

TABLE OF CONTENTS

EDITOR'S COMMENTS: SYNERGIES BETWEEN BIG DATA AND THEORY iii

SPECIAL ISSUE: ICT AN SOCIETAL CHALLENGES

Designing for Digital Transformation: Lessons for Information Systems Research from the Study of ICT and Societal Challenges
Ann Majchrzak, M. Lynne Markus, and Jonathan Wareham 267

RESEARCH ARTICLES

The Duality of Empowerment and Marginalization in Microtask Crowdsourcing: Giving Voice to the Less Powerful Through Value Sensitive Design
Xuefei (Nancy) Deng, K. D. Joshi, and Robert D. Galliers 279

Are Social Media Emancipatory or Hegemonic? Societal Effects of Mass Media Digitization in the Case of the SOPA Discourse
Shaila M. Miranda, Amber Young, and Emre Yetgin 303

Digital Action Repertoires and Transforming a Social Movement Organization
Lisen Selander and Sirkka L. Jarvenpaa 331

Combating Infant Mortality in Rural India: Evidence from a Field Study of eHealth Kiosk Implementations
Viswanath Venkatesh, Arun Rai, Tracy Ann Sykes, and Ruba Aljafari 353

RESEARCH NOTES

The Internet and Racial Hate Crime: Offline Spillovers from Online Access
Jason Chan, Anindya Ghose, and Robert Seamans 381

Information and Communication Technology and the Social Inclusion of Refugees
Antonio Díaz Andrade and Bill Doolin 405

Does Information and Communication Technology Lead to the Well-Being of Nations? A Country-Level Empirical Investigation
Kartik K. Ganju, Paul A. Pavlou, and Rajiv D. Banker 417

The Evolution of an ICT Platform-Enabled Ecosystem for Poverty Alleviation: The Case of eKutir
Srivardhini K. Jha, Alain Pinsonneault, and Laurette Dubé 431

A Multiagent Competitive Gaming Platform to Address Societal Challenges
Wolfgang Ketter, Markus Peters, John Collins, and Alok Gupta 447

Multiplex Appropriation in Complex Systems Implementation: The Case of Brazil's Correspondent Banking System
Paul M. Leonardi, Diane E. Bailey, Eduardo H. Diniz, Dan Sholler, and Bonnie Nardi 461

The Emergence of Self-Organizing E-Commerce Ecosystems in Remote Villages of China: A Tale of Digital Empowerment for Rural Development
Carmen Leong, Shan L. Pan, Sue Newell, and Lili Cui 475

Identity Verification and Societal Challenges: Explaining the Gap Between Service Provision and Development Outcomes
Kathy McGrath 485

ICT, Intermediaries, and the Transformation of Gendered Power Structures
Elisa Oreglia and Janaki Srinivasan 501

You Can't Bribe a Computer: Dealing with the Societal Challenge of Corruption Through ICT
Shirish C. Srivastava, Thompson S. H. Teo, and Sarv Devaraj 511

Copyright © 2016 by the Management Information Systems Research Center (MISRC) of the University of Minnesota. Permission to make digital or hard copies of part or all of this work for personal or classroom use is granted without fee provided that copies are not made or distributed for profit or commercial advantage and that copies bear this notice and full citation on the first page. Copyright for components of this work owned by others than the MISRC must be honored. Abstracting with credit is permitted. To copy otherwise, to post on servers, or to redistribute to lists requires prior specific permission and possibly a fee. Request permission to publish from: MIS Quarterly, Carlson School of Management, University of Minnesota, 321 19th Ave. So., Minneapolis, MN 55455 U.S.A. (misq@umn.edu). ISSN: 0276-7783 (Print), 2162-9730 (Online).

INFORMATION ABOUT THE *MIS QUARTERLY*

Objective

The *MIS Quarterly* publishes high-quality research about the development of information technology-based services, the management of information technology resources, and the economics and use of information technology with managerial and organizational implications. Refer to our web site (www.misq.org) for the full and most-recent statement of our editorial policy. The *MIS Quarterly* is abstracted. Copies of articles are also made available through EBSCO Publishing. Reprint permission is available through Copyright Clearance Center, or by contacting the journal directly at misq.org.

Founding and Sponsors

The *MIS Quarterly* was begun in 1977 through the joint efforts of the Management Information Systems Research Center (MISRC) of the University of Minnesota and the Society for Information Management (SIM). Founded in 1968, SIM is an international organization for information executives. Its members include chief information officers, vice presidents of information services organizations, key staff members from leading U.S. and international corporations and government agencies, educators, researchers, and systems executives at institutions of higher learning. In 2002, SIM transferred its ownership in the *MIS Quarterly*, including copyrights, to the MISRC. The *MIS Quarterly* acknowledges and appreciates the critical role of SIM in founding and encouraging the growth of the journal. The *MIS Quarterly* is included in some SIM membership categories; it is an option in other categories. Applications for SIM membership must be addressed to the Society for Information Management, 15000 Commerce Parkway, Suite C, Mount Laurel, NJ 08054 (www.simnet.org). Address changes and claims for journal subscriptions obtained through **SIM membership** should be sent to the SIM address.

Since its formation, the Association for Information Systems (AIS) has been a subscription sponsor of the *MIS Quarterly*. AIS is the global professional society for information systems academics. It was founded in 1995 and has more than 4,000 members in 40 countries. It sponsors the International Conference on Information Systems (ICIS), the leading international conference for information systems research. AIS also sponsors ISWorld, a major Web-based resource for information systems scholars. To ensure that AIS is truly global, its leadership rotates through three world regions: the Americas, Europe-Mid-East-Africa, and Asia-Pacific. In 2002, the *MIS Quarterly* entered into an alliance with AIS to provide AIS members with password-enabled electronic access to both current and past issues of the *MIS Quarterly*. As part of this alliance, AIS is represented on the MISQ Policy Council. The Council provides policy direction and oversight to the journal. AIS members may also subscribe to print versions of the *MIS Quarterly* at a reduced rate as a benefit of membership. Membership applications and information concerning AIS may be obtained from: AIS, P.O. Box 2712, Atlanta, GA 30301-2712, U.S.A.; Phone: +1.404.413.7445; Fax: +1.404.413.7443; E-mail: Membership@aisnet.org; Web: <http://aisnet.org/>. Address changes and claims for AIS member subscribers should be sent to the *MIS Quarterly* at misq@umn.edu.

Subscribing to the *MIS Quarterly*

Subscription rates 2016 are U.S. individual, \$190.00; U.S. library/institution, \$395.00; U.S. student, \$180.00 (student status applicable for three years; proof required); outside the U.S., individual \$225.00; library/institution, \$475.00; student \$215.00 (student status applicable for three years; proof required) (includes air shipment). Payment must be made in U.S. dollars drawn on a U.S. account by check, by U.S. postal money order, or by MasterCard, Visa, Diner's Club, Discover Card, or American Express. Back issues and individual articles are available in hard copy or pdf format. Online access is available. (Individual access is \$100.00 per year; library access is \$1,000.00 per year. Access is to all content on a one-year basis. ISSN: 2162-9730.) For additional information, contact us at misq@umn.edu.

Subscription and back-issue orders, address changes, and claims for **regular subscribers**, as well as requests for reprint permission should be addressed to the editorial offices: MIS Quarterly, Carlson School of Management (4-339), University of Minnesota, 321 19th Avenue South, Minneapolis, MN 55455 U.S.A. (Telephone: +1.612.624.2035; fax: +1.612.626.5185; e-mail: misq@umn.edu; URL: <http://www.misq.org>).

Submitting a Manuscript

MIS Quarterly is a peer-reviewed journal that uses a double-blind review process. Manuscripts should be submitted through the *MIS Quarterly* Scholar One Manuscripts site at <http://mc.manuscriptcentral.com/misq>. For detailed information on how to submit a manuscript for possible publication, visit the *MIS Quarterly* web site (<http://www.misq.org>).