

Updated May 2023

(Julian) Chenhui Guo

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EXPERIENCE

2016–Now **Eli Broad College of Business, Michigan State University**
Assistant Professor, Department of Accounting & Information Systems

EDUCATION

2010–2016 **Eller College of Management, University of Arizona**
Ph.D. in Management
Major: Management Information Systems
Minor: Economics
Dissertation Title: Empirical studies about incentives, information disclosure, and social interactions in online environments
Dissertation Committee Co-Chairs: Paulo Goes and Mingfeng Lin

2006–2010 **School of Management, Zhejiang University, China**
B.S. in Management
Major: Entrepreneurship

RESEARCH INTERESTS

Topics: online labor markets, crowdsourcing, social media, mobile commerce
Methods: Econometrics, data mining, social network analysis

TEACHING INTERESTS

Business analytics courses, including database, data visualization, data mining
Doctoral courses, including empirical research methodology in information systems

RESEARCH OUTPUTS

Journal Publications

Chenhui Guo, Bin Zhang, Xi Chen, and Paulo Goes (2023) Using “Super Apps” in Online Retailing Operations: Evidence from a Large Hotel Chain. *Production and Operations Management*, forthcoming.

Chenhui Guo, Xi Chen, Paulo Goes, and Cheng Zhang (2022) Multiplex Influence in Freemium Context: Evidence from Online Social Games. *Decision Support Systems* 155: 113711.

Yen-Yao Wang, Chenhui Guo, Anjana Susarla, and Vallabh Sambamurthy (2021) Online to Offline: The Impact of Social Media on Offline Sales in the Automobile Industry. *Information Systems Research* 32(2): 582-604.

Chenhui Guo, Tae Hun Kim, Anjana Susarla, and Vallabh Sambamurthy (2020) Understanding Content Contribution Behavior in A Geo-Segmented Mobile Virtual Community: The Context of Waze. *Information Systems Research* 31(4): 1398-1420.

Paulo Goes, Chenhui Guo, and Mingfeng Lin (2016) Do Incentive Hierarchies Induce User Effort? Evidence from an Online Knowledge Exchange. *Information Systems Research* 27(3): 497-516.

Zhu Zhang, Chenhui Guo, and Paulo Goes (2013) Product Comparison Networks for Competitive Analysis of Online Word-Of-Mouth. *ACM Transactions on Management Information Systems*, 3(4): Article 20.

Xi Chen, Indranil Bose, Alvin C.M. Leung, and Chenhui Guo (2011) Assessing the Severity of Phishing Attacks: A Hybrid Data Mining Approach. *Decision Support Systems* 50(4): 662-672.

Updated May 2023

Manuscripts under Review

Tae Hun Kim, Chenhui Guo, and Vallabh Sambamurthy, “Public Benefits of Crowdsourced Content in Navigation App by Mitigating Traffic Congestion Around Urban Areas: Effectiveness of Social Community Insights in Augmenting Algorithms,” under revision towards 2nd round review at *Information Systems Research*.

Working Papers

Chenhui Guo, Subodha Kumar, and Sriram Narayanan, “The Role of Salesperson Learning in Physical Stores,” manuscript in preparation.

Qiang Gao, Chenhui Guo, Mingfeng Lin, and Hanzhe Zhang, “Procurement Auction Formats in Online Labor Markets: Evidence from a Natural Experiment,” manuscript in preparation.

Conference Papers

Inkyu Kim, Chenhui Guo, and Anjana Susarla (2019) The Impact of Crime on the Sharing Economy: a Spatial Analysis. INFORMS Annual Meeting 2019, Seattle, Washington, US.

Tae Hun Kim, Chenhui Guo, and Vallabh Sambamurthy (2019) Does Crowdsourced Content Contribute to Public Benefits? Its Effectiveness in Relieving Traffic Congestion Around Urban Areas. INFORMS Annual Meeting 2019, Seattle, Washington, US.

Tae Hun Kim, Chenhui Guo, Anjana Susarla, and Vallabh Sambamurthy (2018) Does Self-Interest Enhance Social Welfare? Effectiveness of User-Crowdsourced Content in a Mobile Navigation App. International Conference on Information Systems (ICIS) 2018, San Francisco, California, US.

Tae Hun Kim, Chenhui Guo, Anjana Susarla, and Vallabh Sambamurthy (2018) Does User Engagement Enhance Social Welfare? The Effectiveness of User-Crowdsourced Content in Improving Urban Transportation. Conference on Information Systems and Technology (CIST) 2018, Phoenix, Arizona, US.

Chenhui Guo, Bin Zhang, Xi Chen, Paulo Goes (2017) Pay Easy, Buy More: An Empirical Study of the Purchase Feature in Social Media Apps. International Conference on Information Systems (ICIS) 2017, Seoul, South Korea.

Tae Hun Kim, Chenhui Guo, Anjana Susarla, and Vallabh Sambamurthy (2017) Prosocial Behavior or Bystander Effect? The Role of Virtual Crowdedness in Encouraging User Contribution of a Mobile Virtual Community. Workshop on Information Systems and Economics (WISE) 2017, Seoul, South Korea.

Tae Hun Kim, Chenhui Guo, Anjana Susarla, and Vallabh Sambamurthy (2017) The Impact of Virtual Crowdedness on User Contributions in a Mobile App Platform: Prosocial Behavior or Bystander Effect? Conference on Information Systems and Technology (CIST) 2017, Houston, Texas, US.

Chenhui Guo, Bin Zhang, Xi Chen, and Paulo Goes (2016) Reviving Order Online: The Effect of Purchase Features in Social Media Mobile Apps. Conference on Information Systems and Technology (CIST) 2016, Nashville, Tennessee, US.

Paulo Goes, Chenhui Guo, and Mingfeng Lin (2016) Word-of-Mouth vs. Word of Health Inspectors: Evidence from Restaurant Reviews. INFORMS Annual Meeting 2016, Nashville, Tennessee, US.

Chenhui Guo, Bin Zhang, Xi Chen, and Paulo Goes (2015) Reviving Order Online: The Effect of Purchase Features in Social Media Mobile Apps. Workshop on Information Systems and Economics (WISE) 2015, Dallas, Texas, US.

Paulo Goes, Chenhui Guo, and Mingfeng Lin (2015) Word-of-Mouth vs. Word of Health Inspectors: Evidence from Restaurant Reviews. Workshop on Information Systems and Economics (WISE) 2015, Dallas, Texas, US.

Paulo Goes, Chenhui Guo, and Mingfeng Lin (2015) Word-of-Mouth vs. Word of Health Inspectors: Evidence from Restaurant Reviews. Conference on Information Systems and Technology (CIST) 2015, Philadelphia, Pennsylvania, US.

Updated May 2023

- Chenhui Guo, Xi Chen, Paulo Goes, and Cheng Zhang (2014) Social Influence in Online Social Games: Understanding its effect on Willingness to Play and Willingness to Pay. Conference on Information Systems and Technology (CIST) 2014 (Best Overall Paper Award), San Francisco, California, US.
- Paulo Goes, Chenhui Guo, and Mingfeng Lin (2014) Word-of-Mouth vs. Word of Health Inspectors: Evidence from Restaurant Reviews. INFORMS Annual Meeting 2014, San Francisco, California, US.
- Paulo Goes, Chenhui Guo, and Mingfeng Lin (2013) The Lure of Glory: Effect of Certifications on User Contribution in An Online Knowledge Exchange. Symposium on Statistical Challenges in Electronic Commerce Research (SCECR) 2013, Lisbon, Portugal.
- Paulo Goes, Chenhui Guo, and Mingfeng Lin (2012) Rewards and User Behavior in Crowd-based Problem Solving. INFORMS Annual Meeting 2012, Phoenix, Arizona, US.
- Paulo Goes, Chenhui Guo, and Mingfeng Lin (2012) Characterizing Crowd Participation in an Online Knowledge Market, Symposium on Statistical Challenges in Electronic Commerce Research (SCECR) 2012, Montreal, Canada.
- Zhu Zhang, and Chenhui Guo (2011) Mining Product Comparison Networks from Online Word-of-Mouth. Workshop on Information Technologies and Systems (WITS) 2011, Shanghai, China.
- Xi Chen, Indranil Bose, Alvin C.M. Leung, and Chenhui Guo (2009) Analyzing the Risk and Financial Impact of Phishing Attacks Using a Knowledge Based Approach, in the Proceedings of the 9th International Conference on Electronic Business (ICEB 2009), Macau, China.

TEACHING EXPERIENCE

Michigan State University

Instructor

- ITM 914 Empirical Methods for Information Systems Research, fall 2017, fall 2020 (Ph.D. level)
- ITM 818 Data Management and Visualization, spring 2017, spring 2018, spring 2019, spring 2020, spring 2021, spring 2022, spring 2023 (master level)
- ITM 481 Introduction to Business Analytics, spring 2017, spring 2018, spring 2019, spring 2020 (undergraduate level)

Faculty Coach

- ITM 888 Capstone Project, fall 2016, fall 2018, fall 2019, fall 2020, fall 2021, fall 2022 (master level)

Ph.D. Student Dissertation Committee Member

- Tae Hun Kim (Information Systems, 2018; first placement: Baylor University)
- Pallavi Pal (Economics, 2020; first placement: Stevens Institute of Technology)
- Scott Manski (Statistics, 2020)
- Zijian Qi (Economics, 2022; first placement: T-Mobile)

The University of Arizona

Instructor

- MIS 545 Data Mining for Business Intelligence, spring 2015 (master level)
- MIS 373 Basic Operations Management, summer 2013 (undergraduate level)

Co-Instructor

- MIS 545 Data Mining for Business Intelligence (Online), summer 2015, fall 2015, summer 2016 (master level)

Teaching Assistant

- MIS 587 Business Intelligence, spring 2016 (master level)
- MIS 331 Database Management Systems, fall 2014, fall 2015 (undergraduate level)
- MIS 510 Web Computing and Mining, spring 2014, spring 2013, spring 2012 (master level)
- MIS 545 Data Mining for Business Intelligence (Online), summer 2014, fall 2014 (master level)
- MIS 545 Data Mining for Business Intelligence, fall 2013, fall 2011, fall 2010 (master level)

Updated May 2023

MIS 341 Information System Analysis and Design, spring 2011 (MIS undergraduate)

SERVICES

Journal Reviews

Information Systems Research
Management Science
MIS Quarterly
Production and Operations Management
Journal of Operations Management
Journal of the Association for Information Science and Technology
Information & Management
Electronic Commerce Research and Applications
Decision Support Systems

Conference Reviews

Pacific Asia Conference on Information Systems (PACIS)
International Conference on Information Systems (ICIS)
INFORMS Conference on Information Systems and Technology (CIST)
Americas Conference on Information Systems (AMCIS)
Workshop on Information Technologies and Systems (WITS)

Committee Services

ITM Doctoral program committee member (at MSU)
Undergraduate data science curriculum committee member (at MSU)

HONORS AND GRANTS

Best conference paper award, Conference on Information Systems and Technology (2014)
Graduate Assistantship, The University of Arizona (2010-2016)
Outstanding Graduate of Zhejiang University, Zhejiang University (2010)