

## Gohar Feroz Khan, PhD

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### SUMMARY OF QUALIFICATIONS

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I have several years of experience in information technology management, teaching, consultancy, and research working with multicultural teams. Currently, I am an Assistant Professor at [Korea University of Technology & Education \(KoreaTECH\)](#) in South Korea and a senior Consultant at the Society for the [Knowledge-based Innovation and Education \(SKIE\)](#) Seoul National University. In 2011, I earned my Ph. D. in Information & Telecommunication Technology Management from [KAIST](#), one of Asia's premier universities in science and technology. My research interests include, 1) ICTs in public sector (e-government, government 2.0), 2) Social Information Systems & Social Media, and 3) Knowledge-based Innovation. [My research](#) has been published (or accepted for publications) in *Online Information Review (OIR)*, *Government Information Quarterly*, *Journal of the American Society for Information Science and Technology (JASIST)*, *Scientometrics*, *Information Development*, *Asian Journal of Communication*, and *Asia Pacific Journal of Information System (APJIS)*. My research has been presented at international conferences held in Utrecht, Stanford, Istanbul, Paris, Germany, and Seoul. Prior to my doctoral studies, I held a senior management position with the [Afghan Ministry of Communications and Information Technology](#). I am also an Associate Editor of *Journal of Contemporary Eastern Asia* and founding Director of [Social Media Insight Research Center](#). [See my research profile at Google Scholar](#).

### PROFESSIONAL EXPERIENCE

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**Assistant Professor** (September 2012-present)

[School of Industrial Management, Korea University of Technology and Education \(KoreaTECH\)](#)

**Key Responsibilities:** Teaching, Research, and Service.

**Key Achievements:** 5 SSCI level publications; 1 special issue; 2 conference papers; curriculum development and delivery: Information Technology Management, Technology Strategy, Database Management Systems, & Business Communications.

**Visiting Faculty** (September 2013-December 2013)

[Korea Advance Institute of Technology & Education \(KAIST\)](#)

**Key Responsibilities:** Curriculum development, Managing, & Teaching

**Course:** Research Methodology Course for graduate international students

**Assistant Professor** (July 2012- August 2012)

**International Research Professor** (March 2011- July 2012)

[Department of Media & Communication, Yeungnam University, South Korea](#)

**Key Responsibilities:** Teaching, Research, and Service.

**Key Achievements:** 7 SSCI level publications; 1 book chapter, 1 special issue; 4 conference papers; curriculum development and delivery: Understanding & Use of the Internet and Online journalism.

**General Manager Networks & Hardware** (July 2006- Jan 2008)

[Ministry Communications and Information Technology \(MCIT\), Kabul, Afghanistan](#)

**Key Achievements:** Designed and implemented computer networks/systems and IT (information technology) policies for various ministries including MCIT; contributing to e-government master plan; trained MCIT staff on technological skills; design MCIT and National Data Center network and Active directory; and supported other ministers in designing the networks and active directory.

**Technical Support Engineer** (May 2005 to May 2006)

*Safecom Technologies, Peshawar Branch Office*

**Key Achievements:** Provided technical support to customers from all over the world for shenztech products (ADSL routers ,wireless Routers, access points, switches, VoIP and SIP phones, wireless card, firewalls, caddies, PDAs, blue tooth, fire wire etc )via: Email service, Live chat, IP Phone, and Posting through Forum.

**Senior Consultant (part time)** (March 2011- present)

[The Society for the Knowledge-based Innovation and Education \(SKIE\), Seoul National University](#)

**Key achievement:** Successfully provided consultation related to knowledge-based innovation and Triple helix of University-Industry-Government relations.

## **EDUCATION**

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**PhD in Information & Telecommunications Technology Management** (2008-2011)

[Korea Advanced Institute of Science and Technology \(KAIST\)](#) Daejeon South Korea

**Main Subjects:** Management Information Systems, ICT Economics & Management, Internet Business Management, Information Technology Management & Policy, Network Economics, Financial Accounting, Innovation Management, Origination & People Management, etc.

**Masters in Computer Science** (2003-2005)

[CECOS University](#) Peshawar Pakistan

**Main subjects:** Operating Systems, Computer Architecture, Software Engineering, Database Management Systems, Data Communication & Networking, Distributed Databases, Data Ware Housing, Programing Languages, Web Engineering, etc.

**Bachelor of Arts** (2001-2003)

[University of Peshawar](#) Pakistan

**Main subjects:** English, Law, Political Science.

### **Diplomas and Certificates**

- DIT--One year Diploma in Information technology
- MCSE--Microsoft System Engineer--*course work completed*
- CCNA--Cisco Certified Network Associate--*course work completed*
- TOEIC--Test of English for International Communication
- TOPIK--Test of Proficiency in Korean

## **RESEARCH GRANTS**

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- Korea University of Science & Technology research grant-2013, 5 Million Won (Approx. USD 5, 000).
- Korea University of Science & Technology research grant for newly appointed Professors 2012, 5 Million Won (Approx. USD 5, 000).

- Social Science Korea (SSK), National Research Foundation of Korea, NRF-2010-330-B00232, 3 Million Won (Approx. USD 3,000).
- World Class University (WCU) Programs, National Research Foundation of Korea, NRF 515-82-06574, 3 Million Won (Approx. USD 3,000).
- National Research Foundation of Korea Grant funded by the Korean Government (NRF-2011-327-H00005), 4 Million Won (Approx. USD 4,000).
- Yeungnam University Research Grant, 2 Million Won (USD Won (Approx. USD 2,000).

## **PUBLICATIONS**

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### *Journal Papers Published or Accepted*

- Khan, G. F. Young, H., Kim, J., & Park, H. W. (2013). From E-government to Social Government: Government Use of Social Media in Korea, [Online Information Review](#), forthcoming. [Abstract](#). [Download Authors' version](#)
- Khan, G. F. Young, H., & Park, H. W. (2013). Social Media Communication strategies of Governments: A comparison of the USA and S. Korean governments, [Asian Journal of Communication](#), accepted for publication. [Abstract](#). [Download Author's version](#)
- Khan, G. F., & Park, H. W. (2013). [International Collaboration within Electronic Government Research Domain: A Triple Helix Network Analysis of Collaboration at the Regional, Country, and Institutional Levels](#), *Government Information Quarterly*, 30 (2013) 182–193  
DOI:<http://dx.doi.org/10.1016/j.giq.2012.09.003>, [Abstract](#). [Download Author's Version](#)
- Swar, B. & Khan, G.F (correspondence author). (2013). [Scientometrics analysis of the IT outsourcing domain](#), *Journal of the American Society for Information Science and Technology*. forthcoming. [Download Authors' version](#)
- Swar, B., and Khan, G.F. (correspondence author). (2012). Comparison of Hallyu with Hollywood and Bollywood Entertainment Industries: A Webometrics Analysis, [Korea Journal of Information Society](#).
- Khan, G. F. (2012). Social Media-Based system: An emerging area of information system research & practice, *Scientometrics*, DOI:[10.1007/s11192-012-0831-5](https://doi.org/10.1007/s11192-012-0831-5) [Abstract](#).
- Khan, G. F., Moon, J., Swar, B., Zo, H., and Rho, J.J.(2012), [E-government service use intentions in Afghanistan: Technology adoption and the digital divide in a war-torn country](#), *Information Development (SSCI)*, doi:[10.1177/0266666912438879](https://doi.org/10.1177/0266666912438879). [PDF](#)
- Swar, B., Moon, J. and Khan, G.F. (2012) ‘Public sectors’ perception on critical relationship factors in IS/IT outsourcing: analysis of the literature and a Delphi examination’, *Int. J. Services Technology and Management*, Vol. 17, No. 1, pp.1–21. [PDF](#)
- Khan, G. F., Cho, S., & Park, H. W. (2012). [A comparison of the Daegu and Edinburgh musical industries: a triple helix approach](#), *Scientometrics (SSCI)*, Vol. 90, No.1, 85-99, DOI:[10.1007/s11192-011-0504-9](https://doi.org/10.1007/s11192-011-0504-9). [PDF](#)
- Khan, G. F., & Park, H. W. (2012). [Editorial: Triple-Helix and Innovation in Asia using Scientometrics, Webometrics, and Informetrics](#), *Scientometrics (SSCI)*, 1-7, Vol. 90, No.1, DOI: [10.1007/s11192-011-0506-7](https://doi.org/10.1007/s11192-011-0506-7). [PDF](#)
- Khan, G. F., & Park, H. W. (2011). [Measuring the triple helix on the web: Longitudinal trends in the university-industry-government relationship in Korea](#), *Journal of the American Society for Information Science and Technology (SSCI)*, Vol. 62, No. 12, 2443–2455  
doi:[10.1002/asi.21595](https://doi.org/10.1002/asi.21595). [PDF](#)
- Khan, G. F., Moon, J., & Park, H. W. (2011). [Network of the core: mapping and visualizing the core of scientific domains](#), *Scientometrics (SSCI)*, Vol. 89, No. 3, 759-779 DOI: [10.1007/s11192-011-0489-4](https://doi.org/10.1007/s11192-011-0489-4). [PDF](#)
- Khan, G. F., Moon, J., Park, H. W., Swar, B., and Rho, J.J.(2011). [A Socio-Technical Perspective on E-government Issues in Developing Countries: A Scientometrics Approach](#), *Scientometrics (SSCI)*, Vol. 87, Issue 2, p-267–286. [DOI:10.1007/s11192-010-0322-5](https://doi.org/10.1007/s11192-010-0322-5). [PDF](#)

- Torres U.T., Khan, G. F. (correspondence author), Moon, J., and Rho, J.J.(2011). (2011). [E-learning Motivation and Educational Portal Acceptance in Developing Countries](#), **Online Information Review (SSCI)**, Vol. 35, issue 1.DOI: [10.1108/14684521111113597](#). PDF
- Khan, G. F., Moon, J., Rhee, C., and Rho, J.J. (2010). [E-government skills Identification and Development: Toward a Staged-Based User-Centric Approach for Developing Countries](#), **Asia Pacific Journal of Information Systems (KSSCI)**, Vol.20, No.1, March 2010.[http://apjis.or.kr/issue/Past\\_sub.asp?uid=3493](#). PDF

### *Chapters in Edited Volumes*

- Khan, G. F., & Moon, J. (2013). E-Government Issues in Developing Countries: An Analysis from a Digital Divide, E-Skills, and Civil Conflict Theory Approach. In I. Association (Ed.), [Digital Literacy: Concepts, Methodologies, Tools, and Applications \(pp. 1272-1288\)](#). Hershey, PA: [Information Science Reference](#). doi:10.4018/978-1-4666-1852-7.ch066
- Khan, G. F., & Moon, J. (2012). [E-Government Issues in Developing Countries: An Analysis from a Digital Divide, E-Skills, and Civil Conflict Theory Approach](#). In K. Bwalya, & S. Zulu (Eds.), *Handbook of Research on E-Government in Emerging Economies: Adoption, E-Participation, and Legal Frameworks* (pp. 423-439). doi:10.4018/978-1-4666-0324-0.ch021

### *Peer-reviewed Conference Papers*

- Khan, G.F. and Swar, B., (2013), Government 2.0: Utilization Model, Implementation Scenarios, and Relationships, accepted for presentation at Pre-ECIS (21st European Conference on Information Systems) workshop: [E-Government 2.0: Case studies and experience reports](#), 4 June 2013, Utrecht, Netherlands.
- Khan, G. F., (2013), Social Media-based Government Explained, Expert Group Meeting on Social Media for Development held at United Nations Asian and Pacific Training Centre for Information and Communication Technology for Development UN-APCICT/ESCAP), Incheon, South Korea.
- Khan, G. F., Ho Young Yoon, Park, H. W. (2012), Social Media Use in Public Sector: A comparative study of the Korean & US Government Agencies, accepted for presentation at ATHS panel during the 8th International Conference on Webometrics, Informatics and Scientometrics & 13th COLLNET Meeting, 23-26 October 2012, Seoul, South Korea. [http://collnet2012.ndsl.kr/wsp/about/greeting.jsp](#)
- Swar, B., & Khan, G. F., ( 2012), Analysis of Triple Helix Network Collaboration among University-Industry-Government for IT Outsourcing, accepted for presentation at European, Mediterranean & Middle Eastern Conference on Information Systems (EMCIS 2012) Munich, Germany, 7 - 8 June, 2012.
- Khan, G. F., Moon, J., & Park, H. W. (2011). Measuring Triple Helix on the World Wide Web, presented at presentation at Triple Helix 9 International Conference (Stanford University, 11-14 July 2011) [http://th9.triplehelixassociation.org](#)
- Khan, G. F., Moon, J., & Park, H. W. (2011). Mapping and visualizing the core of scientific domains: Information System Research, presented at COLLNET 2011, Seventh International Conference on Webometrics, Informetrics and Scientometrics (WIS), 20-23 September, 2011, Istanbul Bilgi University, Istanbul, Turkey. [http://collnet.cs.bilgi.edu.tr/program/programme/](#)
- Khan, G. F. & Park, H. W. (2011). International collaboration within e-government domain: A scientometrics analysis, Presented at 2011 KAPA-ASPA International Conference, October 28-29, 2011, Seoul Korea. [http://www.kapa21.or.kr/english/2011conference.htm](#)

- Khan, G. F., Moon, J., Park, H. W., & Christian, L. S. (2010). Electronic Government Research: Graphical-Mathematical Modeling”, presented at the 3rd Conference on Innovation and Development, Learning from Development Experience" December 4, 2010, Seoul National University, Korea.
- Khan, G. F., Moon, J., Zo, H., Rho, J.J. (2010). Civil conflict, digital divide, and e-government service adoption: A Conflict Theory Approach, presented at International Conference on e-Democracy, e-Government and e-Society, Paris, June 2010 organized by WASET.  
<http://waset.org/programs/Paris10.pdf>
- Torres U.T., Khan, G. F. (correspondence author), Moon, J., and Rho, J.J. (2009). E-learning motivation, Students' Acceptance/Use of Educational Portal in Developing Countries: A Case Study of Peru, Proceedings of the 2009 Fourth International Conference on Computer Sciences and Convergence Information Technology, pp.1431-1441, 2009, Seoul, South Korea.  
<http://portal.acm.org/citation.cfm?id=1676401>
- Khan, G. F., Moon, J. (2010). E-government challenges in developing countries: A social-technical theory perspective, Paper presented in Second Conference of Innovation and Development (CID) “Knowledge, Society and the Role of Government” June 24-25, 2010 Seoul National University, Korea. [http://www.politicalenemy.com/main\\_v2/Worshop2.html](http://www.politicalenemy.com/main_v2/Worshop2.html)

### ***Works in Progress and Papers Currently Under Review***

- Khan, G. F., (under review round2). Social Media-base Government Explained: under review in a premium journal. [Abstract](#)
- Khan G.F., & Sokha, W., (under review round2). Why some content go viral on social media? an exploratory study, [Abstract](#)
- Khan, G. F., Kon, S., Swar, B. (working paper). Social Media Adoption in GRIs: A cost-benefit analysis framework, *working paper*.
- Khan, G. F., Sokha W., (working paper). Social Media Adoption: A cost-benefit analysis, *working paper*.

### **PROFESSIONAL SERVICES**

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- **Associate Editor**
  - *Journal of Contemporary Eastern Asia*
- **Manuscript Reviewer**
  - Internet Research, Information System Frontiers Journal; Journal of Computer Information Systems; Scientometrics; New Media & Society; Information Development; European Conference of Information Systems (ECIS), J Contemporary Eastern Asia; Korea Journal of Information Society (KJIS), The International Journal of Public Opinion Research; African Journal of Information System; and Agribusiness & Information Management Journal.
- **Guest editorial work**
  - *Scientometrics Journal* special issue on Triple Helix and Innovation in Asia;
  - *Social Science Computer Review* (SSCR) Journal special issue on Best Practices in Social Media at Non-profit, Public, Education, and Healthcare Organizations.
- **Coordinator**
  - ICU O.N.E (Information & Communication University Overseas Networking. Exchange), Information & Communication University, South Korea, 7/2008 to 12/2008.
- **Panel Member**

- United Nations Asian and Pacific Training Centre for Information and Communication Technology for Development (UN-APCICT/ESCAP) [Module 11, 'Social Media for Development'](#).
- **Media Appearance**
  - [Watch Dr. Khan's interview with Arirang \(Korean's International Channel\) on the role of Social Media in the contemporary society](#) (the interview appearance is at the 24th minute)
  - As one of the successful alumni, Dr. Khan was featured in the KAIST spring 2013 news letter, [here is the full story](#). Or download the news letter by clicking [here](#)
  - Dr. Khan is one of the experts who is developing UN-APCICT/ESCAP Social Media for Development Module, [here is the full news](#)
  - [Dr. Khan's article, "3 ways to engage citizens using social media" translated into Pashtu \(a local language\), appeared in a local news outlet in Afghanistan.](#)  
[English version is here](#)

## **MEMBERSHIPS**

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- Member, the Society for the Knowledge-based Innovation and Education (SKIE)
- My name is included in the [2013 30th Pearl Anniversary edition of Marquis Who's Who in the World](#).
- Member, Asia Triple Helix Society.

## **PROFESSIONAL REFERENCES**

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- 1) Junghoon Moon (academic advisor), Assistant Professor, Seoul National University, email: [moonj@snu.ac.kr](mailto:moonj@snu.ac.kr)
- 2) Mark C. Hoffman, Associate Professor and Director, School of Public, Nonprofit & Health Administration, 401 Fulton Street West, #236C DeVos, Grand Valley State University, Grand Rapids, MI 49504, e-mail: [hoffmanm@gvsu.edu](mailto:hoffmanm@gvsu.edu)
- 3) Young-Sik Kim, e-Government Advisor at e-Government Center , Consultant at NIPA (National IT Promotion Agency), MoKE, Korea, [yskim@ictpa.gov.mn](mailto:yskim@ictpa.gov.mn), [yskim4u@gmail.com](mailto:yskim4u@gmail.com)
- 4) Bobby Swar, Assistant Professor, SoleBridge International School of Business, Daejeon South Korea. Email: [bobbyswar@gmail.com](mailto:bobbyswar@gmail.com)