ANQI ZHANG

GSU J. Mack Robinson College of Business

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EDUCATION

Georgia State University 2021 – 2027
Ph.D. in Business Administration, Atlanta, GA
Dissertation: Beyond Efficiency: Customers' Psychological Responses to Service Robots in Hospitality Encounters (Proposal Defended October 2025)
Committee: Likoebe M. Maruping (co-chair), Xinyu Fu (co-chair), Joseph R. Buckman, Sangseok You

University of Michigan–Dearborn 2019 – 2020
M.S. in Business Analytics, Dearborn, MI

University of Saint Joseph 2013 – 2015
M.B.A. , Macao, China

Macau University of Science and Technology 2006 – 2010
B.I.T.M. in International Tourism Management, Macao, China

RESEARCH INTERESTS

Research Specialty: Privacy; Human-robotics collaboration; AI in the workforce
Methods: Field and lab behavioral experiments; Applied econometrics on secondary data
Theoretical Lenses: Behavioral and psychological theories

UNDER REVIEW PAPER

The Privacy Asymmetry of Service Robots: Spatial and Data Privacy Concerns in Boundary-Spanning Service Encounters
Anqi Zhang, Xinyu Fu, Likoebe M. Maruping, Songbo Liu
Under review, **Information Systems Research**
Accepted, Conference on Information Systems and Technology (CIST) 2026

WORKING PAPERS AND WORK-IN-PROGRESS

When Robots Serve, Customers Divulge: Service Robot and Information Disclosure in Online Reviews
Anqi Zhang, Xinyu Fu, Likoebe M. Maruping
Data collection complete, expected submission to **Journal of Management Information Systems**

Quiet Quitting or Resource Saving? An Investigation on Virtual vs. Offline Workspaces
Anqi Zhang
Research design stage, expected submission to **Journal of Management**

Socio-Technical Fairness: Disentangling Demographic Bias in High-Stakes Healthcare Analytics
Anqi Zhang
Research design stage, expected submission to **Production and Operations Management**

A Causal Inference of Tele-Behavioral Health and Hospital Utilization
Anqi Zhang
Research design stage, expected submission to **Decision Support Systems**

CONFERENCE AND WORKSHOP PRESENTATIONS

Service Robot, Automated Interaction, and Customers' Responses
Anqi Zhang, Xinyu Fu
2025 Production and Operations Management Society 35th Annual Conference (POMS)

Automated Service Encounter: How Robotic Agents Impact Customer Online Reviews
Anqi Zhang, Xinyu Fu
2025 Georgia State University 3rd Annual Graduate Conference for Research, Scholarship, and Creative Activity

Algorithmic Fairness in Predicting Hospital Readmissions Among Diabetic Patients
Anqi Zhang
2024 Workshop on Information Technologies and Systems (WITS)

The Effect of Telehealth for Psychiatric and Substance Use on U.S. Hospital Utilization
Anqi Zhang, Aaron Baird, Joseph R. Buckman, Yusen Xia
2022 Academy of Management (AOM) Health Care Management Professional Development Workshop (HCM PDW)

TEACHING EXPERIENCE

System Analysis (CIS 3300) (Undergraduate Level IS Core)

Spring 2025, Georgia State University
Instructor of Record (taught class independently)
Software requirements analysis; use case diagram and context diagram, using Unified Modeling Language
Instructor Evaluation Score: 4.2/5 (Enrollment: 36 students)

SERVICE & PROFESSIONAL DEVELOPMENT

Ad Hoc Reviewer

International Conference on Information Systems (ICIS), 2024
Workshop on Information Technologies and Systems (WITS), 2026
Pacific Asia Conference on Information Systems (PACIS), 2024, 2026
European Conference on Information Systems (ECIS), 2026

Professional Affiliations

Association for Information Systems (AIS), Student Member
American Psychological Association (APA), Student Member
Institute for Operations Research and the Management Sciences (INFORMS), Student Member
Production and Operations Management Society (POMS), Student Member
Association for Computing Machinery (ACM), Student Member

AWARDS AND RECOGNITION

2025 Doctoral Consortium, Production and Operations Management Society (POMS), Atlanta, GA
2020 M Talent Designation with High Distinction, University of Michigan–Dearborn
2020 College of Business Graduate Scholarship, University of Michigan–Dearborn
2020 Vice Provost Scholarship, University of Michigan–Dearborn
2010 Dean's Honor List, Macau University of Science and Technology
2010 International Hospitality Service Silver Award, Macau University of Science and Technology

SELECTED INDUSTRY EXPERIENCE

Extreme Vision Technology, Shenzhen, China 2019
AI Camera-as-a-Service After-Sales Support
Communicated with more than 250 business units; responded to client requests and advised on network troubleshooting. Collected, summarized, and reported on clients' technical problems to improve service satisfaction.

Rui Hua Certified Public Accountants, Shenzhen, China 2017 – 2018
Audit
Prepared audit work papers for 5 listed companies, sheet-to-floor invoice sampling, and bank reconciliations. Investigated and verified audit reports against financial statements.

Galaxy Entertainment Group, Macao, China 2015 – 2017
Assistant Manager, Hotel Operations
Achieved cost control with monthly revenue exceeding 3 million MOP in FY2015 and FY2016. Supervised more than 100 employees; supported management with market segmentation and KPI reporting.

Sands Cotai Central, Macao, China 2012 – 2015
Acting Supervisor, Hotel Operations
Completed Starwood Career Supervisor Track Training. Drafted Standard Operating Procedures (SOPs) for the department.

Melco Resorts & Entertainment Limited, Macao, China 2010 – 2011
Customer Service Agent, Hotel Operations
Provided Forbes Five-Star standard customer service. Earned certificates in "Essentials of Leadership", "Coaching for Success", and "Coaching for Improvement".

SKILLS

Data Analysis Tools Stata, SPSS, R, Python
Languages English; Chinese (Mandarin and Cantonese)

PROFESSIONAL REFERENCES

Likoebe M. Maruping (Dissertation Committee Co-Chair)
John B. Zellars Endowed Professor and Ph.D. Program Director; Senior Editor, *MIS Quarterly*
Computer Information Systems Department, Center for Digital Innovation (CDI)
J. Mack Robinson College of Business, Georgia State University
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Xinyu Fu (Dissertation Committee Co-Chair)
Assistant Professor of Computer Information Systems
Co-Faculty Advisor, Women in Technology – GSU
J. Mack Robinson College of Business, Georgia State University
xfu11@gsu.edu | +1 (404) 413-7367

Joseph R. Buckman (Dissertation Committee Member)
Assistant Professor of Computer Information Systems
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