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Department of Information and Decision Sciences
College of Business Administration
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Present Position

Associate Professor (2004-)
Interim Department Head, IDS (2006-)
Director of Graduate Studies, Department of Information and Decision Sciences, UIC (2005-)

Former Positions

Director of Doctoral Programs, Department of Information and Decision Sciences UIC (2004-2006)

Assistant Professor, Department of Information and Decision Sciences, CBA, UIC (1997-2004)

Visiting Scholar and Adjunct Professor of Management Information Systems, Karl Eller Graduate School of Management, The University of Arizona, Tucson, Arizona (1996-1997)

Director of Research & Director of Doctoral Programs, Instituto Tecnológico y Estudios Superiores De Monterrey (ITESM), Campus Ciudad de Mexico; Professor of Business Administration, ITESM, Escuela de Graduados de Administración, Campus Ciudad de México (1994-1996)

Professor of Administration & Director of International Business Curriculum, Instituto Tecnológico y Estudios Superiores De Monterrey (ITESM), Campus Sonora Norte, Hermosillo, Sonora, Mexico (1993-1994)

Postdoctoral Fellow, School of Public Health, Department of Health Services Management and Policy, The University of Michigan (1992)

Education

Ph.D. Business Administration, The University of Arizona August 1992
Management and Policy/Management Information Systems

M.S. Management, The University of Arizona May 1992

B.A. Psychology, California State University, Hayward December 1987

Areas of Interest

Executive-level IS management
Virtual team interaction and performance
Information technology and organizational design and change processes
Judgment, decision making, and negotiation in the electronic environment
Organizational culture and information technology adoption and management

Research: Refereed Journal Articles

Yurov, K.M., Yurova Y.V. and Potter R.E. (in press). Strategic maneuvering in healthcare technology markets: The case of Emdeon Corporation. International Journal of E-Business Research.

Potter, R. E, and Balthazard, P. A. (2006). Dysfunctional Culture, Dysfunctional Organization: Capturing the Expected Behaviors and Norms That Form Organizational Culture and Drive Performance. Journal of Management Psychology, 21(8), 709-732.

Potter, R. E, and Balthazard, P. A. (2004). The role of individual memory and attention processes during electronic brainstorming. MIS Quarterly, 28(4), 621-643.

Balthazard, P. A., Potter, R. E., and Warren, J (2004). Expertise, extraversion, and group interaction as task and contextual performance indicators in virtual teams. Data Base, 35(1), 41-64.

Potter, R. E. (2003). CIO Strategies for Managing Superior's Expectations. Communications of the ACM, 46(8), 74-79.

Potter, R. E., and Balthazard, P. A. (2002). Understanding Human Interaction and Performance in the Virtual Team. The Journal of Information Technology Theory & Application, 4(1) 1-25.

Potter, R. E, and Balthazard, P. A.(2002). Virtual Team Interaction Styles: Assessment and Effects. International Journal of Human-Computer Studies, 56, 1-21.

Tierney, P., Bauer, T., and Potter, R. E. (2002). Extra-role behavior among Mexican employees: The impact of LMX, group acceptance, and job attitudes. International Journal of Selection and Assessment, 10(4), 292-303.

Richard E. Potter and Pierre A. Balthazard (2000). Cross-Cultural Issues in Virtual Team Support: Communication Characteristics and Task/Technology Perceptions from Mexican and U. S. Team Members. Journal of International Information Management.

Richard E. Potter, Pierre A. Balthazard, and Kevin Lee Elder (2000). Delivering the Cross-cultural Virtual Teamwork Experience: An Example with Mexican and American MBA Team Members. Journal of Information Systems Education, 11, Summer-Fall, 111-120.

Richard E. Potter, Pierre A. Balthazard, and Robert A. Cooke (2000). Virtual Team Interaction: Assessment, Consequences, and Management. Team Performance Management, 6 (7-8), 131-137.

Richard E. Potter, Pierre A. Balthazard, and Kevin Lee Elder (2000). Toward Inclusive Dialogue in the Classroom: Participation and Interaction in Face-To-Face and Computer-Mediated Discussions. Journal of Information Systems Education, 11(2), 73-82.

Richard E. Potter and Pierre A. Balthazard (1999). Supporting integrative negotiation via computer-mediated communication technologies: An empirical example with geographically dispersed Chinese and American negotiators. Journal of International Consumer Marketing, 12(4) 7-32.

Richard E. Potter and Lee Roy Beach (1994). Imperfect information in pre-choice screening of options. Organizational Behavior and Human Decision Processes, 59, 313-329.

Richard E. Potter and Lee Roy Beach (1994). Decision making when the acceptable options become unavailable. Organizational Behavior and Human Decision Processes, 57, 468-483.

Richard E. Potter, Terri R. Lituchy, and Juan Jose Irigoyen (1993). Changes in decision values across cultures: The United States, Japan, and Mexico. Association of Japanese Business Studies' Best Paper Proceedings, 135-140.

Lee Roy Beach and Richard E. Potter (1992). The psychology of prechoice screening of options. Acta Psychologica, 81, 115-126.

Research: Conference Presentations & Proceedings

Yurov, K.M., Yurova Y.V. and Potter R.E. "Winning in the Healthcare Web Portals Market: The Strategies of WebMD Health Corporation," The Proceedings of Web 2006 Workshop, International Conference on Information Systems, Milwaukee, Wisconsin, 2006.

Yurov, K.M. and Potter R.E. Transformational Leadership in Technology Post-Adoption Period: A Motivational Factor for Acquiring Technology Enhancement Information. Presented at the Annual Meeting of The Southwest Decision Sciences Institute, Oklahoma City, Oklahoma, February 2006. Refereed.

Potter, R. E, and Balthazard, P. A. An Example of CSCLIP Delivery and Research Technologies with Some Preliminary Findings from the Field. Presented at the Computer Supported Collaborative Learning Requiring Immersive Presence(CSCLIP) Minitrack in the Collaboration Systems and Technology Track of the Thirty-Seventh Hawaii International Conference on System Sciences (HICSS-37), Honolulu, Hawaii, January 2004; nominated for Best Paper Award. Refereed

Potter, R. E, and Balthazard, P. A. Understanding The Culture from Subunit to Enterprise:

The Key to Harmonized Global Business Processes. Presented at the Fourth Annual Global Information Technology Management World Conference, Calgary, Alberta, June 2003; nominated for Best Paper Award. Refereed.

Balthazard, P. A., Potter, R. E., and Warren, J. The effects of expertise and extraversion on virtual team interaction and performance. Presented at the 35th Annual Hawaii International Conference on System Sciences, Honolulu, Hawaii, January 2002. Refereed

Potter, R. E, and Balthazard, P. A. Virtual team interaction styles: Assessment and effects. Presented at the Southern Management Association Meeting, New Orleans, LA, November, 2001. Refereed

Balthazard, P. A., Potter, R. E., and Cooke, R. A. Assessment and outcomes of virtual team interaction styles. Presented at the Eighth Annual Symposium on Individual, Team, and Organizational Effectiveness, Denton, TX, May, 2000. Refereed

Tierney, P., Bauer, T., and Potter, R. In search of work relationships in the 21st century: An exploration of leader-member exchange in emerging or non-traditional work settings. Presented at the Western Academy of Management 2000 Meeting, Kona, Hawaii, April, 2000. Refereed

Balthazard, P. A., and Potter, R. E. Toward inclusive dialogue: Participation and interaction in face-to-face and computer-mediated intellectual discourse. Presented at the 33rd Hawaii International Conference on Systems Sciences, Honolulu, HA, January, 2000. Refereed

Balthazard, P. A., and Potter, R. E. Instruments to assess virtual group interaction. Presented at the GROUP '99 International Conference on supporting Group Work (ACM SIGGROUP), Phoenix, AZ, November, 1999. Refereed

Tierney, P. Bauer, T., and Potter, R.E. LMX, role ambiguity, and job performance: A field test among Mexican professionals. Presented at the Western Academy of Management International Meeting, Istanbul, Turkey, June 29-July 2, 1998.

Tierney, P., Bauer, T. N., & Potter, R. E. LMX in Mexico: Different or the same? Presented at the 38th Annual Meeting of the Decision Sciences Institute, San Diego, CA, November, 1997. Refereed

Richard E. Potter (1997). Brainstimming with a GSS: The effects over time of causal thinking on idea generation and synergy. Presented at the 30th Hawaii International Conference on Systems Sciences, Honolulu, January, 1997. Refereed

Pierre Balthazard and Richard E. Potter (1996). Web-centric collaboratories and international virtual teamwork: An analysis of emerging platforms in IS education. Presented at the 27th Annual Meeting of the Decision Sciences Institute, Orlando, November, 1996. Refereed

Richard E. Potter and Talya Bauer (1996). Differences in values of job characteristics and compensation: A survey of job seekers and recruiters in Canada and Mexico. Presented at the

Fifth Annual Conference of the International Society for the Study of Work and Organizational Values, August, 1996, Montreal, Canada. Refereed

Richard E. Potter, Terri Lituchy, and Talya Bauer (1996). The Importance of Job Characteristics and Compensation: A Study of Job Applicants in Mexico, the United States, and Canada. Presented at the Annual Meeting of the Western Academy of Management, July 1996, in Guadalajara, Jalisco, Mexico. Refereed

Richard E. Potter, Harry E. Bratigam, and Javier Morales G. (1994). Economic and financial reforms in the Caribbean basin nations. Prepared for the Caribbean/Latin American Action Task Groups; presented at The Summit of the Americas, December, 1994, Miami, Florida. Invited.

Terri R. Lituchy, Joan G. Dahl, and Richard E. Potter (1994). Negotiation in the "NAFTA" countries: Can we reach integrative outcomes? Presented at the annual conference of the International Association for Conflict Management, June 12-15, Eugene, Oregon. Refereed

Richard E. Potter and Terri Lituchy (1994). Changes in decision values across American cultures. Presented at the Concordia University-University of the West Indies Business Symposium, February 21-23, Trinidad. Refereed

Richard E. Potter, Terri R. Lituchy, and Juan Jose Irigoyen (1993). Changes in decision values across cultures: The United States, Japan, and Mexico. Presented at the Annual Meeting of the Association of Japanese Business Studies, New York University, New York, NY. Refereed

Amnon Rapoport, James Sundali, and Richard E. Potter (1992). Single-stage ultimatum games with incomplete information: Effects of variability of the pie distribution. Presented at the Fall meeting of the Economic Science Association, Tucson, AZ. Refereed

Richard E. Potter and Terri R. Lituchy (1992). Cross-cultural examination of criterion discounting in screening of decision options. Presented at the International Conference of the Western Academy of Management, Leuven, Belgium. Refereed

Richard E. Potter and Lee Roy Beach (1991). Decision making when the acceptable options become unavailable. Presented at the 1991 meeting of the Society for Judgment and Decision Making, San Francisco, CA. Refereed

Lee Roy Beach and Richard E. Potter (1991). The psychology of prechoice screening of options. Presented at the 13th Research Conference on Subjective Probability, Utility, and Decision Making, Fribourg, Switzerland. Refereed

Research: Book Chapters

Potter, R. E, and Balthazard, P. A. (2004). The Role of Culture in Global Knowledge Management. In M. Bear and R. Ajami (Eds.) Global Entrepreneurship and Knowledge Management: Local Innovations and Value Creations. Haworth Press.

Potter, R. E, and Balthazard, P. A. (2004). Understanding Composition and Conflict in Virtual Teams. In Ferris and Godar (Eds) Virtual & Collaborative Teams: Process, Technologies, & Practice. Hershey, PA: Idea Group.

Pierre A. Balthazard and Richard E. Potter (2003). Groupware in the Internet Age. In Hossein Bidgoli (Ed.) The Internet Encyclopedia. Hoboken, NJ: John Wiley and Sons. (Refereed)

Richard E. Potter and Pierre A. Balthazard (2002). Knowledge Exchange in Organizations is a Potential, not a Given: Methodologies for Assessment and Management of a Knowledge-Sharing Culture. In H. Nemat and C. Barko (Eds.) Organizational Data Mining: Leveraging Enterprise Data Resources for Optimal Performance. (Refereed)

Richard E. Potter (1998). When acceptable options become unavailable: The effects of job role and organizational compromise. In R.L. Beach (Ed.), Image Theory: Theoretical and Empirical Foundations. New York: Erlbaum.

Richard E. Potter and Lee Roy Beach (1998). Imperfect information in Pre-choice screening of options. Reprinted in R.L. Beach (Ed.), Image Theory: Theoretical and Empirical Foundations. New York: Erlbaum.

Richard E. Potter and Lee Roy Beach (1998). Decision making when the acceptable options become unavailable. Reprinted in R.L. Beach (Ed.), Image Theory: Theoretical and Empirical Foundations. New York: Erlbaum.

Vogel, D., Nunamaker, J., and Potter, R. (1997). Organizational and interorganizational trends and implications for midsize business. Advances in the Study of Entrepreneurship, Innovation, and Economic Growth. Vol. 9, pp. 249-283. JAI Press.

Vogel, D., Nunamaker, J., and Potter, R. (1997). Individual and team trends and implications for business firms. Advances in the Study of Entrepreneurship, Innovation, and Economic Growth. Vol. 9, pp. 212-248. JAI Press.

R. Potter & T. R. Lituchy (1995). Decision values across cultures. In K. Charles and L. Dyer (Eds.), Competing in the markets of the Americas: Caribbean and Canadian Perspectives (pp.211-221). (Refereed)

Research: Technical Reports

Lee Roy Beach and Richard E. Potter (1991). The pre-choice screening of options (Tech. Rep. No. 91-3). Tucson: University of Arizona, Department of Management and Policy.

Richard E. Potter (1991). When acceptable options become unavailable: An examination of criterion discounting over time (Tech. Rep. No. 91-4). Tucson: University of Arizona, Department of Management and Policy.

Richard E. Potter (1991). When acceptable options become unavailable: The effects of job role and organizational compromise (Tech. Rep. No. 91-5). Tucson: University of Arizona, Department of Management and Policy.

Richard E. Potter and Terri R. Lituchy (1991) Cross-cultural examination of criterion discounting in screening of decision options (Tech. Rep. No. 91-6). Tucson: University of Arizona, Department of Management and Policy.

Richard E. Potter (1991). Tracking decision option generation: Three studies (Tech. Rep. No. 91-8) Tucson: University of Arizona, Department of Management and Policy.

Research in Progress

Richard E. Potter (with Pierre A. Balthazard). Looking Inward: Groupware for organizational development. Manuscript under development.

Richard E. Potter (with Pierre A. Balthazard and Kirill Yurov). Effects of increasing media richness on group interaction styles and performance and process outcomes of decision-making teams. Data gathered, analysis underway.

Richard E. Potter (with Pierre Balthazard and John Warren). Leadership and influence in team decision making: Comparing virtual and face-to-face teams. Data gathered, analysis underway.

Invited Symposia & Presentations

Pierre Balthazard and Richard E. Potter (1997). Retaining interaction options for learning: Web-based collaboratories. Invited keynote tutorial at the 33rd Annual Meeting of the Southeastern Chapter of the Institute for Operations Research and the Management Sciences (SE INFORMS), Myrtle Beach, SC, October, 1997.

Pierre Balthazard and Richard E. Potter (1997). Distance education from the student, teacher, and researcher perspectives. Invited panel at the North Carolina Association of CPAs (NCaCPA) annual conference, Greensboro, NC, October, 1997.

Books

Richard E. Potter (with Ephraim Turban and R. Kelly Rainer) (2006). Introduction to Information Systems, 1st Edition. Hoboken, NJ: John Wiley and Sons. Text aimed at upper-division business majors, emphasizing strategic value of information systems in all functional areas.

Richard E. Potter (with Ephraim Turban and R. Kelly Rainer) (2004). Introduction to Information Technology, 3rd Edition. New York: John Wiley and Sons. Text aimed at upper-division business majors, emphasizing strategic value of information systems in all functional areas.

Richard E. Potter (with Ephraim Turban and R. Kelly Rainer) (2002). Introduction to Information Technology, 2nd Edition. New York: John Wiley and Sons. Text aimed at upper-division business majors, emphasizing strategic value of information systems in all functional areas.

Richard E. Potter (with Ephraim Turban and R. Kelly Rainer) (2000). Introduction to Information Technology. New York: John Wiley and Sons. Text aimed at upper-division business majors, emphasizing strategic value of information systems in all functional areas.

Popular Press Publication

Richard E. Potter (1994). The Right Stuff. Gesta, April, 15-17.

Richard E. Potter (1993). Mexico's service quality challenge. Gesta, (September), 8-10.

Grants

\$9,000 from the Center for Research on Information Management (CRIM) to study management of stakeholder expectations by information systems executives (1999).

Academic Honors

Outstanding Psychology Student, CSU Hayward, 1987.

Teaching: Honors

Letter of congratulations for exceptional teaching evaluation (IDS 495, Capstone Competitive Strategy Course) from the Dean, College of Business Administration, UIC, Spring, 2003.

Letter of congratulations for exceptional teaching evaluation (IDS 529, Ph. D. Seminar on Information Technology and Organizational Forms), from the Dean, College of Business Administration, UIC, Fall, 2001.

Letter of congratulations for exceptional teaching evaluation (IDS 100, Introduction to Information Technology), from the Dean, College of Business Administration, UIC, Fall, 1998.

Letter of congratulations for exceptional teaching evaluation (IDS 100, Introduction to Information Technology), from the Dean, College of Business Administration, UIC, Summer, 1998.

Top-rated instructor for Chinese contract MBA cadre III, Spring, 1998.

Top-rated instructor for Chinese contract MBA cadre IV, Spring, 1998.

Award for Teaching Excellence, ITESM, 1996. (Most highly rated faculty member, Monterrey Tec Graduate School of Business Administration, Mexico City, Mexico).

Most Highly Rated Instructor (Organizational Behavior and Management), University of Arizona, Summer, 1990.

Teaching: Courses Taught

Information Technology and Competitive Strategy (undergraduate capstone course)

Introduction to MIS (undergraduate)

Introduction to MIS (MBA)

Strategic IS & Electronic Commerce (MBA)

Information Systems Management (MBA)

Organizational Design and Information Systems Management (Ph.D.)

Computer Support of Work Groups (graduate)

Telecommunications (undergraduate)

Quality Control for Managers (undergraduate)

Service Quality (undergraduate)

Production and Operations Management (undergraduate)

Public Administration (undergraduate)

Organizational Behavior and Management (undergraduate)

Business Policy and Strategy (MBA)

Business, Law, and Society (undergraduate)

Organizational Design and Development (undergraduate)

Customer Service Development (diploma program)

Industrial Relations (undergraduate)

Managerial Behavior and Practices (undergraduate and MBA)

Creativity in Organizations (undergraduate)

Advanced topics in Human Resource Management (undergraduate)

Seminar in Business Administration (capstone MBA course)

Organizational Management (introductory MBA course)

Professional Activities

Guest Editor, International Journal of E-Business Research

Minitrack Chair, HICSS

Minitrack Chair, GITMA

Minitrack Chair, SMA

Reviewer, National Science Foundation

Reviewer, Decision Sciences

Reviewer, Journal of Forecasting

Reviewer, Journal of the Association for Information Systems

Reviewer, Information and Organization

Reviewer, Journal of Computer-Mediated Communication

Reviewer, HICSS

Reviewer, ICIS

Reviewer, GITM

Reviewer, Academy of Management

Reviewer, Southern Management Association

Member, Association for Information Systems

References

Available on request.