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Department of Operations, Business Analytics &
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Work Experience

- 2016.8 - present University of Cincinnati, Assistant Professor
Department of Operations, Business Analytics and Information Systems,
Carl H. Lindner College of Business
- 2011.8 -2016.8 Georgia State University, Instructor
Department of Computer Information Systems, J. Mack Robinson College of Business

Education

Duration	Institution	Major	Degree
2011.8 -2016.8	Georgia State University	Computer Information Systems	Ph.D.
2008.8 -2010.8	HK Polytechnic University	Management of Information Systems	Master
2004.8 -2008.7	Harbin Institute of Technology	Management of Information Systems	Bachelor

Journal Publications

- Chen, L., J. J. Hsieh, P. A., and Rai, A. (forthcoming) “Benefiting from Intelligent System Knowledge Empowerment: Differential Effects of Work Experience,” *Information Systems Research*.
- Chen, L., J. J. Hsieh, P. A., Rai, A., and Xu, S. X. forthcoming. “How Does Employee Infusion Use of CRM Systems Drive Customer Satisfaction? Mechanism Differences between Face-to-Face and Virtual Channels”, *MIS Quarterly*.
- Chen, L., Baird, A., and Rai, A. 2019. “Mobile Health (mHealth) Channel Preference: An Integrated Perspective of Approach-Avoidance Beliefs and Regulatory Focus,” *Journal of the Association for Information Systems* (20:12), pp. 1743-1773.
- Chen, L., J.J. Hsieh, P. A., Van de Vliert, E., and Huang, X. 2015. “Cross-National Differences in Individual Knowledge-Seeking Patterns: A Climato-Economic Contextualization,” *European Journal of Information Systems* (24:3), pp. 314-336.
- Rai, A., Chen, L., Pye, J., and Baird, A. 2013. “Understanding Determinants of Consumer Mobile Health Usage Intentions, Assimilation, and Channel Preferences,” *Journal of Medical Internet Research (JMIR)* (15:8), e149 (*JMIR* is ranked as one of the top two Health IT journals; ISI impact factor: 4.7, 5-yr ISI impact factor: 5.0).
- Chen, L., and Ye, Q. 2009. “An Empirical Study on the Measurement Model of Virtual World Lifestyles,” *Journal of Management Sciences* (in Chinese) (22:2), pp. 83-90.

Manuscripts under Review

- Chen, L., Daniel, S., and Windeler, J. “A Foot in Both Camps: The Impact of Multi-organizational Embeddedness on Firm Turnover and Employee Job Mobility,” under review.
- Chen, L., J. J. Hsieh, P. A., and Chan, K. “Dehumanizing the Service-Profit Chain: The Role of Internet of Things-Enabled Customer Service Systems”, under review.
- Chen, L., Rai, A., and Guo, X. “Physicians’ Growth Trajectories of Online Patient Base: Integrated Signaling and Collective Experience Perspective,” under review.

Manuscripts in Progress

- Cui, X., Hsieh, P. A., Keil, M., Chen, L. “Who Should Grasp Decision-making Authority, Human or Intelligent System?” prepare for submission.

- Chen, L., Baird, A., and Rai, A. "Mobile Service Empowerment and Consumer Use of Mobile Health Services in Rural India: Moderating Effect of Social Influences," prepare for submission.
- Green, B., Wang, P., and Chen, L. "Trees for Longitudinal Data," in progress.
- Chen, L., Rai, A. "The Role of Digital Capabilities in Impactful Medical Device Innovation," in progress.

Conference Publications

- Cui, X., Hsieh, P. A., Keil, M., Chen, L. 2021. Who Should Grasp Decision-making Authority, Human or Intelligent System? *Academy of Management Annual Meeting Proceedings*.
- Chen, L. and Rai, A. 2016. "The Role of Digital Capabilities in Converting Inventor Team Expertise to Knowledge Capital for Medical Device Innovation," *Conference of Information Systems and Technology*, Nashville, TN.
- Chen, L., Rai, A., and Guo, X. 2016. "Patient Base and Price Premium for Online Health Consultations," *INFORMS: Social Media Analytics for Business Applications*, Nashville, TN.
- Chen, L., Rai, A., and Guo, X. 2015. "Physician's Online Reputation and Price Premiums for Online Health Consultations: A Combined Signaling Theory and Online Feedback Mechanisms Explanation," accepted by the *36th International Conferences on Information Systems*, Ft. Worth, TX.
- Chen, L., Rai, A., and Krishnan, G. 2014. "Consumer Awareness and Use of Mobile Health Services in India: An Urban-Rural Comparison Study," *Proceedings of the 35th International Conferences on Information Systems*, Auckland, New Zealand.
- Chen, L., J. J. Hsieh, P. A., Van de Vliert, E. and Huang, X. 2009. "Understanding Cross National Difference in Knowledge Seeking Behavioral Model: A Survival Perspective," *Proceedings of the 30th International Conferences on Information Systems*, Phoenix, U.S.

Other Presentations

- Chen, L., Rai, A., and Krishnan, G. 2015. "Consumer Awareness and Use of Mobile Health Services in India: An Urban-Rural Comparison Study," *ICIS SIG Social Inclusion Workshop*
- Rai, A., Chen, L., and Baird, A. 2013. "Consumer Use of Mobile Health: An Integrated Individual and Local Influence Mechanisms Evaluation," *4th Annual Workshop on Health IT and Economics (WHITE)*, Washington, DC.
- Chen, L., Rai, A., and Baird, A. 2013. "Consumers' Willingness to Use Mobile Health: An Integrated Consumer-Provider Innovativeness and Health Risk Explanation," *Theory Workshop*, Center for Process Innovation, Georgia State University, Atlanta, GA.
- Rai, A., Krishnan, G., Chen, L., and Pye, J. 2013. "Will Mobile Health Be Accepted in India? Results of a Pan-India Health Survey," *4th International Conference on Transforming Healthcare with Information Technology*, Hyderabad, India.
- Rai, A., Krishnan, G., Chen, L., and Pye, J. 2012. "Uncovering the Drivers and Inhibitors of Mobile Health Information Services Usage in the United States," *3rd International Conference on Transforming Healthcare with Information Technology*, Hyderabad, India.