

ANINDITA PAUL
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IIMK CAMPUS P.O.
IIM Kozhikode
Kozhikode – 673570
Kerala, India

Research ICT for Development, Human Information Behavior, e-Governance, Women and ICT use, Social media in Educational Institutions, Web Analytics

Teaching Ecommerce, Design Thinking, Customer-centric Innovation, User Experience Designing, Responsible Digital Design, Knowledge Management, Enterprise Social Networking, e-Government, Business Computing, Management Information Systems

EDUCATION

Doctorate in Information Science, 2004 – 2010

School of Information Science and Learning Technologies, University of Missouri, Columbia, MO

Dissertation: *The Use of Web Analytics on an Academic Library Website*

Dissertation Supervisor: Sanda Erdelez

Master of Business Administration, University of Visva-Bharati, Kolkata, India, 2000

Thesis: *Financial Accounting Software: A Comparative Analysis*

Bachelor of Science with honors in Mathematics, M.U.C. Women's College, University of Burdwan, Burdwan, India, 1997,

WORK EXPERIENCE

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|---------------|--|
| 2019- Present | Associate Professor, Indian Institute of Management Kozhikode (IIMK)
IT & Systems Area, Member,
IIMK Board of Governors (from Jan 2025-current) |
| 2011 - 2019 | <i>Assistant Professor</i> , Indian Institute of Management Kozhikode (IIMK)
IT & Systems Area |
| 2007- 2010 | <i>User Experience Specialist</i> , Information Experience Laboratory (IE Lab), University of Missouri, USA.
<i>Job role covered the areas of project management and research in the following areas:</i> <ul style="list-style-type: none">• Use of web analytics to understand information behaviour of web users• Studying information behaviour of users of business websites• Information behaviour of users of academic websites and e- |

- learning systems
 - Evaluation of health system applications on online systems and mobile technology
 - Information horizons theory for studying users information behaviour and evaluating websites
 - Supervising usability projects including planning, coordinating and reporting project studies on usability
 - Training students and new staff associated with the lab on usability methods, techniques and tools
- 2004 – 2006 *Project Coordinator, 'ShowMe the World' Project, University of Missouri*
- Content development for the project website
 - Developed process and resources for schools
 - Tested desktop applications to enable better communication between partner schools in Missouri and overseas
- 2002 – 2003 Assistant Manager, Msource India (P) Ltd.
- Customer advising on financial services rendered to them
 - Generating referrals based on customer needs
 - Responsible for optimizing team efficiency
- 2000 – 2002 *Client Service Associate - Caltiger.com, India*
- Network Service order implementation and maintenance
 - Process implementation of enterprise resource planning projects
 - Managing banners, pop-ups and default page

TEACHING EXPERIENCE

- Executive Programs: Digital Governance; Information Systems; Creative Problem Solving using Design Thinking; Contemporary Issues in Management; Designing Digital Interfaces; Knowledge Management
- Post Graduate Programs: Ecommerce; Innovation and Design Thinking; Business Computing
- Doctoral Programs: Enterprise Social Networking; Perspectives in Information Systems; Methods in management Research
- Guest lectures: Multimedia Planning and Design & Online Marketing; Software Engineering; Usability of Online Information Services; Organization of Information; Information Seeking, Retrieval & Use; Usability Tools and Methods

RESEARCH POSITIONS AND PROJECT RESPONSIBILITIES

- **Consultancy**, Impact of the Optical Fibre Infrastructure being Created and Utilized in the State of Kerala, Dec 2016 – Mar 2017

- **Consultancy**, Performance Analysis of Kerala CM Call Center. Recommendations for further improvement, July 2015 – Jan 2016
- **User Experience Specialist**, Shelter Insurance Company website. Understanding how different usability techniques can be utilized to get user feedback on web prototypes. Summer 2010
- **User Experience Specialist**, Mobile Surgeon, Living Lab, a collaboration between University of Missouri and Cerner Corporation. Project Lead: Jeffery Belden, Apr 2010 – Dec 2010
- **User Experience Specialist**, Semantic Search of Patient Summary Chart, a collaboration between University of Missouri and Cerner Corporation. Project Lead: Karl Koechendorfer, Jan 2010 – Dec 2010
- **Usability Evaluator**, Community Issues Management (GIS System), Center for Applied Research and Environmental Systems, College of Agriculture, Food and Natural Resources. Principal Investigator: Chris Fulcher, Summer 2009
- **Usability Evaluator**, Tiger Place Sensor Display Interface, School of Nursing. Principal Investigator: Greg Alexander, Summer 2007 – Fall 2008
- **Usability Evaluator**, Family and Community Medicine, School of Medicine. Principal Investigator: Richelle Koopman, Summer 2008
- **Research Assistant**, Show Me the World, School of Information Science and Learning Technologies. Principal Investigator: John Wedman, Fall 2004 – Fall 2005

WORKING PAPERS

1. Gen AI for Software development
2. ICT use and Social Inclusion of Women in India
3. Dark patterns Regulations in India

CONSULTANCY PROJECTS

1. 2017. Impact of BharatNet in Kerala – Central Government
Co-Investigator
2. 2016. Chief Ministers Call Center Evaluation - Kerala Government
Principal Investigator

PUBLICATIONS

Peer Reviewed Journal Papers and Proceedings

- Mathen, M. P., & Paul, A. (2025). Toward an evolving framework for responsible AI for credit scoring in the banking industry. Journal of Information, Communication and Ethics in Society.
- Paul, A., Krishnan, T.N. & Scullion, H. (2021). Talent and career issues of female executives

in the Indian IT industry. *Indian Journal of Industrial Relations*.

- Shah, C. S. & Paul, A. (2020). Information seeking behaviour in online shopping. In Sujeet K. Sharma, Yogesh K. Dwivedi, Bhimaraya Metri & Nripendra P. Rana (Eds) *Re-imagining Diffusion and Adoption of Information Technology and Systems: A Continuing Conversation*. IFIP WG 8.6 International Conference on Transfer and Diffusion of IT, TDIT 2020 Tiruchirappalli, India, December 18–19, 2020 Proceedings Part 1 (439-450). Springer
- Thompson, K. M & Paul, A. (2020, Apr). Factors of Digital Inclusion among Women: Revisiting India and Extending to Chile and Australia for Additional Analysis, *Library Quarterly*, 173–188.
- Paul, A. (2019). Assessing the Value of a Government Call Center in India: A Case Study. *IIM Kozhikode Society & Management Review*, Special Issue on 'Services Operations in Emerging Markets'
- Paul, A., & Thompson, K. M. (2018). Negotiating digital spaces in everyday life: A case study of Indian women and their digital use. *First Monday*, 23(11). doi:<https://doi.org/10.5210/fm.v23i11.9325>
- Thompson, K. M., & Paul, A. (2016) "I Am Not Sure How Much It Will Be Helpful for Me": Factors for Digital Inclusion among Middle-Class Women in India. *The Library Quarterly*, 86(1), 93-106.
- Paul, A., Thompson, K. M. & Heinström, J. (2015). After access: An inquiry into ICT use factors for Indian women. *Proceedings of the 78th ASIS&T Annual Meeting*. Accessed on 28/12/2015 from <https://www.asist.org/files/meetings/am15/proceedings/openpage15.html>
- Chen, W., Paul, A., Kibaru, F., Ma, Y., & Saporova, D. (2015). Two-Phase Usability Evaluation of Insurance Website Prototypes. *International Journal of E-Business Research (IJEER)*, 11(1), 1-22.
- Paul, A. (2015). Use of ICT in the Everyday Lives of Indian Women: a normative behaviour perspective. *Information Research*, 20 (1). Accessed on 25/07/2015 from <http://www.informationr.netus/ir/20-1/isic2/isic19.html#.VbNTHeqXerU>
- Paul, A. and Erdelez, S. (2013). Implementation and Use of Web Analytics for Academic Library Websites. *World Digital Library*, 6(2), p. 115.
- Paul, A., Yadamsuren, B. and Erdelez, S. (2012). An experience with measuring multi-user online task performance. In A Abraham, S. M. Thampi, S. Pal, E. Corchado, V. Snasel, S. Abraham, S. Ramakrishnan (Eds) *Proceedings of the 2012 World Congress on Information and Communication Technologies* (639-644). IEEE.
- Wang, X., Yadamsuren, B., Paul, A., Adkins, D., Laur, G., Tawfik, A., Erdelez, S. (2010) Iterative Usability Evaluation for an Online Educational Web Portal. *International Journal of Multimedia Data Engineering and Management*, 1 (4), 31-49.

- Alexander, G.L., Rantz, M., Skubic, M., Aud, M.A., Wakefield, B., Florea, E., and Paul, A. (2008). Sensor systems for monitoring functional status in assisted living facility residents. *Research in Gerontological Nursing*, 1(4), 238-244.
- Bossaller, J. E., Paul, A., Erdelez, S., Hill, H. L. and Wang, J. (2008, October). Conferences as Information Grounds: Website Evaluation with a Mobile Usability Laboratory. *Journal of Web Librarianship*, 2 (2/3).

Book Chapters & Teaching Cases

- Paul, A., Yadamsuren, B., & Thompson, K. M. (2024). Digital usage of Indian teleworkers in home settings: A digital inclusion framework. In E. Eliu, J. S. Pettersson, R. Baguma, & G. Bhutkar (Eds.). *Rethinking ICT adoption theories in the developing world* (pp. 23-45). Springer.
- Paul, A. & Narayan, S. (2023). Online Gaming Industry in India: Behavioural Issues & Legal Challenges. IIMK/CS/177/ITS/2023/03. Feb 2023
- Paul, A. (2020). The Ayurvedic Child and Adolescent Care Center. IIMK/CS/128/ITS/2020/01. March 2020.
<https://iimk.ac.in/uploads/publications/3168Ayurveda-Care.pdf>
- Paul, A. & Pillai, R. (2017). On The Road to Digitization: The Case of Kerala. IIMK/CS/41/ITS/2017/06 May 2017.
https://iimk.ac.in/uploads/publications/41abs_new.pdf
- Paul, A. (2017). The Changing Role of Indian Women in the Information Age. In S. Vanka (Ed.). *Gender and Management: International Perspectives*.
- Chen, W., Paul, A., Kibaru, F., Ma, Y. & Saparova, D. (2016). Navigating practical trade-offs during prototype testing. In I. Lee (Ed.). *Encyclopedia of E-Commerce Development, Implementation, and Management*.
- Yadamsuren, B., Paul, A., Erdelez, S. and Moore, J. (2010). Multiple-User Simultaneous Testing: A comparison of implementation methods. In T. Spiliotopoulos, P. Papadopoulos, D. Martakos and G. Kouroupetroglou (Eds) *Integrating Usability Engineering for Designing the Web Experience: Methodologies and Principles*.

Conference Presentations

- Subramanya, S. & Paul, A.(2024). Promises and Pitfalls: Evaluating Generative AI Tools in Software Engineering. Australasian Conference on Information Systems, 2024. December 4-6, 2024, Canberra, Australia.
- Mishra, A. & Paul, A. (2024). A model for IT Enabled Dynamic capabilities in Public Sector Organizations. Globalizing Indian Thought 2024, October 25-26, 2024, London, UK.
- Paul, A. (2023). Mixed Method Research in the Critical Realist Paradigm: Applying Case Study and Descriptive Statistics to Inquire into Teleworkers' ICT Use in the Home Setting during the Covid-19 Pandemic. Conference. 11TH International qualitative research conference. Positioning Critical Lenses in Qualitative Research. Nov 23-25, Putrajaya, Malaysia.

- Bharadwaj, B. & Paul, A. (2022). Telemedicine and its adoption in Rural India. Presented at 2nd Pritam Singh Memorial (PRISM) Conference. Leading the business of the future: Talent, Technology and Transformation in a changing world. 17th – 19th November 2022, IIM Nagpur
- Paul, A., Yadamsuren, B. & Thompson, K.M. (2021). Using Factors for Digital Inclusion to Assess Changes in Digital Use Behavior During COVID Times. Presented at the 8th PAN IIM World Management Conference. Responsible business for sustainable development. 16-18 December, 2021 at IIM Kozhikode, India.
- K, Labeeba & Paul, A. (2021). Social Media and Information Seeking: A Qualitative Study of Female Instapreneurs' Information Seeking Behaviour. Presented at the 8th PAN IIM World Management Conference. Responsible business for sustainable development. 16-18 December, 2021 at IIM Kozhikode, India.
- Paul, A. (2020). Exploiting the social, physical and digital infrastructures for knowledge creation: A study of doctoral scholars' information support system. Presented at INDAM 2020, Jan 2-4, 2020, IIM Trichy.
- Paul, A. (2019). Establishing an Adolescent Child Care Center: Challenges in Public Sector innovation. Presented at Pan IIM 2019, 12-14 Dec 2019, IIM Rohtak.
- Paul, A. (2019). Transforming Passion into Reality: Building an Ayurvedic Corrective Center for Disable Children, Glohealth Conference- International Conference on Global Health & Medical Tourism: The Way Forward, Mar 7-10, 2019, Kozhikode, India.
- Paul, A. & Thompson, K. M. (2018). ICT Self-Regulation and Insights for Businesses: An International Comparative Study of Indian and Chilean Women. Presented at Society and Management: Indian Culture Vis-a-vis Western Culture conference, Dec 3-5, 2018, Kozhikode, India
- Paul, A. & Padhi, S. (2018). Achieving Efficiencies in Service Delivery: Evaluation of a Government Call Center. Digital Innovations, Transformation and Society Conference, Jan 13-14, India Habitat Center, New Delhi, India.
- Paul, A., Krishnan, T.N. & Scullion, H. (2017). Career progression of women in the Indian IT Sector: Matching talent management practices and employee perspectives. The 6th Workshop on Talent Management on Oct 2-3 at Barcelona, Spain.
- Thompson, K. & Paul, A. (2017). Technology Tamers: The influence of women in ICT adoption, use and enjoyment. SIG-III presentation at ALISE 2017 Annual Conference from January 17-20, 2017 at Atlanta, Georgia, USA.
- Paul, A. (2016). ICT Adoption for Health Related Use by Middle Class Indian Women. Presented at Adwitya 2016 - International Conference: Engendering Health by IIHMR Bangalore in association with IIMA at Bangalore, Nov 18-19th, 2016.

- Jayaprakash, P. & Paul, A. (2016). Exploring the Factors Influencing Information Seeking Behaviour and the Role of Social Media in a Doctoral Community of a B-School. Presented at the 7th International Conference on Excellence in Research and Education IIM Indore. 5th – 8th May 2016
- Paul, A., Thompson, K. & Heinstrom, J. (2015). Exploring Barriers to ICT Use by Middle Class Indian Women. Second Regional ITS Conference, New Delhi. Connectivity for All: Future Technologies, Markets and Regulation at New Delhi from December 13-15, 2015
- Paul, A., Thompson, K. & Heinstrom, J. (2015). After Access: An inquiry into ICT use factors for Indian women. 78th The Association for Information Science & Technology, 2015 Annual Meeting. Information Science with Impact: Research in and for the Community at St. Louis, USA from Nov 6-10, 2015
- Paul, A. (2015). ICT use by Indian Women: Exploring patterns of adoption and use. Twelfth Association of Indian Management Scholars (AIMS) International Conference at Kozhikode, January 2-5, 2015
- Paul, A. & Angira, R. (2015). Doctoral Students Information Seeking Behaviour: a Case Study. Twelfth Association of Indian Management Scholars (AIMS) International Conference at Kozhikode, January 2-5, 2015
- Paul, A. (2014). Use of ICT in the everyday lives of Indian women: A normative behaviour perspective. ISIC: The Information Behaviour Conference, University of Leeds, United Kingdom. Sep 2-5, 2014
- Paul, A. (2014). The changing role of Indian women in the information age. 12th International Interdisciplinary Conference on Women 2014: Gender in a Changing World. Hyderabad, August 17-22, 2014
- Paul, A. & Ray, D. (2013). ICT Use and Adaptation by Indian Women: An analysis of two cases. The Second Asian Conference on Information Systems (ACIS 2013), Phuket, Thailand. October 31-Nov 2, 2013
- Paul, A. (2013). Role of ICT in Indian Women's Everyday Lives. Presented at the International Conference on 'Technology, Innovation and Social Change' at Tata Institute of Social Sciences, India, January 22-24, 2013
- Paul, A., Yadamsuren, B. and Erdelez, S. (2012). An experience with measuring multi-user online task performance. Presented in the 2nd World Congress on Information and Communication Technologies at Thiruvanthapuram, India, October 30-November 2, 2012.
- Paul, A. (2012). Role of ICT in Indian Women's Information Seeking Behavior: A Systematic Review of ICT Use by Women for Information Seeking. Presented at the National Conference on Technology, Innovation and Social Change, Tata Institute of Social Sciences, India, August 16-18, 2012

- Paul, A. and Erdelez, S. (2011). Value of Web Analytics for Organizations to Drive Web-Based Strategies. Presented at the 2nd IIMA International Conference on Advanced Data Analysis, Business Analytics and Intelligence, Indian Institute of Management Ahmedabad, India, January 8-9, 2011
- Koopman, R., Mehr, D. R., Kochendorfer, K. M., Wakefield, D. S., Wakefield, B., Moore, J. L., Kruse, R.L., Belden, J.F., Keplinger, L.E., Moore, C.M., Paul, A., Yadamsuren, B., Coberly, J. S. (2009). Immediate and one-year evaluation of a single screen summarizing key data for diabetes care in an electronic health record. Annual Conference of the Agency for Health Research and Quality, Sep 13-16, 2009 at Washington DC.
- Koopman, R., Kochendorfer, K. M., Mehr, D. R., Moore, J. L., Yadamsuren, B., Coberly, J. S., Wakefield, D. S., Paul, A., Wang, X., Liu, Y., (2008, November). A condition summary screen improves provider efficiency and accuracy in accessing data needed to provide high quality diabetes care. Paper to NAPCRG Annual Meeting, November 15-19, 2008 at Rio Grande, Puerto Rico.
- Erdelez, S., Thompson, K. and Paul, A. (2008, June). Usability Evaluation of Your Library Website: Three Do-It-Yourself Methods. Presentation at 2008 MOBIUS Annual Conference: "Show Me MOBIUS" at Lake of the Ozarks, Missouri.
- Yadamsuren, B., Paul, A., Wang, J., Wang, X. and Erdelez, S. (2008, May). Usability of a community college website: Multi-user perspective. Presentation at e-learning conference, Tamkang University, Taiwan.
- Paul, A., Erdelez, S. and Park, K. (2008, April). Information Horizons: Proposing an alternate approach to assessing information architecture of websites. Information Architecture Summit: Experiencing Information 2008, Miami, FL.
- Paul, A. and Erdelez, S., (2007, June). Improving Usability of Library Websites with Web Analytics. Presented at the MOBIUS Annual Conference 2007, Mobius 2.0 Designing our Future, Lake of the Ozarks, Missouri.

Short Papers and Talks

- Paul, A. (2023, August 28). From Human-Computer Interaction to Human-centric Interaction. Army Institute of Management, Kolkata, India
- Paul, A. (2019, February 14). Public libraries in India (recorded interview). School of Library and Information Science, University of South Carolina. <https://webconnect.sc.edu/pxtkzoz17qyi/>
- Paul, A. (2015). Usability of News Media. Talk to COMM 4400 (Mass Communication Theory and Research) at J. William and Mary Diederich College of Communication, Marquette University, Milwaukee, USA
- Paul, A. (2015). ICT Adoption and Use Factors by Indian Women. Talk at University of Missouri. School of Information Science and Learning Technologies, Columbia, MO, USA

- Paul, A. (2014, June). Role of ICT in Indian Women's Everyday Lives. Webinar series at IIMK.
- Paul, A. (2011, January). The Use of Web Analytics on an Academic Library Website. Talk to IIIT-Bangalore students and faculty.
- Paul, A. (2010, December). Benefits of Usability to Businesses. Talk to Saturday Startup Kolkata, Headstart -A forum where entrepreneurs of Kolkata meet, Kolkata, December 12, 2010.
- Paul, A. (2010). The use of web analytics on an academic library website. ALISE 2010: Jean Tague-Sutcliffe Doctoral Student Research Poster Competition, January 12-15, Boston.
- Paul, A. & Erdelez, S. (2009). Web analytics in library practice: Exploration of issues. ASIS&T Conference 2009, Proceedings of the 72nd ASIS&T Annual Meeting, 46. Retrieved on November 20, 2009 from <http://www.asis.org/Conferences/AM09/proceedings/openpage.html>.
- Paul, A. (2009, November). Use of Web Analytics for Collaborative Information Behavior Research. Position paper at the 10th Annual Research Symposium, SIG USE 2009: Collaborative Information Seeking and Sharing.
- Paul, A. (2009). Use of web analytics to understand library users' online behavior. ALISE Conference 2009 Doctoral Poster Sessions. Retrieved on January 25, 2009 from <http://www.alise.org/mc/page.do?sitePageId=82389#26>.
- Paul, A. (2008, October). Web analytics as an evaluation tool. Position paper presented at the 8th Annual Research Symposium, SIG USE 2008: People Transforming Information - Information Transforming People.
- Yadamsuren, B., Paul, A., Wang, J., Wang, X. and Erdelez, S., (2008, October). Web ecology: Information needs of different user groups in the context of a community college website. Proceedings of the 71st ASIS&T Annual Meeting, 45.
- Paul, A., (2008, January). Using Web Analytics for Understanding the Library User's Online Behavior. Presented to the PhD Forum. BOBCATSSS 2008: Providing Access to Information for Everyone, Zadar, Croatia.
- Paul, A., (2007, December 1). Presentation on 'Task Analysis Using MORAE'. Faculty of Education, Chulalongkorn University, Thailand.
- Paul, A., (2007, November 8). Focus groups as a usability tool in the IE Lab. Presented on World Usability Day, IE Lab, University of Missouri, Columbia, Missouri.
- Paul, A., (2007, October). Data Collection Using a Mobile Lab: From an Information Ground perspective. Position paper presented at the 7th Annual Research Symposium, SIG USE - Mobility and Social Networks in Information Behavior, Milwaukee, WI.
- Paul, A., (2007, October). Animation and its effect on attention. Proceedings of the 70th ASIS&T Annual Meeting, 44, 447-450.

Magazine articles & Blogs

- Paul, A. (2017, November 9). "Designing the smart social: The people-centric approach." ET Tech, Available at <https://tech.economictimes.indiatimes.com/news/people/designing-the-smart-social-the-people-centric-approach/61576268>.
- Paul, A. (2017, April 24). "Bridging the Gender Gap in ICT." The Financial Express, p.14. Retrieved from <http://epaper.financialexpress.com/1182589/Indian-Express/24th-April-2017#page/14/2> on 28-11-2017.
- Paul, A. (2016). The Digital Consumer in Demonetized India. Article in IIMK Research Blog at <http://researchblog.iimk.ac.in/?p=1569> retrieved on 22 December 2016
- Paul, A. (2015). A deluge of information: Thoughts on relevancy and redundancy. Article in IIMK Research blog at <http://researchblog.iimk.ac.in/?p=338> retrieved on 30 June 2015
- Paul, A. (2015). The social hues of ICT use by women. Article in Spandan, 2015, the in-house management journal of IIMK.
- Paul, A. (2013). Do we need to emphasize gender in research studies? Article in IIMK Research blog at <http://researchblog.iimk.ac.in/?p=106> retrieved on 22 December 2016
- Paul, A. (2013) Users: The new trend. Article in Spandan, 2013, the in-house management journal of IIMK.

SELECTED WORKSHOPS

- Paul, A. (2022). "Leadership & management Programme" LAMP For Senior Managers of KSEB: Creativity & Innovation
- Paul, A. (2022). "Leadership & management Programme" LAMP For Senior Managers of KSEB: Creativity & Innovation
- Paul, A. (2020). Workshop on Women's Leadership for Mid-Managerial women of Envestnet. Session on Design thinking for Management
- Paul, A. (2019). Workshop on Advanced Development Programme For Senior Officers of Indian Postal Service. Sessions - Ecommerce & Postal Services and Digital Payments & EGovernance
- Paul, A. (2018). Workshop on Women's Leadership-Sessions-Deepshikha on Human-Centered Thinking and ICT enabled networking. Bharat Electronics Limited, Bangalore. Multiple sessions
- Paul, A. (2017, Nov). Managing Knowledge in Organisations. Management Development Programme for Smith Medicals.
- Paul, A. (2017, Nov). Problem Solving & Decision Making using Excel. Management Development Programme for Smith Medicals.
- Paul, A. (2017, Sep). EGovernance Framework and Challenges. Train the senior officers of the West Bengal Civil Services at Presidency University, Kolkata on 5 Sep, 2017

- Paul, A. (2017). Problem Solving & Decision Making. MDP on Leadership and Change Management for South Indian Bank Ltd.
- Paul, A. (2017). ICT-enabled Teaching and Learning. Orientation Programme- for Asst. /Associate professors. UGC – Human Resource Development Centre, University of Calicut
- Paul,A. (2017). ICT-enabled Learning and Research. Workshop on Research Methodology in Social Science for PhD Scholars. UGC – Human Resource Development Centre, University of Calicut
- Paul, A. (2016/2017). Workshop on Women’s Leadership-Sessions-Deepshikha on Human-Centered Thinking, User Experience Designing and ICT enabled networking. Bharat Electronics Limited, Ghaziabad and Hyderabad
- Paul, A. (2016). Human-centered thinking in designing applications and Collaborative Learning Technologies. UGC-Human Resource Development Centre (HRDC), University of Calicut
- Paul, A. (2016). Human-centric thinking in HRM Training for IRPS Probationers.
- Paul, A. (2015). Workshop on Knowledge Management. Centre for Research and Education for Social Transformation.
- Paul, A. (2015). Empowering employees with IT. Managerial Effectiveness Lab" for Senior Officers of Punjab State Power Corporation Ltd. Indian Institute of Management Kozhikode.
- Paul, A. (2015). Technology-enabled Learning. Academic Leadership Programme for TEQIP Institutions. Indian Institute of Management Kozhikode.
- Paul, A. (2013, 2014, 2015) Collaborative Learning using Technologies. Faculty Development Program on Technology Enabled Teaching and Learning. Indian Institute of Management Kozhikode
- Paul, A. (2012, August) Usability of Digital Libraries. International Workshop on Digital Libraries using Greenstone. Greenstone Support for South Asia (UNESCO) Center for Development of Digital Libraries, IIM Kozhikode
- Paul, A. (2012, February) Digital Libraries of Education Content. Faculty Development Program on Technology Enabled Teaching and Learning. Indian Institute of Management Kozhikode
- Paul, A. (2011, October) Welcome aboard users: Keeping Users in Confidence for Digital Services-Workshop IIMK Library Management in Present Scenario: Reengineering and reinventing libraries for the 21st century. Indian Institute of Management Kozhikode.
- Paul,A., Wang, Jiazhen and Tawfik, A. (2010, January) Usability concepts and techniques. Training New PhD students at University of Missouri’s School of Information Science and Learning Technologies for Spring 2010 semester.
- Paul,A. (2009, September 11) Usability methods applied in the IE Lab. Training New PhD students at University of Missouri’s School of Information Science and Learning Technologies for Fall 2009 semester.
- Paul, A. (2009, July 23) Introducing usability methods. Training visitors from Mongolian e-knowledge campus from Ulan Bator, Mongolia

- Yadamsuren, B. and Paul, A. (2009, April) Usability methods and tools: Training to International attendees from Prince of Songkla University, Thailand
- Erdelez, S. and Paul, A. (2007, November). Usability Testing. Lecture and Workshop on e-Learning Courseware Usability Test. Thailand Cyber University at Bangkok, Thailand. November 28-29, 2007
- Erdelez, S., Yadamsuren, B., Paul, A., Wang, J. and Wang, X. (2008) User Studies with Morae. Workshop at ASIS&T Annual Conference 2008, Columbus, Ohio
- Paul, A. (2007, October). World Usability Day-Using Morae for User Studies. Workshop on World Usability Day conducted by the Information Experience Laboratory.

OTHER SELECTED PROFESSIONAL ACTIVITIES

- Have served as Chair of PhD Thesis Examining Committee of two internal doctoral candidates, PhD Dissertation external examiner of one doctoral candidate and Dissertation reviewer of one external doctoral candidate
- Panel discussion on Security aspects of Women online. Sardar Vallabhbhai Patel National Police Academy, Hyderabad held on Dec 4, 2018
- Co-chaired a panel on policy debate organised by the Indian Institute of Public Administration (IIPA), New Delhi titled 'Consultation on ICT and Women Empowerment' held on February 11–12, 2015 at the IIPA, New Delhi.
- Served in various committees (within and outside the institute)
- Faculty Coordinator for 4 FPM students
- Currently serving as a member in two RAC committee
- Have been a reviewer for many international conferences and journals out of which some are Information & Management, Journal of Indian Business research, Journal of Community Informatics, International Journal of Human-Computer Interaction.
- Mentor for various Student Social Development Projects and independent studies.

AWARDS AND GRANTS

- **Recognition for Contribution** at IIM Kozhikode on the occasion of its 21st Foundation Day (2016)
- **Internal Funding from IIMK for Small-Grant Research Project** on Managing Female Talent in the IT Sector. (2014)
- **Internal Funding from IIMK for Mid-Grant Research Project** on ICT use by women (2013)
- **SISLT Student Travel Award** for ASIST, 2009 conference: Thriving on Diversity - Information Opportunities in a Pluralistic World , Vancouver, Canada (2009)
- **Best Research Proposal Award**, The American Society for Information Science and Technology (ASIS&T) European Students Chapter (ESC) (2008)
- **Doris J. Athy Scholarship** from the College of Education at University of Missouri (2008)

- **Service Recognition Certificate**, Information Experience Laboratory, University of Missouri (2008)
- **SISLT Student Travel Award** for BOBCATSSS, 2008 conference: Providing Access to Information for Everyone, Zadar, Croatia (2008)
- **Usability Evaluation Certified** by IE Lab, University of Missouri (2005)

CURRENT PROFESSIONAL AFFILIATIONS

2009-Present	Officer, Special Interest Group, International Information Issues (SIG III)
2007-Present	Special Interest Group, Information Needs Seeking and Use (SIG USE)
2007-Present	Association for Information Science and Technology (ASIST)
2019 onwards	Association for Information Systems (AIS)

Last Modified on Oct 14, 2025