

Dr. Alton Chua is currently Associate Professor, and Associate Chair (Research) at the Wee Kim Wee School of Communication and Information, Nanyang Technological University (NTU), Singapore. His responsibilities of overseeing the research office in the School range from charting strategic directions and forging collaborative networks to administering competitive grants and analyzing research performance of faculty members. He serves as an editorial board member for the Journal of Information Science among other peer-reviewed journals and has been a regular reviewer for a number of high-impact journals such as the Journal of the Association of Information Science and Technology, Information and Management, Internet Research and the Journal of Knowledge Management.

As an active scholar, Dr. Chua maintains a strong research portfolio. Besides having successfully attracted more than S\$1.6 million worth of research grants either as Principal Investigator or as Co-Principal Investigator, he has published in excess of 160 peer-reviewed journal articles and conference papers. The themes of his papers fall largely in the areas of information science and knowledge management.

An award-winning scholar-teacher, his recent research awards include the Highly Commendable Award (2017) from Journal of Intellectual Capital, the Highly Commendable Award (2015) from Online Information Review, the Best Paper Award (2015) from the International Conference on Internet Computing and Web Services and the Outstanding Paper Award (2014) from the Journal of Knowledge Management. Additionally, Dr. Chua has won the 2016 Nanyang Education Award (School) in recognition of his excellence in teaching. He was also conferred the Public Administration Medal (Bronze) in 2015 by the President of the Republic of Singapore for his administrative leadership.

Dr. Chua holds a doctorate in business administration specializing in Knowledge Management from Southern Cross University, a Master's degree in Education (Training and Development) (with Distinction) from the University of Sheffield and Bachelor's degree in Computer Science (with Merit) from the National University of Singapore.

Funded Research Projects

Jul 2015 – Dec 2018	Harnessing the virality of rumors to spread facts; MOE AcRF Tier 2 (MOE2014-T2-2-020), Principal Investigator, \$422,875
Nov 2014 – Oct 2017	Human computation games for discovering social media content; MOE AcRF Tier 1 (2014-T1-001-109), Co-Principal Investigator, \$88,020
Mar 2010 – Feb 2012	Project Rendezvous: Where Entertainment and Instrumentality meet; M58060012, Principal Investigator, \$14,600
Mar 2010 – Feb 2013	Automated question-answering system; AcRF Tier 1 (RG 58/09), Principal Investigator, \$96,720
Apr 2009 – Mar 2012	Social problem-solving skills gaming for children; NIE/ERC (OER42/08), Co- Principal Investigator, \$249,882
Dec 2008 – Dec 2011	MARGE: Layering gaming interactions in mobile content sharing environment; NRF/IDM (NRF2008IDM-IDM004-012) Co- Principal Investigator, \$824,160

Full Publication List

Refereed Journal Articles

1. Chen, X-Y, **Chua, A.** & Deng, S. (In press). Comparing a social Q&A service on the web and mobile platforms from the user's perspective. *Aslib Proceedings*,
2. Pal, A., **Chua, A.** & Goh, D.H. (2017). Does KFC sell rat? Analysis of tweets in the wake of a rumor outbreak. *Aslib Proceedings*, 69(6):660-673.
3. **Chua, A.** & Banerjee, S. (2017). To share or not to share: The role of epistemic belief in online health rumors. *International Journal of Medical Informatics*, 108:36-41.
4. Wang, X., Goh, D. H.-L., Lim, E.-P., Vu, A. W.-L., & **Chua, A.** (2017). Examining the effectiveness of gamification in human computation. *International Journal of Human Computer Interaction*, 33(10): 813-821.
5. **Chua, A.**, Tee, C-Y., Pang, A., & Lim, E.-P. (2017). The Retransmission of Rumor and Rumor Correction Messages on Twitter. *American Behavioral Scientist*, 61(7): 707-723.
6. **Chua, A.** & Banerjee, S. (2017). Analyzing Review Efficacy on Amazon.com: Does the Rich Grow Richer? *Computers in Human Behavior*, 75:501-509.
7. Banerjee, S., **Chua, A.**, & Kim, J.J. (2017). Don't be deceived: Using linguistic analysis to learn how to discern online review authenticity. *Journal of the Association for Information Science and Technology*, 68(6): 1525-1538.
8. Banerjee, S. & **Chua, A.** (2017). Theorizing the textual differences between authentic and fictitious reviews: validation across positive, negative and moderate polarities. *Internet Research*, 27(2): 321-337.
9. Banerjee, S. & **Chua, A.** (2017). Authentic versus fictitious online reviews: A textual analysis across luxury, budget and mid-range hotels. *Journal of Information Science*, 43(1): 122-134.
10. Blooma, M.J., **Chua, A.**, Goh, D.H. & Wickramasinghe, N. (2016) Graph-based cluster analysis to identify similar questions: A design science approach. *Journal of the Association of Information Systems*, 17(9): 590-613.
11. Wee, J. & **Chua, A.** (2016). The Communication of intellectual capital: The "whys" and "whats". *Journal of Intellectual Capital*, 17(3): 414-438
12. Pee, L.G. & **Chua, A.** (2016). Duration, frequency, and diversity of knowledge contribution: Differential effects of job characteristics. *Information and Management*, 53(4): 435-446.
13. **Chua, A.** & Banerjee, S. (2016). Helpfulness of user-generated reviews as a function of review sentiment, product type and information quality. *Computers in Human Behavior*, 54: 547-554.
14. Banerjee, S. & **Chua, A.** (2016). In search of patterns among travellers' hotel ratings in TripAdvisor. *Tourism Management*, 53: 25-131.
15. **Chua, A.** & Banerjee, S. (2015). Answers or no answers: Studying question answerability in Stack Overflow. *Journal of Information Science*, 41(5): 720-731.
16. **Chua, A.** & Banerjee, S. (2015). Measuring the effectiveness of answers in Yahoo! Answers. *Online Information Review*, 39(1) 104-118.

17. Wee, J. & **Chua, A.** (2015). The Communication of intellectual capital – Prevalence and relationship with organizational performance. *Electronic Journal of Knowledge Management*, 13(1), 38-50.
18. **Chua, A.** & Banerjee, S. (2015). Understanding review helpfulness as a function of reviewer reputation, review rating and review depth. *Journal of the Association for Information Science and Technology*, 66(2), 354-362.
19. **Chua, A.** & Banerjee, S. (2015). How businesses draw attention on Facebook through incentives, vividness and interactivity. *IAENG International Journal of Computer Science*, 42(3), 275-281
20. **Chua, A.** (2014). A formative evaluation of rendezvous: A platform for knowledge sharing and entertainment. *International Journal of Knowledge Management*, 10(3), 1-17.
21. Banerjee, S. & **Chua, A.** (2014). Dissecting Genuine and Deceptive Kudos: The Case of Online Hotel Reviews. *International Journal of Advanced Computer Science and Applications*. Special Issue on Extended Papers from SAI, 28-35.
22. Banerjee, S. & **Chua, A.** (2014). A theoretical framework to identify authentic online reviews. *Online Information Review*, 38(5), 634-649. [Emerald Literati Network 2015 Highly Commendable Award]
23. Ravindran, T., **Chua, A.** & Goh, D.H. (2014). Antecedents and effects of social network fatigue. *Journal of the American Society for Information Science and Technology*, 65(11), 2306-2320.
24. Bisadi, M. & **Chua, A.** (2014). DGIST: A digital game for international students' adjustment. *Interactive Technology and Smart Education*, 11(1), 15-31.
25. Wee, J. & **Chua, A.** (2013). The peculiarities of knowledge management processes in SMEs – The case of Singapore. *Journal of Knowledge Management*, 17(6), 985-972.
26. **Chua, A.** & Banerjee, S. (2013). So fast so good: An analysis of answer quality and answer speed in community question answering sites. *Journal of the American Society for Information Science and Technology*, 64(10), 2058-2068.
27. Blooma, M.J., Kurian, J.C., **Chua, A.**, Goh, D.H. & Lien, N.H. (2013). Social question answering: Analyzing knowledge, cognitive processes and social dimensions of micro-collaborations. *Computers and Education*, 69, 109-120.
28. **Chua, A.** & Banerjee, S. (2013). A comparison of quality, speed, scope and usability between English and Chinese CQAs. *IAENG International Journal of Computer Science*, 40(2), 110-116.
29. **Chua, A.** & Banerjee, S. (2013). Customer knowledge management via social media: The case of Starbucks. *Journal of Knowledge Management*, 17(2), 237-249. [Emerald Literati Network 2014 Outstanding Paper Award]
30. **Chua, A.** & Balkunje, R.S. (2013). Beyond knowledge sharing - Interactions in online discussion communities, *International Journal of Web Based Communities*. 9(1), 67-82.
31. **Chua, A.** & Balkunje, R.S. (2012). An exploratory study of game-based m-learning for Software Project Management, *Journal of Universal Computer Science*. 18(14), 1933-1949.
32. Blooma, M.J., Goh, D.H. & **Chua, A.** (2012). Predictors of high-quality answers. *Online Information Review*, 36(3), 383-400. [Emerald Literati Network 2013 Highly Commended Award]
33. **Chua, A.**, Goh, D. H. & Ang, R.P. (2012). Web 2.0 applications in government websites: prevalence, uses and correlations with website quality. *Online Information Review*, 36(2), 175-195.

34. Goh, D.H., Lee, C.S. & **Chua, A.** (2012). Playing games with information: investigating perceptions of a mobile content sharing game. *Journal of Digital Information Management*, 10(1), 10-19.
35. **Chua, A.**, Goh, D. H. & Lee, C.S. (2012). Mobile content contribution and retrieval: A perspective from the uses and gratifications paradigm. *Information Processing and Management*, 48(1), 13-22.
36. **Chua, A.** (2011). How Web 2.0 supports customer relationship management in Amazon, *International Journal of Electronic Customer Relationship Management*, 5(3/4), 288-304.
37. Razikin, K.B., Goh, D.H., **Chua, A.** & Lee, C.S. (2011). Social tags for resource discovery: A comparison between machine learning and user-centric approaches. *Journal of Information Science*. 37(4), 391-404.
38. Goh, D.H., Ang, R.P., Lee, C.S. & **Chua, A.** (2011). Fight or unite: Investigating genres for human computation games. *Journal of the American Society for Information Science and Technology*, 62(7), 1311-1324.
39. **Chua, A.**, Goh, D.H., Razikin, K.B. & Lim, E-P. (2011). A usability study of a mobile content sharing system. *Journal of Mobile Multimedia*. 7(1), 51-65.
40. **Chua, A.**, Razikin, K.B. & Goh, D. H. (2011). Social tags as news event detectors. *Journal of Information Science*, 37(1), 3-18.
41. Ong, E. Y. L., Ang, R. P., Ho, J. C. M., Lim, J. C. Y., Goh, D. H., Lee, C. S. & **Chua, A.** (2011). Narcissism, extraversion, and adolescents' self presentation on Facebook. *Personality and Individual Differences*. 50(2), 180-185.
42. Blooma, M.J., **Chua, A.** & Goh, D. (2011). What makes a high quality user-generated answer? *IEEE Internet Computing*. 15(1), 66-71.
43. **Chua, A.** & Goh, D. (2010). A study of Web 2.0 in library websites. *Library and Information Science Research*. 32(3), 203-211.
44. **Chua, A.** & Heng, S. K. (2010). A knowledge management perspective on art education. *International Journal of Information Management*. 30(4), 326-334.
45. Lee, C.S., Goh, D., **Chua, A.** & Ang, R.P. (2010). Indagator: Investigating perceived gratifications of an application that blends mobile content sharing with gameplay. *Journal of the American Society for Information Science and Technology*. 61(6), 1244-1257.
46. Lee, C.S., Goh, D. & **Chua, A.** (2010). An analysis of knowledge management mechanisms in healthcare portals. *Journal of Librarianship and Information Science*. 42(1), 20-44.
47. Lam, W. & **Chua, A.** (2009). An analysis of knowledge outsourcing at Eduware. *Aslib Proceedings*, 61(5), 424-435.
48. Lee, C.S., Goh, D., **Chua, A.** & Luyt, B. (2009). Choosing communication portfolios to accomplish tasks: The effects of individual differences. *Computers & Education*, 53(4), 1167-1176.
49. **Chua, A.** (2009). The dark side of successful knowledge management initiatives. *Journal of Knowledge Management*, 13(4), 32-40.
50. Goh, D., **Chua, A.**, Lee, C.S. & Razikin, K. (2009). Resource discovery through social tagging: a classification and content analytic approach. *Online Information Review*, 33(3), 568-583.
51. Blooma, M.J., Goh, D. & **Chua, A.** (2009). Question classification in social media. *International Journal of Information Studies*, 1(2), 101-109.

52. Goh, D., Lee, C.S., **Chua, A.** & Luyt, B. (2009). Design and development of a query graph visualization system. *Journal of Digital Information Management*, 7(1), 22-30.
53. Lee, C.S., Goh, D., Razikin, K. & **Chua, A.** (2009). Tagging, sharing and the influence of personal experience. *Journal of Digital Information*, 10(1), 275
54. **Chua, A.** (2009). Exhuming IT projects from their graves: an analysis of eight failure cases and their risk factors. *Journal of Computer Information Systems*, 49(3), 31-39
55. Lam, W. & **Chua, A.** (2009). Knowledge outsourcing: an alternative strategy for knowledge management. *Journal of Knowledge Management*, 13(3), 28-43.
56. **Chua, A.** & Goh, D. (2009). Why the whole is less than the sum of its parts: Examining knowledge management in acquisitions. *International Journal of Information Management*, 29(1), 78-86.
57. **Chua, A.** & Yang, C.C. (2008). The shift towards multi-disciplinarity in information science. *Journal of the American Society for Information Science and Technology*, 59(13), 2156-2170.
58. **Chua, A.** & Goh, D. (2008). Look before you leap: learning from the experience of a flagging KM initiative at a healthcare organisation in Asia. *Aslib Proceedings*, 60(4), 335-348.
59. Goh, D., **Chua, A.**, Luyt, B. & Lee, C.S. (2008). Knowledge access, creation and transfer in e-Government portals. *Online Information Review*, 32(3), 348-369.
60. Goh, D., Luyt, B., **Chua, A.** Yee, S.Y., Poh, K.N. & Ng, H.Y. (2008) Evaluating open source portals. *Journal of Librarianship and Information Science*, 40(2), 81-92.
61. **Chua, A.** & Goh, D. (2008). Untying the knot of knowledge management measurement: A study of six public service agencies in Singapore. *Journal of Information Science*, 34(3), 259-274
62. **Chua, A.** (2007). A tale of two hurricanes: comparing Katrina and Rita through a knowledge management perspective. *Journal of the American Society of Information Science and Technology*, 58(10), 1518-1528.
63. Lam, W., Williams, J. B. & **Chua, A.** (2007). E-xams: harnessing the power of ICTs to enhance authenticity. *Educational Technology & Society*, 10 (3), 209-221.
64. Luyt, B. & **Chua, A.** (2007). A call to infuse biographies of LIS giants into the curriculum. *Libri: International Journal of Libraries and Information Services*, 57(2), 69-75.
65. **Chua, A.**, Kaynak, M. S. & Foo, S. (2007). An analysis of the delayed response to Hurricane Katrina through the lens of knowledge management. *Journal of the American Society of Information Science and Technology*, 58(3), 391-403
66. **Chua, A.** & Lam, W. (2007). Quality assurance in online education: the Universitas 21 Global approach. *British Journal of Educational Technology*, 38(1), 133-152
67. Goh, D., **Chua, A.**, Khoo, D.A., Khoo, E.B.H., Mak, E.B.T. & Ng, M.W.M. (2006). A checklist for evaluating open source digital library software. *Online Information Review*, 30(4), 360-379.
68. **Chua, A.** (2006). The rise and fall of a community of practice: a descriptive case study. *Knowledge and Process Management*, 13(2), 120-128.
69. **Chua, A.** (2006). Starting a community-of-practice at Holden College: A reflection of the experience. *Operational Research Insight*, 19(1), 3-8.

70. **Chua, A.**, Lam, W. & Majid, S. (2006). Knowledge reuse in action: the case of CALL. *Journal of Information Science*, 32(3), 243-252.
71. **Chua, A.** & Lam, W. (2006). Center for Army Lessons Learned: Knowledge Application Process in the Military. *International Journal of Knowledge Management*, 2(2), 69-82.
72. Lam, W. & **Chua, A.** (2005). Knowledge management abandonment: an exploratory examination of root causes. *Communications of the Association of Information Systems*, 2005(16), 723-743.
73. **Chua, A.** (2005). The design and implementation of a simulation game for teaching knowledge management. *Journal of the American Society of Information Science and Technology*, 56(11), 1207-1216.
74. Lam, W. & **Chua, A.** (2005). The mismanagement of knowledge management. *Aslib Proceedings*, 57(5), 424-433. [Emerald Literati Network 2006 Highly Commended Award]
75. **Chua, A.** & Lam, W. (2005). Why KM project fails: a multi-case analysis. *Journal of Knowledge Management*, 9(3), 6-17.
76. **Chua, A.** (2004). Knowledge management system architecture: a bridge between KM consultants and technologists. *International Journal of Information Management*, 24(1), 87-98.
77. **Chua, A.** (2003). Knowledge sharing: a game people play. *Aslib Proceedings*, 55(3), 117-129.
78. **Chua, A.** & Shariff, I. (2003). Succession planning: a working model for HR practitioners. *Management Development Journal of Singapore*, 11(1), 50-58.
79. **Chua, A.** (2003). A framework for knowledge management implementation. *Journal of Information and Knowledge Management*, 2(1), 79-86.
80. **Chua, A.** (2002). The influence of social interaction on knowledge creation. *Journal of Intellectual Capital*, 3(4), 375-392.
81. **Chua, A.** (2002). Taxonomy of organisational knowledge. *Singapore Management Review*, 24(2), 69-76.
82. **Chua, A.** (2001). Relationship between the types of knowledge shared and the types of communication channels used. *Journal of Knowledge Management Practice*, Vol. 2. Article 26.

Refereed Conference Papers

1. **Chua, A.** Aricat, R. & Goh, D.H. (2017). Message content in the life of rumors: Comparing three rumor types. Proceedings of the 12th International Conference on Digital Information Management (ICDIM), Sep 12-14, Fukuoka, Japan, 277-282, IEEE.
2. **Chua, A.** & Banerjee, S. (2017). Rumor Verifications on Facebook: Click speech of Likes, Comments and Shares. Proceedings of the 12th International Conference on Digital Information Management (ICDIM), Sep 12-14, Fukuoka, Japan, 271-276, IEEE.
3. **Chua, A.** & Banerjee, S. (2017). A study of tweet veracity to separate rumours from counter-rumours. Proceedings of the 8th International Conference on Social Media & Society, Jul 28-30, Toronto, Canada, Article No. 4, New York: ACM.
4. Pal, A., **Chua, A.** & Goh, D.H. (2017). Analysis of Facebook comments in response to counter-rumors. Proceedings of the 21st Pacific Asia Conference on Information Systems (PACIS), Jul 16-20, Langkawi, Malaysia, Paper 130, AIS.

5. Soon, J. J. Q., Banerjee, S. & **Chua, A.** (2017). Analyzing medical personnel's perceptions of online health rumors. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 15-17, Hong Kong, 457-460, HK: IAENG.
6. Pal, A. & **Chua, A.**, (2016). Reviewing the Landscape of Research on the Threats to the Quality of User-Generated Content. Proceedings of the 2016 Annual Meeting of the Association for Information Science and Technology (ASIS&T), October 14-18, Copenhagen, Denmark, Article No. 52, ASIS&T.
7. **Chua, A.**, Banerjee, S., Ang, H.G., Liew J.X. & Peng, P. (2016). Intention to Trust and Share Health-Related Online Rumors: Studying the Role of Risk Propensity. Proceedings of the IEEE Science and Information Conference (SAI), July 13-15, London, UK, 1136-1139, IEEE.
8. **Chua, A.**, Tee C-Y., Pang, A., Lim, E-P. (2016). The Retransmission of Rumor-related Tweets: Characteristics of Source and Message. Proceedings of Society Media and Society, July 11-13, London, UK, Article No. 22, New York: ACM.
9. **Chua, A.**, S-M Cheah, Goh D. and Lim, E-P. (2016). Collective rumor correction on the death hoax of a political figure. Proceedings of the 20th Pacific Asia Conference on Information Systems (PACIS), Jun 27 – Jul 1, Chiayi, Taiwan. Paper. 28, AIS.
10. **Chua, A.** & Banerjee, S. (2016). Linguistic Predictors of Rumor Veracity on the Internet. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 16-18, Hong Kong, 387-391, HK: IAENG
11. **Chua, A.**, & Banerjee, S. (2015). Analyzing Users' Trust for Online Health Rumors. Proceedings of the 17th International Conference on Asian Digital Libraries (ICADL), Dec 9-12, Seoul, South Korea. Lecture Notes in Computer Science 9469, 33-38. Switzerland: Springer.
12. **Chua, A.**, Banerjee, S. & Pee, L. G. (2015). An m-Learning game for the study of humanities. Proceedings of the IEEE Conference on e-Learning, e-Management and e-Services (IC3e), Aug 24-26, Melaka, Malaysia, 137-142. IEEE.
13. Banerjee, S., **Chua, A.** & Jung-Jae Kim. (2015). Let's vote to classify authentic and manipulative online reviews: The role of comprehensibility, informativeness and writing style. Proceedings of the Science and Information Conference (SAI), July 28-30, London, UK, 77-83, IEEE.
14. Banerjee, S., **Chua, A.** & Jung-Jae Kim. (2015). Distinguishing between Authentic and Fictitious User-generated Hotel Reviews. Proceedings of the 6th International Conference on Computing Communications and Networking Technologies (ICCCNT), July 13-15, Dallas – Fort Worth, Texas, USA, 1-7, IEEE.
15. **Chua, A.**, & Banerjee, S. (2015). Marketing via social networking sites: A study of brand-post popularity for brands in Singapore. IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 18-20, Hong Kong, 363-368, HK: IAENG. [Best Paper Award]
16. Banerjee, S., **Chua, A.** & Jung-Jae Kim. (2015). Using supervised learning to classify authentic and fake online reviews. Proceedings of the 9th International Conference on Ubiquitous Information Management and Communication (ICUIMC), Jan 8-10, Bali, Indonesia, 88.1-88.7, New York: ACM.
17. Wee, C.N.J. & **Chua, A.** (2014). The communication of intellectual capital and its relationship with organizational performance. Proceedings of 11th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning, Nov 6-7, Sydney, Australia, 427-435, Reading: Academic Conferences and Publishing.

18. Banerjee, S. & **Chua, A.** (2014). Understanding the process of writing fake online reviews. Proceedings of the 9th International Conference on Digital Information Management (ICDIM), Sep 29-Oct 1, Bangkok, Thailand, 68-73, IEEE.
19. **Chua, A.** & Banerjee, S. (2014). Where to ask and how to ask? The case of community question answering sites. Proceedings of the Science and Information Conference (SAI), Aug 27-29, London, UK, 888-895, IEEE.
20. Banerjee, S. & **Chua, A.** (2014). Applauses in hotel reviews: genuine or deceptive? Proceedings of the Science and Information Conference (SAI), Aug 27-29, London, UK, 938-942, IEEE.
21. **Chua, A.** & Lee, C.K. (2014). Social media in hospitals websites. Proceedings of the IADIS Web Based Communities and Social Media Conference (WBC), Jul 17-19, Lisbon, Portugal, 71-78. Fort Worth: IADIS.
22. **Chua, A.** & Banerjee, S. (2014). Developing a theory of diagnosticity for online reviews. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 12-14, Hong Kong, 477-482, HK: IAENG.
23. Banerjee, S. & **Chua, A.** (2014). A Linguistic framework to distinguish between genuine and deceptive online reviews. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 12-14, Hong Kong, 501-506, HK: IAENG. [[Certificate of Merit Award](#)]
24. Banerjee, S. & **Chua, A.** (2014). A study of manipulative and authentic negative reviews. Proceedings of the 8th International Conference on Ubiquitous Information Management and Communication (ICUIMC), Jan 9-11, Siem Reap, Cambodia. Article 76, ACM.
25. **Chua, A.** & Banerjee, S. (2013). Gamification of community policing: SpamCombat. Proceedings of the International Conference on Active Media Technology (AMT), Oct 29-31, Maebashi-city, Gunma, Japan. Lecture Notes in Computer Science 8210, 74-83, Switzerland: Springer.
26. **Chua, A.** & Banerjee, S. (2013). Reliability of reviews on the Internet: the case of TripAdvisor. Proceedings of the World Congress on Engineering and Computer Science, Oct 22-24, San Francisco, USA, 453-457, Newswood.
27. Goh, D. & **Chua, A.** (2013). Understanding the barriers to using microblogs. Proceedings of the World Congress on Engineering and Computer Science, Oct 22-24, San Francisco, USA, 480-485, Newswood.
28. **Chua, A.**, Banerjee, S. & Lee, C.K. (2013). Social network games: the link between enjoyment and popularity. Proceedings of the IADIS Game and Entertainment Technologies (GET) Conference, Jul 22-24, Prague, Czech Republic, 215-221, Fort Worth: IADIS.
29. Bisadi, M. **Chua, A.** & Lee, C.K. (2013). A digital game for international students' adjustment. Proceedings of the IADIS e-Learning Conference, Jul 23-26, Prague, Czech Republic, 255-262, Fort Worth: IADIS.
30. Ravindran, T., **Chua, A.** & Goh, D.H. (2013). Towards a working definition of social network fatigue. 63rd International Conference, International Communication Association (ICA), Jun 17-21, London, UK.
31. Ravindran, T., **Chua, A.** & Goh, D.H. (2013). Characteristics of social network fatigue. Proceedings of the 10th International Conference on Information Technology: New Generations (ITNG), Apr 15-17, Las Vegas, USA, 431-438, IEEE.

32. Wee, C.N.J. & **Chua, A.** (2013). Intellectual capital information in organizations - prevalence and correlations with organizational performance. Proceedings of the 5th European Conference on Intellectual Capital (ECIC), Apr 11-12, Bilbao, Spain, 581-589, Reading: Academic Conferences and Publishing.
33. **Chua, A.** & Banerjee, S. (2013). Aggregated community question answering. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 13-15, Hong Kong, 397-402, HK: IAENG.
34. **Chua, A.** & Banerjee, S. (2013). English versus Chinese: A Cross-lingual study of community question answering sites. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 13-15, Hong Kong, 368-373, HK: IAENG. [[Certificate of Merit Award](#)]
35. **Chua, A.** & Balkunje, R.S (2012). Comparative evaluation of community question answering websites. Proceedings of the 14th International Conference on Asian Digital Libraries (ICADL), Nov 12-15, Taipei, Taiwan. Lecture Notes in Computer Science 7634, 209-218, Berlin Heidelberg: Springer-Verlag.
36. **Chua, A.** & Balkunje, R.S (2012). "Interlocking directorates and profitability: a social network analysis of Fortune 500 companies. Proceedings of the 4th IEEE/ACM International Conference on Advances in Social Networks Analysis and Mining (ASONAM), Aug 26-29, Istanbul, Turkey, 1137-1142, IEEE.
37. Goh, D.H., Razikin, K. & **Chua, A.** (2012). Perceptions of mobile human computation games: A study of engagement and information quality. Proceedings of the 7th International Conference on Digital Information Management, (ICDIM), Aug 22-24, Macau, China, 346-351, IEEE.
38. **Chua, A.** & Balkunje, R.S (2012). Evaluation of answer quality in CQA websites. Proceedings of the IADIS Web Based Communities and Social Media 2012 (WBC) Conference, Jul 19-21, Lisbon, Portugal, 49-56.
39. Goh D.H., Razikin, K.B., Lee C.S. & **Chua A.** (2012). Investigating user perceptions of engagement and information quality in mobile human computation games. Proceedings of the 12th ACM/IEEE-CS Joint Conference on Digital Libraries (JCDL) Jun 19-14, Washington, USA, 391-392, ACM.
40. **Chua, A.**, Balkunje, R.S. & K. Chang (2012). Rendezvous - A social web-based application for knowledge sharing and entertainment. Proceedings of the IAENG International Conference on Internet Computing and Web Services (ICICW), Mar 14-16, Hong Kong, 574-590. [[Certificate of Merit Award](#)].
41. **Chua, A.** (2012). Social computing in tourism websites. Proceedings of the 6th International Conference on Ubiquitous Information Management and Communication (ICUIMC), Feb 20-22, Kuala Lumpur, Malaysia. Article No. 107, ACM.
42. Goh, D.H., Razikin, K., **Chua, A.**, Lee, C.S. & Tan, K.T. (2011). Understanding sharing location-based information in a mobile human computation game. Proceedings of the 4th International Conference on Cyber, Physical and Social Computing, Oct 19-22, Dalian, China. 209-216, IEEE.
43. Goh D.H., Lee C.S., **Chua A.**, Razikin, K.B. & Tan K.T. (2011). SPLASH: Blending gaming and content sharing in a location-based mobile application. Proceedings of the 3rd International Conference on Social Informatics, Oct 6-8. Singapore. Lecture Notes in Computer Science, 6984, 328-331, Berlin Heidelberg: Springer-Verlag. [[Best Demonstration Award](#)].
44. **Chua, A.**, Balkunje, R.S. & Goh, D.H. (2011). Evaluation of disaster management portals: Applying knowledge management to digital information. Proceedings of the 6th International Conference on Digital Information Management (ICDIM 11), Sep 26-28 Melbourne, Australia. 42-47, IEEE.

45. **Chua, A.**, Balkunje, R.S. & Goh, D.H. (2011). Analyzing online discussion forums - what do people share? Proceedings of the IADIS Web Based Communities and Social Media (WBC) Conference, Jul 22-24, Rome, Italy. 87-93.
46. Ravindran, T., **Chua, A.** & Goh, D.H. (2011). Blending of socializing, gaming and information-related activities in mobile social application prototypes. Proceedings of the International Conference on Information Science and Applications (ICISA), Apr 26-29, Jeju Island, South Korea, 1-8, IEEE.
47. Ravindran, T., **Chua, A.** & Goh, D.H. (2011). Whither mobile social application prototypes? Implications for development and research. Proceedings of 8th International Conference on Information Technology: New Generations (ITNG), Apr 11-13, Las Vegas, USA, 1088-1089, IEEE.
48. Razikin, K.B., Tan, K.T., Goh, D.H., **Chua, A.** & Lee, C.S. (2011). SPLASH: perspectives on mobile socializing, playing and content sharing. Proceedings of 8th International Conference on Information Technology: New Generations (ITNG), Apr 11-13, Las Vegas, USA, 873-878, IEEE.
49. Blooma, M.J., **Chua, A.** & Goh, D.H. (2011). Quadripartite graph-based clustering of questions. Proceedings of 8th International Conference on Information Technology: New Generations (ITNG), Apr 11-13, Las Vegas, USA, 591-596, IEEE.
50. Goh, D.H., **Chua, A.** & Lee, C.S. (2011). Performance and perceptions of human computation games for image tagging. Proceedings of the 26th Annual Symposium on Applied Computing (SAC), Mar 21-24, TaiChung, Taiwan. 1129-1135, ACM.
51. **Chua, A.**, Balkunje, R.S. & Goh, D.H. (2011). The influence of user-context on mobile information needs. Proceedings of the 25th International Conference on Advanced Information Networking and Applications (AINA-2011), Mar 22-25, Biopolis, Singapore. 721-726, IEEE.
52. **Chua, A.** & Lam, W. (2011). Internet technology in the tourism industry. Proceedings of the IRAST International Conference on Data Engineering and Internet Technology (DEIT 2011). Mar 15-17, Bali, Indonesia, 255-258, IEEE.
53. **Chua, A.**, Balkunje, R.S. & Goh, D.H. (2011). Fulfilling mobile information needs: A study on the use of mobile phones. Proceedings of 5th International Conference on Ubiquitous Information Management and Communication (ICUIMC), Feb 21-23, Seoul, Korea. Article No. 92, ACM.
54. Pham, T.P., Razikin, K.B., Goh, D.H., Kim, T.N.Q, Quach, H.N.H., Theng, Y.L., **Chua, A.** & Lim, E.P. (2010). Investigating the usability of a mobile location-based annotation system. Proceedings of the 8th International Conference on Advances in Mobile Computing & Multimedia (MoMM2010), Nov 8-10, Paris, France. 321-328, ACM.
55. Goh, D.H., Ang, R. P., **Chua, A.** & Lee, C.S. (2010). Evaluating game genres for tagging images. Proceedings of the 6th Nordic Conference on Human-Computer Interaction (NordiCHI), Oct 16–20, Reykjavik, Iceland. 659-662, ACM.
56. Goh, D.H., Lee, C.S. & **Chua, A.** (2010). Do games motivate mobile content sharing? Proceedings of the 12th International Conference on Asian Digital Libraries (ICADL), Jun 21-25, Brisbane, Australia. Lecture Notes in Computer Science 6102, 61–70, Berlin Heidelberg: Springer-Verlag.
57. Blooma, M. J., **Chua, A.** & Goh, D. H. L. (2010). Selection of the best answer in CQA services. Proceedings of 7th International Conference on Information Technology: New Generations (ITNG), Apr 12-14, Las Vegas, USA. 534-539, IEEE.

58. **Chua, A.**, Goh, D., Lee, C.S. & Tan, K.T. (2010). Mobile Alternate Reality Gaming Engine: A usability evaluation. Proceedings of 7th International Conference on Information Technology: New Generations (ITNG), Apr 12-14, Las Vegas, USA. 540-545, IEEE.
59. Goh, D. & **Chua, A.** (2010). Investigating the influence of social computing applications on website quality. Proceedings of the 25th Annual Symposium on Applied Computing (ACM SAC), Mar 22-26, Sierre, Switzerland, 807-811, ACM.
60. Goh, D. **Chua, A.**, Lee, C.S., Tan, K, T. & Ngyuen, A., (2010). Evaluating the usability of a mobile content sharing game. Proceedings of the 25th Annual Symposium on Applied Computing (SAC), Mar 22-26, Sierre, Switzerland, 597-598, ACM.
61. **Chua, A.**, Lee, C.S., Goh, D.H. & Ang, R.P. (2009). Motivations for media sharing among mobile phone users. Proceedings of the 4th International Conference on Digital Information Management (ICDIM), November 1-4, Ann Arbor, Michigan, 160- 165, IEEE.
62. **Chua, A.**, & Goh, D.H. (2009). Using tags for breaking news elicitation. Proceedings of the 4th International Conference on Digital Information Management (ICDIM), Nov 1-4, Ann Arbor, Michigan, 172-177, IEEE.
63. Lee, C.S., Goh, D. H., **Chua, A.** & Ang, R.P (2009). Understanding perceived gratifications for mobile content sharing and retrieval in a game-based environment. Proceedings of the 2009 International Conference on Active Media Technology (AMT'09), Oct 22-24, Beijing, China. Lecture Notes in Computer Science 5820, 183-194, Berlin Heidelberg: Springer-Verlag.
64. Goh, D.H., Ang, R.P., **Chua, A.** & Lee, C.S. (2009). Why we share: A study of Motivations for mobile media sharing. Proceedings of the 2009 International Conference on Active Media Technology (AMT'09), Oct 22-24, Beijing, China. Lecture Notes in Computer Science 5820, 195-206, Berlin Heidelberg: Springer-Verlag.
65. **Chua, A.** & Goh, D. H. (2009). Detecting news events from a citizen journalism website using tags. Proceedings of the 2009 International Conference on Active Media Technology (AMT'09), Oct 22-24, Beijing, China. Lecture Notes in Computer Science 5820, 478-489, Berlin Heidelberg: Springer-Verlag.
66. Goh, D.H., Ang, R.P., **Chua, A.** & Lee, C. K. (2009). A factor analytic approach towards determining mobile tourism services. Proceedings of the 11th International Conference on Electronic Commerce (ICEC), Aug 12-15, Taipei, Taiwan, 152-159, ACM.
67. Lee, C.S., Goh, D.H., **Chua, A.** & Luyt, B. (2009). Impacts of individual differences on the choice communication portfolio to accomplish task, 69th Academy of Management Conference, Aug 7-11, Chicago, Illinois.
68. Bloom, M. J., **Chua, A.**, Goh, D. H. L. & Lee, C.K. (2009). A trend analysis of the question answering domain. Proceedings of 6th International Conference on Information Technology: New Generations (ITNG), Apr 27-29, Las Vegas, USA. 1522-1527, IEEE.
69. **Chua, A.**, Goh, D. H. & Lee, C.S. (2008). The prevalence and use of Web 2.0 in libraries. Proceedings of the 11th International Conference on Asian Digital Libraries (ICADL), Dec 2-5, Bali, Indonesia, Lecture Notes in Computer Science 5362, 22- 30, Berlin Heidelberg: Springer-Verlag.
70. Razikin, K.B., Goh, D.H., Lee, C.S. & **Chua, A.** (2008). Weighing the usefulness of social tags for content discovery. Proceedings of the 11th International Conference on Asian Digital Libraries (ICADL), Dec 2-5, Bali, Indonesia. Lecture Notes in Computer Science 5362, 51-60, Berlin Heidelberg: Springer-Verlag.

71. Blooma, M. J **Chua, A.** & Goh, D. (2008) Mapping the question answering domain. Proceedings of the 11th International Conference on Asian Digital Libraries (ICADL), Dec 2-5, Bali, Indonesia. Lecture Notes in Computer Science 5362, 396-397, Berlin Heidelberg: Springer-Verlag.
72. Razikin, K.B., Goh, D., **Chua, A.** & Lee, C.S. (2008). Can social tags help you find what you want? Proceedings of the 12th European Conference on Digital Libraries (ECDL), Sep 14-19, Aarhus, Denmark. Lecture Notes in Computer Science 5173, 50-61, Berlin Heidelberg: Springer-Verlag.
73. Blooma, M. J, Goh, D., & **Chua, A.**, (2008) Applying question classification to Yahoo! Answers. Proceedings of the International Conference on the Applications of Digital Information and Web Technologies (ICADIWT), Aug 4-6, Ostrava, Czech Republic, 229-234, Ostrava: IEEE.
74. Goh, D.H., **Chua, A.**, Lee, C.S., Luyt, B. (2008). Query graph visualizer: A visual collaborative querying system. Proceedings of the International Conference on the Applications of Digital Information and Web Technologies (ICADIWT), Aug 4-6, Ostrava, Czech Republic, 78-83, Ostrava: IEEE
75. Goh, D., Lee, C.S., **Chua, A.**, & Razikin, K.B. (2008). An examination of the effectiveness of social tagging for resource discovery. International Workshop on Information-explosion and Next Generation Search, Apr 26, Shengyang, China, 23-30.
76. Blooma, M. J, **Chua, A.** & Goh, D. (2008). A predictive framework for retrieving the best answer. Proceedings of the 23rd Annual Symposium on Applied Computing (SAC), Mar 16 - 20, Cear, Brazil, 1107-1111. New York: ACM.
77. Lee, C.S., Goh, D. & **Chua, A.** (2007). Evaluation of hospital portals using knowledge management mechanisms. Proceedings of the 10th International Conference on Asian Digital Libraries (ICADL), Dec 10-13, Hanoi, Vietnam, Lecture Notes in Computer Science 4822, 15-23, Berlin Heidelberg: Springer-Verlag.
78. Blooma, M. J, **Chua, A.**, Goh, D. & Ling, Z. (2007). Towards a hierarchical framework for predicting the best answer in a question answering system. Proceedings of the 10th International Conference on Asian Digital Libraries (ICADL), Dec 10-13, Hanoi, Vietnam, Lecture Notes in Computer Science 4822, 497-498. Berlin Heidelberg: Springer-Verlag.
79. Razikin, K.B., Goh, D., **Chua, A.**, Chua, Y.Y., Wong, J.Y. & Yang, K.J. (2007). Evaluating the effectiveness of information visualization methods for disaster management. Proceedings of the IADIS International Conference Interfaces and Human Computer Interaction 2007, Jul 6-8, Lisbon, Portugal, 170-174.
80. **Chua, A.** & Khoo, A. (2007). An investigation of leadership styles among managers in a knowledge management initiative. Proceedings of the 7th International Conference on Knowledge, Culture and Change in Organisations (ICKCC), Jul 24-27, SMU, Singapore.
81. **Chua, A.** & Goh, D. (2007). Measuring knowledge management projects: Fitting the mosaic pieces together. Proceedings of the 40th Hawaii International Conference on System Sciences (HICSS), Jan 3-6, Big Island, Hawaii, 192b.
82. **Chua, A.**, Chaudhry, A.S. & Fong, P.F. (2006). Pursuing the holy grail of knowledge-based economy assessment: the case of Singapore. Proceedings of the 3rd International Conference of Knowledge Management (ICKM), July 31-Aug 2, Greenwich, UK.
83. Luyt, B. & **Chua, A.** (2006). In search of giants: fostering leadership education in LIS. Proceedings of the Asia-Pacific Conference on Library and Information Education and Practice (A-LIEP), Apr 3-6, NTU, Singapore, 628 – 633.

84. Lam, W., **Chua, A.**, Williams, J.B. & Lee, C. (2005). Virtual teams: surviving or thriving? Proceedings of the 22nd Australasian Society for Computers in Learning in Tertiary Education (ASCILITE) 2005 Conference, Dec 4 – 7, Brisbane, Australia, 357 – 360.
85. Wong, A., **Chua, A.** & Maysami, R.C. (2005). The design and delivery of online education for a global audience: challenges and opportunities in the case of U21 Global. Proceedings of the 32nd Academy of Economics and Finance Meetings, Feb 9-12, Myrtle Beach, South Carolina, USA.

Books

1. **Chua, A.** & Banerjee, S. (2018). IT Project Failure: Lessons from the Ashes. Pearson Prentice Hall: Singapore
2. Foo, S., Sharma, R., & **Chua, A.** (2006). Knowledge management tools and techniques. Pearson Prentice Hall: Singapore

Book Chapters

1. **Chua, A.** (2014). Expectations, dispositions and experiences of international graduate students. In V.C.X. Wang (ed.), Handbook of Research on Education and Technology in a Changing Society (pp 872-882). IGI Global, Hershey PA: USA.
2. **Chua, A.** (2010). Organizational Antecedents of Intellectual Capital. In E. O'Brien, S. Clifford and M. Southern (eds.), Knowledge Management for Process, Organizational and Marketing Innovation: Tools and Methods (pp 229 – 236). IGI Global, Hershey PA: USA.
3. Goh, D.H., Razikin, K., **Chua, A.**, Lee, C.S. & Foo, S. (2009). On the effectiveness of social tagging for resource discovery. In Y.L. Theng, S. Foo, D.H. Goh, and J.C. Na (eds.), Handbook of research on digital libraries: Design, development, and impact (pp. 251 – 260). Hershey, PA: Idea Group Publishing.
4. **Chua, A.**, & Chaudhry, A. S. (2008). "Knowledge Management Measurement: An Agenda for Organizations and Economies". In Michael E. D. Koenig and Taverekere Srikantaiah (eds) Knowledge Management: Context and Connections (pp. 341 – 352). Medford, N. J., Information Today, Inc.
5. **Chua, A.** & Lam, W. (2008). Leveraging current experiences for future actions: an exemplar of knowledge reuse. In M. Jennex (ed) Current Issues in Knowledge Management (pp. 275 – 288). Information Science Reference, PA: USA
6. Malligarjunan M., Vellannur R.P.R., **Chua, A.**, & Goh, D. (2007). Knowledge Attenuation in Corporate Acquisition. In S.N. Kan (ed) Knowledge Management: Singapore Perspective (pp 73 - 97). iKMS: Singapore.
7. Lam, W., Kong, E-J., & **Chua, A.** (2007). Collaborative Learning in Online Discussion Forums: Management and Facilitation. In N. Kock (ed) Encyclopedia of E-Collaboration (pp. 437 – 443). Information Science Reference, PA: USA
8. **Chua, A.**, Chaudhry, A.S., & Fong P.F. (2007) Pursuing the holy grail of knowledge-based economy assessment: the case of Singapore. In S. Hamwadeh (ed) Creating Collaborative Advantage Through Knowledge and Innovation (pp. 35 - 49). World Scientific: Singapore
9. **Chua, A.** (2005). The role of technology in supporting communities of practice. In E. Coakes and S. Clark (eds) Encyclopedia of communities of practice in information and knowledge management (pp. 447 - 452). Idea Group Publishing, PA:USA.

10. Lam, W., **Chua, A.**, & Lee, C. (2005). Observed patterns of dysfunctional collaboration in virtual teams. In E. Coakes and S. Clark (eds) encyclopedia of communities of practice in information and knowledge management (pp. 392 - 396). Idea Group Publishing, PA:USA.

Contact Details

Name: Alton Y.K. Chua
Address: 31 Nanyang Link, WKWSCI Building
Nanyang Technological University
Singapore 637718
Tel: (65)-6790-5810
Email: altonchua@ntu.edu.sg