2023 Pre-ICIS SIG-HCI Workshop Schedule

[Sunday | December 10th, 2023]

Time	Session	Presentation
09:00 – 09:10 (IST)		**Program Chairs' Welcome Remarks**
09:10 – 09:55 (IST)	**Session 1** *Presentation* 12' Present / 3' Q&A	▪ **Know Thyself: Improving Interoceptive Ability Through Ambient Biofeedback in the Workplace (in person)** Phoebe Chua (Augmented Human Lab, DISA, National University of Singapore); Kat Agres (Center for Music and Health, YSTCM, National University of Singapore); Suranga Nanayakkara (National University of Singapore) ▪ **Tell Me, Show Me, Involve Me: Supercharging Collaborative Diagnosis with Augmented Reality* (in person)** Zeyuan (Stephen) Hong (Nanyang Technological University); Chun Fung (Ben) Choi (Nanyang Technological University (Singapore); Wai Fong Boh (Nanyang Technological University) ▪ **Bringer of Bad News: How AI-Enabled Performance Appraisal Affects Employee Motivations (in person)** Long T. Nguyen (Washington State University); Richard Johnson (Washington State University)
09:55 – 10:00 (IST)		**Break**
10:00 – 11:00 (IST)	**Session 2** *Presentation* 12' Present / 3' Q&A	▪ **Understanding Product Interest through Mouse-Cursor Tracking Analysis (in person)** Christopher Coors (University of Cologne); Jeff Jenkins (Brigham Young University); Joseph Valacich (University of Arizona); Markus Weinmann (University of Cologne) ▪ **Coping with IT-Related Demands: A Behavioral Change Experiment Through Online Training (in person)** Daniela Grünert (Fraunhofer Institute for Applied Information Technology); Carolin Jung (Branch Business & Information Systems Engineering, Fraunhofer Institute for Applied Information Technology); Manfred Schoch (Fraunhofer Institute for Applied Information Technology) ▪ **Impact of Smartphone Multitasking on Walking Behavior: Is Cognitive Absorption the Key?* (in person)** Atul Sharma (HEC Montréal); Pierre-Majorique Léger (HEC Montréal); Ann-Frances Cameron (HEC Montreal); Constantinos K. Coursaris (HEC Montreal); Sylvain Sénécal (HEC Montreal) ▪ **Positive Shift, Social Projection, and Honesty on Social Networking Sites (in person)**

		Zheyi Xu (University of South Florida); Dejun Tony Kong (University of Colorado Boulder); Dezhi Yin (University of South Florida)
11:00 – 12:20 (IST)	<td colspan="2"><u>**Video Montage**</u> *Rapid Research Roundtable* ▪ **Keeping Calm in the Digital Age: Theorizing on a Self-Monitoring System of Technostress (In person)** Felix Giroux (HEC Montréal); Sylvain Senecal (HEC Montréal); Constantinos Coursaris (HEC Montréal); Pierre-Majorique Leger (HEC Montréal) ▪ **Human-AI Collaboration: Cognitive Challenges in Interacting with Generative AI Agents (In person)** Harshit Maurya (Indian Institute of Management, Lucknow); Amit Agrahari (Indian Institute of Management, Lucknow); Ashwani Kumar (Indian Institute of Management, Lucknow) ▪ **The 'Appification' of Women Safety in Public Spaces? Needs-Affordances Based Features for Technology-Mediated Women Safety Solutions (In person)** Bhavya Peapully Shroff (Indian Institute of Management, Visakhapatnam); Neena Pandey (Indian Institute of Management, Visakhapatnam) ▪ **When Online Auction Meets Virtual Reality: An Empirical Investigation (Virtual Presentation)** Zhenbin Yan (Tongji University); Zhongyun Zhou (Tongji University); Xingyao Guo (Tongji University); Yi Zhang (Tongji University); Ziyue Jiang (Tongji University) ▪ **Investigating Age-Related Factors in Phishing Susceptibility: A Focus on Decision-Making Processes in HCI Context (Virtual Presentation)** Babak Safaei (DeGroote School of Business, McMaster University); Milena Head (DeGroote School of Business, McMaster University) ▪ **Older Adults' Consumption of Fake News – An Interoceptive Perspective (Virtual Presentation)** Xuecong Lu (University at Albany); Jinglu Jiang (Binghamton University); Milena Head (McMaster University); Nicole Dalmer (McMaster University); Terry Flynn (McMaster University) ▪ **The Nature and Dimensionality of Cognitive Absorption: A Critical Review and Meta-Analysis (Virtual Presentation)** Burak Oz (HEC Montréal); Constantinos Coursaris (HEC Montréal); Jacques Robert (HEC Montréal); Pierre-Majorique Leger (HEC Montréal)</td>
12:20 – 13:30 (IST)	<td colspan="2">**Lunch Break**</td>
13:30 – 14:15 (IST)	<u>**Session 3**</u> *Presentation* 12' Present / 3' Q&A	▪ **A Study of Social Chatbots Affordances Mitigating Loneliness (Virtual Presentation)** Weiyu Wang (University of Oklahoma); Heshan Sun (University of Oklahoma); Shaila Miranda (University of Arkansas) ▪ **Digital Risk Considerations Across Generative AI-Based Mental Health Apps (Virtual Presentation)**

		Sagarika Suresh Thimmanayakanapalya (University at Buffalo); Sanjukta Das Smith (University at Buffalo.); George L Sanders (SUNY-Buffalo)
		▪ **Grappling with Online Grocery Shopping: An Age-Related study (Virtual Presentation)** Maya S Saric (HEC Montréal); Constantinos Coursaris (HEC Montréal); Stefan Tams (HEC Montréal)
14:15 – 15:30 (IST)	<u>**Session 4**</u> *Presentation* 12' Present / 3' Q&A	▪ **Learning from Winners: A Strategic Perspective of Improving Freelancers' Bidding Competitiveness in Crowdsourcing (Virtual Presentation)** Chaofan Yang (Xi'an Jiaotong University); Bingqing Xiong (Deakin University); Eric Lim (UNSW Sydney); Yongqiang Sun (Wuhan University); Chee-Wee Tan (Hong Kong Polytechnic University) ▪ **The Multifaceted Impact of Matching Policy on Crowdfunding Platforms: Evidence from DonorsChoose* (Virtual Presentation)** Yiwei Zhang (Nanjing University of Posts and Telecommunications); Na Jiang (Beijing Normal University & Hong Kong Baptist University United International College); Xiaohui LIU (University of Shanghai Science and Technology); Zhao Cai (Nottingham University Business School China); Chee-Wee Tan (Copenhagen Business School); Eric Lim (UNSW Sydney) ▪ **The Influence of Anthropomorphic Chatbot Design on Consumer Tolerance of Service Failures: The Mediating Roles of Attachment and Cognitive Dissonance (Virtual Presentation)** Qingwei Wang (University of Nottingham Ningbo China); Boying Li (University of Nottingham Ningbo China); David Ji (University of Nottingham Ningbo China)
15:30 – 15:45 (IST)		**Break**
15:45 – 16:30 (IST)	<u>**Keynote**</u> 30' Talk / 15' Q&A	**Deepa Bachu** Director of UX at Google
16:30 – 17:00 (IST)		**Award Ceremony and Business Meeting**

* Best Paper Nomination

Keynote

Title: Future of UX in an AI-Driven World

Abstract: Gone are the pre-pandemic days. Today, UX thrives in a dynamic landscape, shaped not just by users but also by powerful AI. This abstract dives deep into this exciting interplay, focusing on key trends and how UX is rising to the challenge.

Users crave tools that bridge physical distance, facilitating remote work and connection with loved ones. UX champions strive for equitable experiences, ensuring that everyone has access to the digital world. Seamless, touch-free interactions are increasingly demanded, from grocery shopping to banking. Businesses adapt by embracing e-commerce, automation, and data, racing towards a digital future. Enhanced customer service, powered by chatbots and AI, elevates online interactions. Data security and privacy become paramount in this increasingly remote world.

The pandemic may have been the catalyst, but the shift is here to stay. UX researchers delve deeper into user minds, understanding users' mental models and behaviors as they continue to interact with complex systems such as AI. Designers, in turn, craft experiences that are not just useful but also emotionally resonant. And AI? It's no longer just a tool for efficiency; it's a collaborator, fueling innovation and creativity.

This is just a glimpse into the exciting future of UX in an AI-driven world. As technology evolves, so will our understanding of users and how we design for them. The future belongs to those who can harness the power of AI while keeping humans at the heart of the experience.

Bio: Deepa Bachu joined Google January of this year as the UX Director at Bangalore, India. She is a product leader who spent the last 25+ years at her entrepreneurial venture, large multinationals and Tech Startups leading their Engineering, Design, Innovation and Product Management functions.

Deepa has led distributed, global product teams that serve millions of customers across 100+ countries. Her passion is to transform customers' lives by creating products that solve their biggest unmet needs. Solutions that make the lives better by delivering unexpected delight!

While Deepa is fortunate to have had multiple accomplishments, she is most proud of her entrepreneurial adventure, Pensaar Design that led to her to Google. Deepa actively evangelizes design thinking and customer centricity in local and international communities. Being one of the early women design leaders, it is both a responsibility and her desire to help amazing women reach their potential.

Zoom

Meeting ID: 962 0043 0944

Passcode: 518729

Meeting Link: https://byu.zoom.us/j/96200430944?pwd=TGIvZXB4ZjJtZzdrNHBsUjlnaEVGUT09

Author Bios

Amit Agrahari is an Associate Professor at the Indian Institute of Management, Lucknow. He co-founded the Procurement Observatory and a FinTech incubator (SCIFI) at IIM Lucknow. As a consultant, he works closely with the Indian government, multilateral donor agencies and private sectors. His research interests include Digital Transformation, Public Procurement, ICT4D, and he has published in EJOR, JDS, JCLP, etc.

Ann-Frances Cameron is an Associate Professor of Information Technology at HEC Montreal and holds the Canada Research Chair in Digital Communication and Multitasking. Her main research interests include the use and impact of emerging technologies for inter- and intra-organizational communication. She has published in a variety of journals including *MIS Quarterly*, *Organization Science*, *Information Systems Research*, *MIT Sloan Management Review*, and the *European Journal of Information Systems*.

Ashwani Kumar is a Professor at the Indian Institute of Management, Lucknow. He has developed new courses and programmes in the areas of Enterprise Systems, Predictive Analytics, Artificial Intelligence and Digital Transformation. His articles have been published in globally reputed international journals. He holds a PhD from IIITM, MS from National University of Singapore, MBA from Melbourne Business School and B.Tech from IIT Kanpur.

Atul Sharma is a Doctoral Student in Information Technology at HEC Montréal. His current research delves into the intricate relationship between smartphone multitasking and walking behavior. He did his bachelor's in electronics and communication engineering and MBA in Finance & IT. Atul brings a wealth of industry experience, to bridge theory and application in the dynamic field of Information Technology.

Babak Safaei is a Ph.D. Candidate in Information Systems at DeGroote School of Business, McMaster University. His research interests encompass digital transformation, aging populations, applied data science, and human-computer interaction. He holds MSc and BSc degrees from Michigan State University, US, and Sharif University of Technology, Iran, respectively, with an interdisciplinary background in Civil & Transportation Engineering and Computational Modeling.

Bhavya Peapully Shroff is an Assistant Professor in the Information Systems area at IIM Visakhapatnam, India. Her research interests include advances in IT outsourcing governance, IT outsourcing contract analysis, the design of digital innovations, and the role of IT in entrepreneurial value creation. She has presented her research at the AOM annual meeting, ICIS, ACIS and IFIP working group conferences. Her research has won the 'Best Short Paper in Track' award at ICIS 2020. She teaches courses on Digital Product Management, Digital Governance and Emerging Technologies. She holds a PhD in Information Systems from IIM Bangalore and has prior industry experience.

Bingqing Xiong is a Lecturer of Deakin Business School, Deakin University. Her research interests include digital storytelling, innovation diffusion of information products, mobile commerce, and human-computer interaction. Findings from her research has been presented in leading international conferences in field of information systems.

Boying (Belle) Li is an Associate Professor in Marketing at the University of Nottingham Ningbo, China. Her research areas include misinformation on social media, online consumer behavior, and the societal impact of IT. Her works have appeared in journals such as Information Systems Journal, Journal of Information Technology, and Information and Management.

Carolin Jung is a Researcher at the University of Hohenheim, a member of the Research Center FIM and Fraunhofer FIT's Business & Information Systems Engineering branch. She obtained her master's degree

in business at the University of Augsburg. Her work and research focus on the healthy and efficient use of digital technologies.

Chaofan Yang is an Assistant Professor of School of Economics and Finance, Xi'an Jiaotong University. His research interests include digital economy, platform ecosystem, strategic management and crowdsourcing. He has published in Journal of Business Research, International Journal of Information Management, Internet Research, and conference proceedings including AOM, ECIS, and PACIS.

Chee-Wee Tan is a Professor at the Department of Management and Marketing in The Hong Kong Polytechnic University. He received his Ph.D. in Management Information Systems from the University of British Columbia. His research interests focus on design and innovation issues related to digital services. His work has been published in leading peer-reviewed journals such as *Information Systems Research* (ISR), *Journal of Management Information Systems* (JMIS), *Journal of Operations Management* (JOM), and *MIS Quarterly* (MISQ).

Christopher Coors is a Ph.D. Candidate at the University of Cologne. His research concerns identifying underlying pattern in different data sources such as trace data or high dimensional data.

Chun Fung (Ben) Choi is an Assistant Professor in the Department of Information Technology and Operations Management at Nanyang Technological University, Singapore. Ben studies human-computer/robotic interactions, decision-making, and human psychology. His ongoing projects focus on grand challenges, such as sustainability, challenges and opportunities with artificial intelligence, and societal issues with misinformation.

Constantinos K. Coursaris, Ph.D., is Full Professor of Information Technology, M.Sc. User Experience Director, and Tech3Lab Co-Director. Constantinos is a Past Chair of AIS SIGHCI, AIS AVP Research Resources, and IFIP TC.13 Expert Member. Constantinos is a seasoned human-computer interaction researcher studying user motivations, expectations, and experiences with new media and the design implications for information systems in business and healthcare.

Daniela Grünert is a Researcher at the University of Hohenheim, a member of the Research Center FIM and the Business & Information Systems Engineering branch of Fraunhofer FIT. She received her Master's degree in Digital Work. Her work focuses on e-learning and technology use, combining sociological and economic approaches.

David Ji is a Ph.D. Candidate at the University of Nottingham Ningbo, China. His research interests include online misinformation and digital platforms. His works have appeared in journals such as the Journal of Information Technology and TMIS.

Dejun "Tony" Kong is an Associate Professor of Organizational Leadership at the University of Colorado Boulder's Leeds School of Business. He earned his PhD in Business Administration, Washington University in St. Louis. His research interests include trust in various social interactions (e.g., negotiations, leadership, teams, cross-cultural settings), positive psychology in organizations (e.g., humor, gratitude, passion, authenticity), and behavioral ethics.

Dezhi Yin is an Associate Professor and Muma Fellow in the School of Information Systems and Management, Muma College of Business, University of South Florida. He earned a PhD in IT management from the Georgia Institute of Technology. His research interests include expressed and experienced emotions in online environments, user-generated content (e.g., online reviews), and AI-generated content (e.g., chatbots).

Eric T. K. Lim is a tenured Senior Lecturer in Information Systems and Technology Management (SISTM) at UNSW Business School, Sydney. Eric's research interests focus on exploring the impact of digitalization

on individuals, organizations, and the broader society, paying particular attention to the design and innovation of digital services across a variety of contexts such as crowd platforms, Fintech, and healthcare.

Harshit Maurya is a Doctoral Scholar at the Indian Institute of Management, Lucknow. He has completed his bachelor's degree in electrical engineering from HBTU, Kanpur (Gold Medalist). His current research interest lies in the adoption and usage of newer classes of computing systems, namely Cognitive Computing Systems (CCS).

Heshan Sun is a Professor in the MIS division, at University of Oklahoma's Price College of Business. His research interests include human technology interaction, business analytics, and online/digital behavior. His research has appeared in many prestigious academic journals such as *MIS Quarterly, Information Systems Research, and Journal of the Association for Information Systems*, among others.

Jeffrey L. Jenkins is a scholar, entrepreneur, and tech innovator. He has consistently published in the top information systems journals and has been ranked in the top 50 for research productivity in these journals over the last decade. Selected honors received include the AIS Impact Award, the AIS Distinguished Member - Cum Laude Distinction, and the AIS Early Career Award.

Jinglu Jiang is an Assistant Professor of Management Information Systems at the School of Management in SUNY Binghamton University. Her research interests include Human–IT interactions, digitization of individuals and social interactions, online healthcare and community, and digital healthcare services. She has published in top academic journals and conferences, including MIS Quarterly and MIT Sloan Management Review.

Kat Agres is an Assistant Professor at the Yong Siew Toh Conservatory of Music at the National University of Singapore (NUS), and Director of the Centre for Music and Health. She received her PhD in Cognitive Psychology from Cornell University. Her research investigates music cognition, the impacts of music on health and well-being, computational creativity, and generative music systems.

Long The Nguyen is an Assistant Professor at the Management, Information Systems, and Entrepreneurship (MISE) Department, at Carson College of Business, Washington State University. Long conducts behavioral research in human-computer interaction focusing on how digital platform features can motivate desirable online user behaviors. His works have been presented at the International Conference on Information Systems (ICIS) and the Americas Conference on Information Systems (AMCIS). Long also serves as a associate editor for the European Conference on Information Systems (ECIS) 2024, and a reviewer for IS journals.

Manfred Schoch is a Postdoctoral Researcher at the University of Hohenheim. He is a member of the Research Center FIM and the Business & Information Systems Engineering branch of Fraunhofer FIT. He received his doctorate degree in economics. The focus of his work is on the analysis of technology use and the design of digital technologies to facilitate a human-centered digitalization.

Markus Weinmann is a Professor of Business Analytics at the University of Cologne. His research concerns opportunities and challenges of the digital economy, particularly using data to infer how people judge, decide, and behave on digital platforms. His research has been published in leading journals such as *Information Systems Research, Management Science, Marketing Science*, and *MIS Quarterly*.

Milena Head is a Professor of Information Systems, the Wayne C. Fox Chair in Business Innovation, and Director of McMaster Digital Transformation Research at DeGroote School of Business, McMaster University. Her research focuses on human-computer interaction and understanding how we use and misuse technology. In particular, she explores individual differences (such as age, gender, and culture)

in technology use through multiple methodological lenses. Dr. Head has been the recipient of several research and teaching awards and serves on numerous journal editorial boards.

Na Jiang is an Assistant Professor at Faculty of Business and Management, Beijing Normal University-Hong Kong Baptist University United International College (UIC). Her research interests focus on consumer behavior, recommender systems, and digital platforms. Her research has been published in academic journals such as Journal of Information Technology (JIT), Information Systems Frontiers (ISF) and Industrial Management & Data Systems (IMDS), among others. She has also published regularly at AIS-affiliated conferences (e.g., International Conference on Information Systems (ICIS)).

Neena Pandey is a faculty in the Information Systems area at IIM Visakhapatnam, India. Her research interest lies in the domain of technology policy, particularly Internet governance. She has published her work in top-tier IS journals like JIT, IJIM etc. She teaches courses on Leading Digital Transformations, Law & Ethics of Digital Technologies, and Internet-enabled Businesses courses. She holds a PhD in Information Systems from IIM Bangalore and has prior industry experience.

Nicole Dalmer is an Assistant Professor in Social Gerontology at McMaster University. Her research work resides at the intersection of information and care, studying how aging in place contexts, assumptions surrounding digital literacies, and evolving family responsibilities shape who is able and who is expected to be informed in care relationships. Other ongoing projects include an international collaboration examining the impact of digital infrastructures on feelings of connectedness in later life as well as an investigation into the role of community infrastructures (including public libraries) in mitigating older adults' experiences of social isolation.

Phoebe Chua received her M.Sc. in Information Systems and Analytics at the National University of Singapore, and is currently pursuing a PhD in Information Systems and Analytics under the mentorship of Suranga Nanayakkara at the Augmented Human Lab. Her research interests center around music technology applications for health and physical, mental and social well-being.

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Qingwei Wang is a Master of Marketing graduate from the University of Nottingham Ningbo, China. Her research interests include green marketing, social media, and consumer pro-social behavior. Qingwei has previously presented a conference paper at the International Conference on Economic Management and Green Development (ICEMGD).

Richard D. Johnson is an Associate Professor at Washington State University. He received his PhD from the University of Maryland. His research focuses on human resource information systems, artificial intelligence, self-efficacy, and the psychological impacts of computing. His research has been published in outlets such as *Information Systems Research*, the *Journal of the Association for Information Systems*, and *Human Resource Management Review*. Dr. Johnson is a Past Chair of AIS SIGHCI and is a Senior Editor at AIS Transactions on Human-Computer Interaction. He is also an editor of the book *Human Resource Information Systems: Basics, Applications and Future Directions*.

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Suranga Nanayakkara is an Associate Professor at Department of Information Systems & Analytics, School of Computing at National University of Singapore. He received his PhD in 2010 and BEng in 2005 from the National University of Singapore. He founded the "Augmented Human Lab" to explore ways of designing intelligent human-computer interfaces that extend the limits of our perceptual and cognitive capabilities.

Sylvain Sénécal is Professor of Marketing, RBC Financial Group Chair of E-Commerce, and Co-director of the Tech3Lab at HEC Montreal. His research focuses on online consumer behavior and consumer neuroscience. It has been published in journals such as *Journal of the Academy of Marketing Science*, *Journal of Retailing,* and *Journal of the Association for Information Systems.*

Terry Flynn is an Associate Professor of Communications Management in the Department of Communication Studies & Multimedia and lead professor and founding director of the Master of Communications Management (MCM) program. Dr. Flynn's scholarly work has been published in the Journal of Public Relations Review, Corporate Communications, Public Relations Journal and Journal of Professional Communications and has also been recognized by the Association for Educators in Journalism and Mass Communications and the Arthur W. Page Society International Case Study. Dr. Flynn is also an award-winning teacher having won a number of student teaching awards for his engaging, challenging and stimulating communication courses.

Wai Fong Boh is the President's Chair and a professor of Information Systems at Nanyang Technological University in Singapore. She is currently the deputy dean of Nanyang Business School. Her research interests are in the areas of knowledge and innovation management, entrepreneurship, and blockchain. She is on the editorial board of MIS Quarterly and Journal of Management Information Systems.

Weiyu Wang is a PhD student in the MIS Division of the Price College of Business at the University of Oklahoma. Her current research interests include digital innovation and transformation and the impact of information technology on human decision-making, behavior, and well-being.

Xiaohui Liu is a Lecturer in School of Management at University of Shanghai for Science and Technology. Her research interest focuses on user behavior, big data, and digital platform. Particularly, she is interested in the impact of voice feature on individual behavior in audio-sharing platforms. Her work has been published in journals such as Information System Frontiers (ISF), Journal of Management Analytics (JMA), Industrial Management & Data Systems (IMDS), and Technology in Society (TIS), among others.

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Zeyuan (Stephen) Hong is a second-year Information Systems Ph.D. Candidate at Nanyang Technological University, Singapore. He is interested in solving problems related to novel interactions and collaborations involving humans, machines, and the "Goldilocks" (i.e., semi-machines/humans). He employs laboratory and field experimental methodologies and physiological techniques (i.e., eye-tracking, galvanic skin response, facial and voice analytics, and EEG) to solve these problems.

Zhao Cai is an Associate Professor in Information Systems at Nottingham University Business School China, University of Nottingham Ningbo China. His research interests focus on the intersection among digital supply chain management, platform operations, and platform competition. Findings from his research have appeared in journals such as MIS Quarterly, Journal of Operations Management, and International Journal of Operations & Production Management, among others.

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