

WeB 2020

The Nineteenth Workshop on e-Business

December 12, 2020. Virtual Conference

Opening Session
8:00 am - 8:55 am (EST)
Session Chair: Dr. Aravinda Garimella
Welcome and opening remarks: Dr. Michael Shaw Keynote speaker: Dr. Benn Konsynski Social hours
Session 2: 9:00 am – 9:50 am (EST) Full Paper Presentation (10 minutes each)
Session Chair: Dr. Prasanna Karhade
The Impact of Role Coordination on Virtual Team Performance and Player Retention in Esports * <i>Agnes Yang, De Liu and Radhika Santhanam</i>
Truth Bias and Veracity Effect in Online Word-of-Mouth * <i>Dezhi Yin, Samuel Bond and Han Zhang</i>
Life-Event Targeting and Customer Uncertainty – Evidence from Field and Online Experiments * <i>Zherui Yang and Ting Li</i>
Crowdfunding Markets under COVID-19 <i>Xiaochen Liu, Yulin Fang and Qiang Ye</i>
Breakout room discussion
Session 3: 10:00 am – 10:50 am (EST) Full Paper Presentation (10 minutes each)
Session Chair: Dr. Kexin Zhao
Should AI Service Agents Express Positive Emotions? An Experimental Investigation <i>Elizabeth Han, Dezhi Yin and Han Zhang</i>
AI-empowered Venture Capital (VC): The Impact of AI Adoption on VC Firms' Success <i>Zihong Huang, Xuan Bi and De Liu</i>
Are Review Helpfulness Score and Review Unhelpfulness Score Two Sides of The Same Coin or Different Coins? <i>Warut Khern-Am-Nuai, Yinan Yu and Kai Zhu</i>
What Message an E-commerce Video Should and Should not Communicate? The Influence of Video Content on Its Business Performance * <i>Shichao Wang, Danyang Song, Xi Chen, Tianqi Shi and Haihong Tang</i>
Breakout room discussion

Session 4: 11:00 am – 11:50 am (EST) Short Paper Presentation (5 minutes each) (Full length presentation link of each paper is available via the workshop program)	
<p style="text-align: center;">4A Session Chair: Dr. Jennifer Xu</p> <p>Discovering Omni-channel Shopper’s Journey of Generations <i>Wei-Lun Chang</i></p> <p>“I’m Not a Chatbot”: An Empirical Investigation on Humanized Profiles of Social Media Customer Service Representatives <i>Huai-Tzu Cheng and Yang Pan</i></p> <p><u>The Economic Impacts of Physicians’ Cognitive and Emotional Appeals in an E-Health Q&A Platform - A Machine Learning Approach and Empirical Analysis</u> <i>Yan Li, Yulin Fang, Juhee Kwon and Doug Vogel</i></p> <p>An Analysis of Characteristics Affecting Trust Formation in Human versus Machine Interactions from a Systematic Literature Review Perspective <i>M A Shariful Amin and Dan J. Kim</i></p> <p>E-commerce and Fashion Retail Industry: An Empirical Investigation on the Online Retail Sector in the Gulf Cooperation Council (GCC) Countries <i>Prakash Rao, Nitin Simha and Shazi Shah Jabeen</i></p> <p>Variety is the Spice of Ratings: Cuisine Variety and Restaurant Performance on Food Delivery Platforms <i>Prasanna Karhade, Abhishek Kathuria and Benn Konsynski</i></p> <p>The Finding in the Missing [Data]: Designing Appropriate Rating Systems for GREAT Economies <i>Prasanna Karhade, Anuttama Dasgupta, Abhishek Kathuria and Benn Konsynski</i></p> <p>Breakout room discussion</p>	<p style="text-align: center;">4B Session Chair: Dr. Xiao Liu</p> <p><u>The Mechanics of the Gig Economy: A System Dynamics Approach</u> <i>Jae Choi, Derek Nazareth and Thomas Ngo-Ye</i></p> <p>Pins on the Map: Navigating the Ambiguous Landscape of Generativity in Digital Platform Ecosystems <i>Tobias Pauli</i></p> <p>An Empirical Exploration of Consumer Awareness Generated from Intelligent Recommendation Systems on e-Business Market <i>Dan Ke, Qi Zhang and Shuai Yang</i></p> <p><u>Development of Research Plan to Understand the Role of Compliance in Improving or Hindering Cybersecurity in Organizations</u> <i>Stuart Madnick and Angelica Marotta</i></p> <p>A Major Breakdown of International Trade and Next Global Financial Crisis: Could be Caused by Efforts to Prevent Cyberattack on the Web <i>Stuart Madnick and Keman Huang</i></p> <p>Developing a framework for Hotel IT Investment Decision-Making amid COVID-19 <i>John Huang, Daniel Connolly, Yu-Ju Tu and Tianshu Zheng</i></p> <p><u>Examining the Effects of Experience on Managers' Attitudes towards Telework during COVID</u> <i>Henri Knoesen and Lisa Seymour</i></p> <p>Digital Inclusion of Farmers & Rural hinterland: The Case of Digital India <i>Amandeep Dhaliwal</i></p> <p>Dealing with the Challenge of Business Analyst Skills Mismatch in the Fourth Industrial Revolution <i>Denise Mukozho and Lisa Seymour</i></p> <p>Breakout room discussion</p>
12:00 PM: Awards Ceremony Dr. Kenny Cheng	

* Papers with * are nominees for the Best Paper Award

Zoom Information

Zoom Link (for the main Workshop)

- <https://us02web.zoom.us/j/87172915048?pwd=MStDQ0pCekpvSXU5blh2L3pPaWNNZz09>
- Meeting ID: 871 7291 5048
- Passcode: 433033
- Find your local number: <https://us02web.zoom.us/u/keiUaCJsV>

Zoom Link (for the parallel short paper session 4B ONLY between 11:00-11:55)

- <https://us02web.zoom.us/j/87406240961?pwd=MGZ5UzdiYnoxYWgwcHFYbTV1NVhmQT09>
- Meeting ID: 874 0624 0961
- Passcode: 611179
- Find your local number: <https://us02web.zoom.us/u/kdDzcrC90>

Honorary Chairs:

- Andrew B. Whinston (University of Texas at Austin, USA)
- Hsinchun Chen (University of Arizona, USA)

Conference Co-Chairs:

- Michael J. Shaw (University of Illinois at Urbana-Champaign, USA)
- Bin Zhu (Oregon State University, USA)
- Han Zhang (Georgia Institute of Technology, USA)
- Ming Fan (University of Washington, USA)
- Karl Lang (City of University of New York, USA)

Program Organizing Co-Chairs:

- Abhishek Kathuria (Indian School of Business, India)
- Aravinda Garimella (University of Illinois at Urbana-Champaign, USA)
- Prasanna Karhade (University of Hawai'i at Mānoa)
- Xiao Liu (Arizona State University, USA)
- Jennifer Xu (Bentley University, USA)
- Kexin Zhao (University of North Carolina at Charlotte, USA)

Best Paper Award Committee:

- Hsing Kenneth Cheng (University of Florida, USA)
- Michael Chau (The University of Hong Kong, Hong Kong)
- Raghu Santanam (Arizona State University, USA)