

## Hui Hao

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### EDUCATION

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| <b>University of Massachusetts Amherst</b> , Isenberg School of Management<br>Ph.D. Candidate (ABD) in Information Systems             | Amherst, US<br>2019-May 2024<br>(expected) |
| <u>Dissertation Committee</u> : Dr. Monideepa Tarafdar (co-chair), Dr. Traci Hess (co-chair), Dr. Jennifer Lundquist (external member) |  |
| <b>University of Warwick</b> , Warwick Business School<br>M.S. in Information Management and Innovation                                | Coventry, UK<br>2012-2013                  |
| <b>Xidian Universty</b><br>B.B.A in Information Management and Information Systems   | Xi'an, China<br>2008-2012                  |

### RESEARCH

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#### Research Interest and Methods

The topic of my dissertation is control of algorithmic work (such as Uber, DoorDash, Amazon Mechanical Turk). Current IS research has mostly explained how algorithmic work is controlled by using algorithmic control. In my dissertation, I investigate how the control of algorithmic work should be done through both algorithmic and non-algorithmic means, from the perspectives of both controllers (i.e., digital labor platforms) and controlees (i.e., workers).

I use multiple methods, including qualitative (interviews), and quantitative (experiments).

My other research interests include human-AI collaboration, future of work, biases and heuristics.

#### Submitted Journal Paper

**Hao, H.**, Tarafdar, M., Hess T., "Opening the Blackbox of Control of Algorithmic Work," Under review at Journal of Association for Information Systems

#### Conference and Workshop Proceedings

**Hao, H.**, Tarafdar, M., Hess T., "Algorithmic Work on Digital Labor Platforms; Bringing Humans Back in Control," (2023). *International Conference for Information Systems (ICIS) 2023 TREOs*.

**Hao, H.**, Tarafdar, M., and Hess, T. 2022. "Algorithmic Control: Does One Size Fit All," *Changing Nature of Work (CNOW) Workshop (pre ICIS SIG CNOW Workshop)*, Copenhagen

Zou, Y and **Hao, H.**, "Communal vs. Exchange-Based Participation in Online Membership Communities: When Giving is Feeling Right" (2022). *Americas' Conference on Information Systems (AMCIS) 2022 TREOs*. 39.

**Hao, H** and Hess, T., "How Dual-Process Theories Provide Insights to Online Cues" (2021). *Americas' Conference on Information Systems (AMCIS) 2021 Proceedings*. 17.

**Hao, H.** and Hess, T., "When Do Likes Create Bias?" (2020). *Americas' Conference on Information Systems (AMCIS) 2021 Proceedings*. 18.

**Hao, H.** and Bedeley, R., "Biases in Online Opinion Platforms: A Literature Review and Future Direction," (2020). *Americas' Conference on Information Systems (AMCIS) 2020 Proceedings*. 5.

### **Working Papers**

Is It Fair to be Rewarded by Algorithms? A Mixed Method Study, with Tarafdar, M., & Hess T., Qualitative study completed, experiment underway.

A Systematic Literature Review of Algorithmic Control: from Workers' Perspective, with Tarafdar, M., & Hess T., Manuscript in preparation.

Intellectual Diversity in IS Research, with Tarafdar, M., Thatcher, J. B., & Shan G., Manuscript in preparation.

When do Likes Create Bias, with Hess, T., Data collection.

### **TEACHING**

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#### **University of Massachusetts Amherst, Isenberg School of Management**

##### OIM210: Introduction to Business Information Systems

Introducing the fundamental concepts and frameworks for strategic use of IS, with business cases.

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|--------------------------|-----------------------|--------------|
| 2021, Fall (in-person)   | Instructor evaluation | 3.8/5.0      |
| 2022, Spring (in-person) | Instructor evaluation | 4.7/5.0      |
| 2022, Fall (in-person)   | Instructor evaluation | 4.1/5.0      |
| 2023, Fall (in-person)   | Evaluation available  | January 2024 |

### **SERVICE**

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| Reviewer  | The Americas Conference on Information Systems (AMCIS) 2020, 2021, 2022<br>The International Conference on Information Systems (ICIS) 2022<br>Hawaii International Conference on System Sciences (HICSS) 2022 |
| Volunteer | The International Conference on Information Systems (ICIS) 2021   |

### **HONORS**

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Selected for **Doctoral Consortium**, International Conference on Information Systems (**ICIS**), Hyderabad, December 2023

### **PROFESSIONAL AFFILIATIONS**

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Member, Association for Information Systems

### **INDUSTRY EXPERIENCE HIGHLIGHTS**

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**China Agricultural University**, (2015–2019): I was employed by the International Office, where my role involved managing budgets for the department and multiple events (e.g., conferences) and assisting with hiring.

**Capgemini (China)**, (2014-2015): I served as an assistant consultant within a project team developing the *Health, Safety, and Environment (HSE)* system for *PetroChina*. In this role, I was responsible for data preprocessing with Excel and system testing.