Network Peering Information. *Journal of Academy of Business and Economics*, V (3), 41-55.
- Shin, D., Kalinowski, J., & Kim, S. (2004). Identifying Key Drivers of Students' Overall Satisfaction. *Review of Business Research*, 2 (1), 150-161.
- Kim, S. & Chung, Y. S. (2003). Critical Success Factors for IS Outsourcing Implementation From an Interorganizational Relationship Perspective. *Journal of Computer Information Systems*, 43 (4), 81-90.
- Kim, S. (2000). Validation Study of End-User Satisfaction Measure: Case Tools. *Journal of Computer Information Systems*.

## Refereed Proceedings

### **Full Paper**

- Kim, I., Kim, S., Shin, D., & Wagner, J. (2011). Analysis of Propagations in Active and Passive Network Models. *International Academy of Business and Economics*.
- Kim, S., Lee, S., & Kim, K. (in press, 2011). Service Profit Chain of the Chick-fil-A Restaurants. *Pan-Pacific Conference*.
- Kim, S., Shin, D., & Kalinowski, J. (2007). End-User Satisfaction in Cross-Cultural Setting: An Empirical Investigation. *American Society of Business and Behavioral Sciences*.
- Kim, S., Shin, D., & Kalinowski, J. (2007). Validation of Technology Acceptance Model in Educational Laptop Settings. *2007 Northeast Asia Economic Cooperation Conference on IT-Ubiquitous Convergence*.
- Kim, S., Lee, J., Shin, D., & Kalinowski, J. (2006). Validation of the End-User Computing Satisfaction Instrument in GIS. *Pan-Pacific Conference, XXIII*, 268-270.
- Kalinowski, J., Kim, S., Shin, D., & Park, K. (2005). The Assessment of User Satisfactory for a College Laptop Initiative Using a Quasi-Delphi Method. *International Academy of Business and Economics, Las Vegas, Nevada*.
- Kalinowski, J. & Kim, S. (2005). The Use of an Iterative Process in The Development of a Student Satisfaction Measure. *International Applied Business Research Conference*.

Kim, S. & Chung, Y. (2002). Factors Influencing IS Outsourcing Implementation: An Empirical Study from the Interorganizational Relationship Perspective. *Decision Sciences Institute 2002 Annual Meeting Proceedings*, 1216-1221.

Chung, Y., Kim, B. G., & Kim, S. (2002). The Relationship between Partnership and Task Characteristics in Information Systems Outsourcing. *IS One World Conference*, 2-16.

### **Abstract Only**

Kim, S. (2009). Korean and American Student Earnings Estimates. *Western Decision Sciences Institute Annual Conference*.

## **Presentation of Refereed Papers**

### **International**

Kim, S., Meng, J., Kalinowski, J., & Shin, D. (2014, June). The Development and Validation of an End-User Satisfaction Measure in a Student Laptop Environment. International Academic Conference in Business, Paris, France

Kim, S. (2009). *Korean and American Student Earnings Estimates*. Western Decision Sciences Institute Annual Conference, Kauai, Hawaii.

Kim, S., Shin, D., & Kalinowski, J. (2007, February). *Validation of Technology Acceptance Model in Educational Laptop Settings*. 2007 Northeast Asia Economic Cooperation Conference on IT-Ubiquitous Convergence, Kunming, China.

### **National**

Shin, D., Kim, I., Kalinowski, J., & Kim, S. (2015, January). *Maximizing the Impact of Improvement Efforts on Customer Satisfaction*. Maui, Hawaii.

Kim, I., Parthel, B., Kim, S., Park, S., Shin, D., J. Tail., (2014, November). *Network Analysis for Active and Passive Propagation Models*. International Academy of Business and Economics, Las Vegas, Nevada.

Kim, S., Shin, D., & Kalinowski, J. (2007, February). *End-User Satisfaction in Cross-Cultural Setting: An Empirical Investigation*. American Society of Business and Behavioral Sciences, Las Vegas, Nevada.

Kim, S. & Chung, Y. (2002, November). *Factors Influencing IS Outsourcing Implementation: An Empirical Study from the Interorganizational Relationship Perspective Discipline-Based*. Decision Science Institute, San Diego, California.

Chung, Y. & Kim, S. (2002, March). *The Relationship between Partnership and Task Characteristics in Information Systems Outsourcing*. IS One World Conference, Las Vegas, Nevada.

## **Research Grants**

### **Funded**

2004: Kim, S. & Shin, D., The Management of Partnering Development in IS Outsourcing, Principal Investigator, MSU FRG.

## **SERVICE:**

## Service to the University

### **Sponsored visiting faculty from South Korea**

Professor Sang Lee (2016) from KyungSung University.

Professor Shin Chul Kang (2014) from Hannam

### **Department Assignments**

#### **Faculty Advisor:**

2006-2007: MIS Club

2001-2002 – 2003-2004: IS Club Advisor

#### **Member:**

2005-2006: Curriculum Committee, Executive Committee to Chairperson

2001-2002 – 2003-2004: Personnel Committee

### **College Assignments**

#### **Chair:**

2005-2006: Club Advisors: Information Systems IS (Co-Chair)

#### **Member:**

2014-2015: Assurance of Learning

2010-2011 – 2011-2012: Technology & Learning

2009-2010 – 2011-2012: Assurance of Learning

2007-2008 – 2010-2011: Student Club Advisors

2008-2009: Assurance of Learning: Assessment

2006-2007 – 2007-2008: Assurance of Learning: Assessment

2006-2007: Club Advisors: COSBO Advisory

2004-2005 – 2005-2006: Assurance of Learning: Assessment

2004-2005: Club Advisors: IS Club

### **College Assignments**

#### **Member:**

2005-2006: Assurance of Learning

### **University Assignments**

#### **Member:**

2003-2004: Dean of Graduate College Search Committee

### **University Assignments**

#### **Other Institutional Service Activities:**

2009-2010 – 2010-2011: Presidential Scholarship Interviews

### **Dissertation Assignments**

**Chair:**

2007-2008: Doctoral Dissertation Committee - Lee, Mok Yi: Served as Co-Chair of Doctoral Dissertation Committee for Lee, Mok Yi of KyungSung Univeristy, Korea "A study on the effects of service quality of mutual savings bank in service performance."

**Service to the Profession****Session Chair**

2013 Pan-Pacific Conference. Daejon, Korea

**Chair: Committee / Task Force**

2007: 2007 Northeast Asia Economic Cooperation Conference on IT-Ubiquitous Convergence, Kunming, China. Member of Organizing Committee

**Invited Lecture**

2009: Invited talk at Executive MBA class, Pusan, Korea. Invited talk on E-Service Society to Executive MBA class

2008: Invited presentation on IT Entrepreneurship. Presentation made at KyungSung Univeristy venture capital lab

2008: Invited presentation on Korea - USA Free Trade AgreementInvited presentation on Korea - USA Free Trade Agreement, Taegue, Korea.

2007: Invited lecture at a faculty seminar, Pusan, Korea. Invited lecture to the College of Business MIS faculty at Dong-a Unversity "Service Oriented Society - SaaS)

**Service to the Community****Member of a Committee**

2004: Evangelical Covenant Church, Strategic Ministry Plan Committee

**Faculty Development****Other Professional Development**

2013 Orlando, Florida. Workshop in Big Data Analysis.

2009: ', Long Beach, California. Data Mining Seminar for the instructors. Offered by SAS

**Professional Seminars / Workshops**

2010: ', Orlando, Florida. Workshop in Advanced Multivariate Analysis (FIG) offered by SAS

**Technology-Related Training**

2005: San Francisco, California. Level One Training for SAP

2004: Minneapolis, Minnesota. PeopleSoft - ERP training

**Honors-Awards-Grants****Award**

2007: ', American Society of Business and Behavioral Sciences. Track's Best Paper.

