

Hilloi Bala

Associate Professor of Information Systems at Indiana University, Kelley School of Business
Bloomington, IN, US

Information technology expert, focusing on the implementation of enterprise systems that radically change organizational business processes.

Biography

I teach and conduct research in the area of Information Systems (IS). My research focuses on the implementation of large-scale enterprise systems (e.g., ERP, supply chain management, customer relationship management) that radically change organizational business processes. I study how employees react to these changes and how organizations can develop effective interventions to minimize negative reactions. I also study the assimilation of interorganizational business process standards (e.g., RosettaNet) in supply-chain and other interorganizational networks and their impacts. Another area of my research is IT implementation in health care organizations. Particularly, I am interested in identifying the factors that can lead to successful IT implementations in these organizations.

Industry Expertise

Information Services, IT Services/Consulting, Information Technology and Services, Business Services, Research, Education/Learning, Writing and Editing, Health Care - Services

Areas of Expertise

IT-Enabled Business Process Change and Management, IT Use and Impacts, Strategic Use of IT in Health Care, Enterprise Systems Implementation

Secondary Titles

Whirlpool Faculty Fellow

Accomplishments

Faculty Distinguished Teaching Award, Doctoral Program, Kelley School of Business, Indiana University
2015

Citation of Excellence Award, Emerald Management Reviews
2014

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