

Indika Dissanayake

Associate Professor

Isenberg School of Management, University of Massachusetts Amherst
idissanayake@isenberg.umass.edu

Education

The University of Texas at Arlington

Ph.D. in Business Administration with a major in Information Systems (Summer 2015)

Dissertation Topic: Crowdsourcing Competitions

The University of Texas at Dallas

M.S. in Information Technology and Management (Fall 2009)

The University of Moratuwa, Sri Lanka. (2004)

B.S. in Electrical Engineering

Academic Experience

Associate Professor, Operations and Information Management, Isenberg School of Management, University of Massachusetts Amherst (July 2024 – Present).

Associate Professor, Department of Information Systems and Supply Chain Management, Bryan School of Business and Economics, The University of North Carolina at Greensboro. (August 2023 – June 2024).

Assistant Professor, Department of Information Systems and Supply Chain Management, Bryan School of Business and Economics, The University of North Carolina at Greensboro. (August 2016 – July 2023).

Visiting Assistant Professor, Supply Chain and Information Management, D'Amore-McKim School of Business, Northeastern University. (August 2015 - June 2016).

Graduate Teaching Assistant, College of Business, The University of Texas at Arlington. (August 2011 - May 2015).

Awards and Honors

- **2022 Junior Faculty Research Excellence Award**, Bryan School of Business and Economics, UNCG.
- **2020 Junior Faculty Teaching Excellence Award**, Bryan School of Business and Economics, UNCG.
- **2020-2022 Margaret Hill Dean's Notable Scholar**, Bryan School of Business and Economics, UNCG.
- Nominated for ATEA James Y Joyner Award for Teaching Excellence, Alumni Teaching Excellence Awards. (2020).
- Dean's Scholarship, the University of Texas at Arlington. (Summer 2015)
- Dissertation Fellowship, the University of Texas at Arlington. (Summer 2015)
- Runner-up for the Outstanding Paper Award, AMCIS (2014).

Publications

Journal Article

- Dissanayake, I., Nerur, S. P., Lukyanenko, R., & Modaresnezhad, M. (2025). The state-of-the-art of crowdsourcing systems: A computational literature review and future research agenda using a text analytics approach. *Information & Management*, 62(2), 104098.
- Dissanayake, I., Yasar, M., Vaghefi, M., & Nerur, S (2024). Driving the Innovation Race: Effect of Competitiveness in Crowdsourcing Contests, *Journal of Management Information Systems*. 41(4), 1142-1172.

- Han, Y., Modaresnezhad, M., Dissanayake, I., Mehta, N., & Nemati, H. R. (2023) A computational linguistic analysis of the anatomy of production, consumption, and diffusion of misinformation and authentic information in social media: The case of the COVID-19 pandemic, *Discourse & Communication*, 18(2).
- Dissanayake, I., Jeyaraj, A., & Nerur, S. (2021). The Impact of Structure and Flux of Corporate Boards on Organizational Performance: A Perspective from the Information Technology Industry. *Journal of Strategic Information Systems*, 30(2).
- Dissanayake, I., Nerur, S., Wang, J., Yasar, M., & Zhang, J. (2021). The Impact of Helping Others in Cooperative Crowdsourcing Communities. *Journal of Association for Information Systems*, 22(1).
- Dantu, R., Dissanayake, I., & Nerur, S. (2021). Exploratory Analysis of Internet of Things (IoT) in Healthcare: A Topic Modeling & Co-citation Approaches. *Information Systems Management*, 38(1), 62–78.
- Dhillon, G. S., Smith, K. J., & Dissanayake, I. (2021). Information Systems Security Research Agenda: Exploring the Gap Between Research and Practice. *Journal of Strategic Information Systems*, 30(4).
- Dissanayake, I., Mehta, N., Palvia, P., Taras, V., & Amoako-Gyampah, K. (2019). Competition Matters! Self-Efficacy, Effort and Performance in Crowdsourcing Teams. *Information & Management*, 56(8).
- Dissanayake, I., Nerur, S., Singh, R., & Lee, Y. (2019). Healthcare Crowdsourcing: Harnessing the “Wisdom of the Crowd” to Solve Medical Mysteries. *Journal of Association for Information Systems*, 20(11), 1589–1610.
- Dissanayake, I., Zhang, J., Yasar, M., & Nerur, S. (2018). Strategic Effort Allocation in Online Innovation Tournaments. *Information & Management*, 55, 396–406.
- Dissanayake, I., Zhang, J., & Gu, B. (2015). Task Division for Team Success in Crowdsourcing Contests: Resource Allocation and Alignment Effects. *Journal of Management Information Systems*, 32(2), 8–39.

Conference Proceedings and/or Presentations

- Mahmud, S. A. and Dissanayake, I., "Temporal Constraints and Exclusivity: Exploring Consumer Behaviors in Freemium Gaming Models" (2024). AMCIS 2024 Proceedings.
- Rahman, M. T. and Dissanayake, I., "Impact of security awareness on joining in vulnerability reward programs" (2024). AMCIS 2024 Proceedings.
- Mohsin, M., Dissanayake, I., and Iyer, L., "Digital Entrepreneurship and Innovation: The Sustainability Edge in Crowdfunding Projects" (2024). AMCIS 2024 Proceedings
- Dissanayake, I., Yasar, M., Nerur, S., & Vaghefi, M. An Empirical Investigation of Situational Factors Affecting Performance in Crowdsourcing Contests, Institute for Operations Research and the Management Sciences (INFORMS), 2023.
- Maksimov, V., Dissanayake, I., Memili, E., Taras, V., Strategic Management Society's 2022 SMS Special Conference, "Leveraging the Knowledge and Imagination of the Global Crowd to Improve Managerial Decisions," Milan, Italy. (2022)
- Malik G, Dissanayake I, Iyer L, Xiong J. An Exploratory Study of Airbnb Customer Reviews and Impact of COVID - 19. Minneapolis, MN.: Proceedings of the Americas Conference on Information Systems (AMCIS), 2022.
- Dissanayake, I., “Engineer to Management Scholar: My Experience on Higher Education in United States,” Gampaha Wickramarachchi University of Indigenous Medicine, Sri Lanka. (March 2022).
- Dissanayake, I., Proceedings of the International Conference on Information Systems (ICIS)., “Team Formation and Performance in Online Crowdsourcing Competitions: The Role of Homophily and Diversity in Solver Characteristics,” Munich, Germany. (2019).
- Dissanayake, I., Nerur, S., POMS Annual Conference 2019, “Knowledge Sharing in Crowdsourcing Competitions: Role of Personality Traits,” Washington, D.C. (May 2019).

- Dantu R, Dissanayake I, Nerur S. Exploratory Analysis of Internet of Things (IoT) in Healthcare: A Topic Modeling Approach. HI: Hawaii International Conference on System Science (HICSS), 2019.
- Dissanayake, I., Nerur, S., Zhang, J., "Teammate Selection and Performance in Online Crowdsourcing Competitions," Production and Operations Management Society (POMS) International, Kandy, Sri Lanka. (December 2018).
- Dissanayake, I., Mehta, N., Taras, V., Palvia, P., Amoako-Gyampah, K., "Role of Competition in IT Enabled Crowdsourcing Platforms: Self-Efficacy and Performance Effects.," Production and Operations Management Society (POMS), Houston, TX. (May 2018).
- Iyer LS, Dissanayake I, Bedeley R. Doing Good Matters': The Role of Problem Context in Improving Programming Projects. New Orleans, LA: Proceedings of the Americas Conference on Information Systems (AMCIS), 2018
- Dissanayake, I., Zhang, J., "Teammate Preference in Online Crowdsourcing Competitions," Production and Operations Management Society (POMS), Seattle, WA. (2017).
- Dissanayake, I., Nerur, S., Singh, R., Lee, Y., "Healthcare Crowdsourcing: Harnessing the "Wisdom of the Crowd" to Solve Medical Mysteries," Conference on Health IT and Analytics (CHITA), Washington D.C., DC. (November 2017).
- Iyer LS, Dissanayake I, Bedeley R. RISE IT for Social Good An Experimental Investigation of Context to Improve Programming Skills. Bengaluru, India: ACM SIGMIS Computers and People Research Conference, 2017
- Mehta, N., Dissanayake, I., Taras, V., Palvia, P., Amoako-Gyampah, K., "Competition, Collaboration, or Both: The Sweet Spot of Innovation Strategy for Virtual Teams," Production and Operations Management Society (POMS), Seattle, WA. (May 2017).
- Dissanayake, I., Zhang, J., Yasar, M., "Winning Strategies in Dynamic Innovation Tournaments," Decision Sciences Institute Meeting (DSI), Seattle, WA. (2015).
- Dissanayake, I., Zhang, J., Wang, J., Yuan, F., "Involvement in Online Crowdsourcing Communities," Proceedings of the Americas Conference on Information Systems (AMCIS)., Fajardo, United States of America. (August 2015).
- Dissanayake, I., Zhang, J., Wang, J., Yuan, F., "Peer-recognition and Performance in Online Crowdsourcing Communities," Hawaii International Conference on System Science (HICSS), Kauai, HI. (January 2015).
- Dissanayake, I., Zhang, J., Gu, B., "Crowdsourcing Team Performances," Workshop on Social and Business Analytics (WSBA), Austin, TX. (2014).
- Dissanayake, I., Zhang, J., Wang, J., "Community Involvement in Virtual Crowdsourcing Communities," Institute for Operations Research and the Management Sciences (INFORMS), San Francisco, CA. (2014).
- Dissanayake, I., Zhang, J., Gu, B., "Virtual Team Performances in Crowdsourcing Contests: Social Network Perspective," Proceedings of the International Conference on Information Systems (ICIS), Auckland, New Zealand. (2014).
- Dissanayake, I., Zhang, J., Wang, J., "Community Involvement and Self-disclosure in Online Crowdsourcing Communities," Decision Sciences Institute Meeting (DSI), Tampa, FL. (November 2014).
- Dissanayake, I., Zhang, J., Gu, B., "Virtual Team Performances in Crowdsourcing Contests," Proceedings of the Americas Conference on Information Systems (AMCIS)., Savannah, GA. (August 2014). - Nominated for Outstanding Paper Award
- Dissanayake, I., Zhang, J., Gu, B., "Virtual Team Performances in Crowdsourcing Contests," Institute for Operations Research and the Management Sciences (INFORMS), Minneapolis, MN. (2013).

- Teng, J. T. C., Dissanayake, I., Dantu, R., "Theoretical Model for Assessing User Resistance Intentions in IS Implementation," Proceedings of the Decision Sciences Institute Meeting (DSI), Baltimore, MD. (November 2013).
- Dissanayake, I., Dantu, R., Nerur, S. P., "Knowledge Management in Software Development: The Case of Agile Software," Proceedings of the Americas Conference on Information Systems (AMCIS), Chicago, IL. (August 2013).

Teaching Experience

Isenberg School of Management, University of Massachusetts Amherst.

- SCH/MGMT 661 Applications of AI in Business (Face-to-face); Fall 2024, Spring 2025.

Bryan School of Business and Economics, University of North Carolina at Greensboro.

- ISM 671 Organizing Data for Analytics (Face-to-face, Online, HyFlex); Spring 2019/ 2020/ 2021/ 2022/2023.
- ISM 755 (Ph.D. Seminar) Contemporary and Emerging Topics In Information Systems; Fall 2023
- ISM 240, Business Programming I (Face-to-face, Online); Fall 2016/ 2017/ 2018/ 2019/ 2020/ 2021/ 2022/ 2023.
- ISM 324, Secure Networked Systems (Face-to-face); Spring 2017/ 2018.

D'Amore-McKim School of Business, Northeastern University.

- MGSC 2301, Business Statistics; Fall 2015, Spring 2016

College of Business, University of Texas at Arlington.

- BSTAT 3321, Business Statistics; Summer 2013, Fall 2013/ 2014.
- INSY 2303, Introduction to MIS and Data Processing, Spring 2015

Directed Student Learning

Graduate, Doctoral

- Dissertation Committee Chair, "The Future of Work: Rethinking and Reconceptualizing Work Due to Digitization." (2022 – 2023). Advised: Fatima Mohammed
- Dissertation Committee Member, "The effect of routinized HIT on multidimensional patient complexity on outcomes for hospitals and patients.", ISSCM Department, UNCG (2021 - 2022). Advised: Jim Jenkins
- Dissertation Committee Member, "Disinformation Identification in Covid-19 Era." ISSCM Department, UNCG (2021 - 2022). Advised: Yalda Esmizadeh
- Dissertation Committee Member, "The mediating effect of intrinsic motivation on perceived work uncertainty for individual information security policy compliance." ISSCM Department, UNCG (2020 - 2021). Advised: Darin Hodges
- Dissertation Committee Member, "Examining Production, Dissemination, and Consumption of Misinformation on Social Media: the Case of COVID-19 Pandemic." ISSCM Department, UNCG (2020 - 2021). Advised: Yuzhang Han
- Dissertation Committee Member, "three analytics-based essays examining the use and impact of intelligent voice assistants (IVA) and health information technologies (HIT) in service context." ISSCM Department, UNCG (2020 - 2021). Advised: Brigid Appiah Otoo
- Dissertation Committee Member, "Understanding the Impact of Mobile Payment on Consumer Behavior." ISSCM Department, UNCG (2019 - 2020). Advised: Ruoning Qian
- Dissertation Committee Member, "The Impact of Ambient Awareness on Customer's Purchase Intention." ISSCM Department, UNCG (2019). Advised: Zahra Yarmohammadi

- Dissertation Committee Member, “Do You Regret Using Social Media? Understanding the Role of Dark Side of Social Media in Regret and Discontinuance Behavior.” ISSCM Department, UNCG (2017 - 2019). Advised: Ziyue Huang
- Dissertation Committee Member (External), “Three essays in Behavioral Operations Management and Gamification.” Information Systems and Operation Management, The University of Texas at Arlington (2018 - 2019). Advised: Sina Zare
- Dissertation Committee Member, “Information Technology Enabled Followership on Social Media Platforms: A Multimethod Analysis of Twitter.” ISSCM Department, UNCG (2017 - 2018). Advised: Vishal Uppala
- Dissertation Committee Member, “Strategic Value of Data Analytics in Interorganizational Relationships.” ISSCM Department, UNCG (2017 - 2018). Advised: Mohammad Kakhki

Graduate, Masters

- Master’s Thesis Committee Member, “An exploratory study of Airbnb customer reviews and impact of Covid - 19.” (2021 - 2022) Appalachian State University. Advised: Gopika Malik

Undergraduate

- Faculty Director for Honors Capstone project, “Applied AI: Real-world Uses of Artificial Intelligence.” (2018 - 2019). ISSCM Department, UNCG. Advised: Jason Voorheis
- Faculty Director for Honors Capstone project, “Cheap Eats Mobile Application Development.” ISSCM Department, UNCG (2018). Advised: Beverly Herbin

Faculty Development Activities Attended

Workshop

- Workshop, “Master Teacher Workshop by Dr. Harvey Brightman.” (January 2020).
- Structural Modeling Applications for Research in Technology workshop participant (SMART), Pittsburgh, PA. (2014).
- Workshop, Workshop on Social and Business Analytics (WSBA), Austin, TX. (2014).

University Service

University of Massachusetts Amherst.

Department: Operations and Information Management (OIM)

- Chair, OIM Faculty Search Committee (Fall 2024)

University

- Member, iCons AI / Future of Work Curriculum Development Committee

University of North Carolina Greensboro

Department: Information Systems and Supply Chain Management

- Chair, ISSCM Department Student Relations Committee, Bryan School of Business and Economics, UNCG (2021 - Present).
- Advisor, ISSCM Student Organization (Jan 2023 - present)
- Member, Ph.D. Committee (Aug 2023 - present)
- Member, ISSCM Department Head Search Committee (Spring 2023)
- Member, ISSCM Faculty Search Committees (2002/2023, 2023/2024)
- Committee Member, ISSCM Department Intellectual Contributions Committee, Bryan School of Business and Economics, UNCG (2017, 2019 - 2021).
- Committee Member, ISSCM Department Annual Review Committee, Bryan School of Business and Economics, UNCG (2018 - 2020).

School: Bryan Business School

- Co-Chair, Committee on Teaching and Learning Enhancement, Bryan School of Business and Economics, UNCG (Aug 2023 - Present).
- Committee Member, Committee on Teaching and Learning Enhancement, Bryan School of Business and Economics, UNCG (Aug 2021 - July 2023).
- Committee Member, Promotion & Tenure Policy Task Force, Bryan School of Business and Economics, UNCG (February 2023 - Present)

University

- Council Member, General Education Council. (Aug 2022 – July 2023).
- Committee Member, MSIA Search Committee, UNCG (2019 - 2020).

Industry Experience

Ericsson Inc., Plano, TX (March 2011 - August 2011 & May 2008 - February 2010)

Database Developer
Project Management Information Systems - Intern
Network Deployment Supply Chain Management - Intern

Goodman Networks, Carrollton, TX (February 2010 - March 2011)

Project Analyst

DIMO Ltd., Colombo, Sri Lanka (December 2004 - April 2006)

Telecommunication Solutions Engineer

Professional Service and Affiliation

Ad-hoc Reviewer

Information Systems Research, Journal of Management Information Systems., Journal of Association for Information Systems, European Journal of Information Systems, Information & Management Journal. Decision Sciences, Information Technology & People, International Conference on Information Systems, Americas Conference on Information Systems, ACM SIGMIS Computers and People Research Conference, Hawaii International Conference on System Sciences

Professional Affiliations/ Memberships

Association for Information Systems (AIS), Academic honor society "Beta Gamma Sigma", Institute for Operations Research and the Management Sciences (INFORMS), Production and Operations Management Society (POMS) (2016 - 2020).