

Akshat Lakhiwal¹

Assistant Professor
Terry College of Business
University of Georgia,
Athens, GA 30505

akshat.lakhiwal@uga.edu
<https://www.akshatlakhiwal.com/>

+1 (812) 369 7471



I. ACADEMIC QUALIFICATIONS

Ph.D. August 2023	Doctor of Philosophy Major: <i>Information Systems</i> , Minor: <i>Data Science</i> Kelley School of Business, Indiana University, Bloomington-IN
M.B.A. May 2016	Master of Business Administration Major: <i>General Management</i> Department of Management Studies, Indian Institute of Technology, New Delhi
B.Tech. May 2014	Bachelor of Technology Major: <i>Electronics and Communications Engineering</i> Dehradun Institute of Technology, Dehradun

II. RESEARCH

Research Interests: Unintended impacts of IT use; intelligent/autonomous systems management; conflicting states and behaviors in technology-mediated environments.

Methodologies: Experimentation, Econometrics, Machine Learning.

Refereed Journal Articles

- 1) **Lakhiwal, A.**, Liu, C., Bala, H., & H.K. Suen. "From Opacity to Transparency: Examining the Role of Transparency in Algorithmically Evaluated Asynchronous Video Interviews." Conditionally Accepted at *Information Systems Research* (2026).
- 2) **Lakhiwal, A.**, Bala, H., & Leger, P. M. "Ambivalence is Better than Indifference: Behavioral and Neurophysiological Assessment of Ambivalence in Online Environments." *MIS Quarterly* (2023).
- 3) Dennis, A., **Lakhiwal, A.**, & Sachdeva, A. "User Reactions to AI Agents as Team Members: Effects on Satisfaction, Conflict, Trustworthiness, and Willingness to Work With." *Journal of Management Information Systems* (2023).

Book Chapters

- 1) Todd, T. N., **Lakhiwal, A.**, Bala, H., Léger, P.M. "How Generative AI Review Summaries Disrupt Users' Evaluative Processes in Online Purchase Environments," In: Davis F. D., Riedl R., vom Brocke J., Léger P. M., Randolph A. B., Fischer T. (eds)

¹ Updated in January 2026; *Presenting Author.

Information Systems and Neuroscience. NeuroIS 2025. Lecture Notes in Information Systems and Organization, vol. 48. Springer, 2025.

- 2) Todd, T. N.*, **Lakhiwal, A.**, Bala, H., Léger, P.M., Kamouni, I. E., and Boasen, J. “Generative AI Review Summaries and their Impact on Ambivalence and User Behavior: An Eye-Tracking Study,” In: Davis F. D., Riedl R., vom Brocke J., Léger P. M., Randolph A. B., Fischer T. (eds) Information Systems and Neuroscience. NeuroIS 2024. Lecture Notes in Information Systems and Organization, vol. 47. Springer, 2024.
- 3) **Lakhiwal A.**, Bala H., and Léger P.M. “Neurophysiological Assessment of Ambivalence to Information,” In: Davis F. D., Riedl R., vom Brocke J., Léger P. M., Randolph A. B., Fischer T. (eds) Information Systems and Neuroscience. NeuroIS 2020. Lecture Notes in Information Systems and Organization, vol. 43. Springer, 2020.
- 4) **Lakhiwal, A.**, & Kar, A. (2016). “Insights from Twitter Analytics: Modeling Social Media Personality Dimensions and Impact of Breakthrough Events.” In 15th Conference on e-Business, e-Services, and e-Society (I3E) (pp. 533-544). Springer International Publishing.

Under Review/Revision Stage

- 1) Jiang, S., **Lakhiwal, A.**, Liu, C., & Duan, J. <Title Redacted for Anonymity> (Under third round of review at *Information Systems Research*).
- 2) Jeong, S., **Lakhiwal, A.**, Yoo, E., Ball, G.P., <Title Redacted for Anonymity> (Revise & resubmit at *Manufacturing & Service Operations Management*).
- 3) **Lakhiwal, A.**, Liu, C., Bala, H. & H.K. Suen. <Title Redacted for Anonymity> (Revise & resubmit at *MIS Quarterly*).
- 4) Bala, H. & **Lakhiwal, A.** <Title Redacted for Anonymity> (Reject & Resubmit at *Journal of Association of Information Systems*).
- 5) **Lakhiwal, A.**, Bala, H., Liu, C., & Rai, A. <Title Redacted for Anonymity> (Under review at *Journal of Management Information Systems*).

Manuscript in Preparation (Manuscript Written)

- 1) Song, P., **Lakhiwal, A.**,² Park, J.,² Xue, L., “Plugging into Confidence: How Platform Interoperability Reshapes Electric Vehicle Charging Behavior and Charging Network Efficiency” (Preparing for Submission at *Management Science*).
- 2) Panda, S., & **Lakhiwal, A.** “Whose Work is it Anyways? Large Language Model Augmentation and Co-ownership in Crowdsourcing” (Preparing for Submission at *Journal of Association of Information Systems*).

²Authors contributed equally.

- 3) **Lakhiwal, A.**, Liu, C., & Bala, H. “AI agents in charge: How reputational considerations shape reciprocity in AI-administered rewards and punishments” (Preparing for Submission at *Information Systems Research*).
- 4) **Lakhiwal, A.**, Siamionava, K., Liu, C.W., “Devalued by Design? How Counterfactual Fairness Perceptions Shape Wage Expectations in Algorithmic Hiring” (Preparing for Submission at *Information Systems Research*).

Work in Progress (Data collection/Ideation stage)

- 1) Yin, J., **Lakhiwal A.**, Wei, C., & Bala, H., “Human-AI Agency in Algorithmically Evaluated Job Interviews.”
- 2) Todd, T., **Lakhiwal, A.**, & Bala, H., “Generative Intelligence Augmented Creativity in a Multitasking Environment.”
- 3) Todd, T., **Lakhiwal, A.**, Bala, H., & Leger, P. M., “Going Beyond Stars: Generative AI Review Summaries and their Impact on Online Decision-Making.”
- 4) **Lakhiwal, A.**, Zhang, J., & Bala, H., “Life is Short, Pay Attention: Examining the influence of Mixed feelings on Users’ Engagement to Streaming Content.”

Conferences/Presentations/Workshop Proceedings/Invited Talks

- 1) **Lakhiwal, A.**, Liu, C., Bala, H.*, & H.K. Suen. “From Opacity to Transparency: Examining the Role of Transparency in Algorithmically Evaluated Asynchronous Video Interviews” (2025) Presented at Ohio State University.
- 2) **Lakhiwal, A.**, Liu, C., Bala, H.*, & H.K. Suen. “From Opacity to Transparency: Examining the Role of Transparency in Algorithmically Evaluated Asynchronous Video Interviews” (2025) Presented at Arizona State University.
- 3) **Lakhiwal, A.***, Siamionava, K., Liu, C.W., “Devalued by Design? How Counterfactual Fairness Perceptions Shape Wage Expectations in Algorithmic Hiring” (2025). *INFORMS Annual Meeting*, October 24-27, 2025, Atlanta, GA, USA
- 4) Song, P., **Lakhiwal, A.**, Park, J.*, Xue, L., “Plugging into Confidence: How Platform Interoperability Reshapes Electric Vehicle Charging Behavior and Charging Network Efficiency” (2025). *Information Systems Research Paper Development Workshop*, October 23-25, 2025, Atlanta, GA, USA.
- 5) Song, P., **Lakhiwal, A.**, Park, J.*, Xue, L., “Plugging the Gap: Plugging into Confidence: How Platform Interoperability Reshapes Electric Vehicle Charging Behavior and Charging Network Efficiency” (2025). Conference of Information Systems and Technology (CIST), October 24-25, 2025, Atlanta, GA, USA.

- 6) Jeong, S., **Lakhiwal, A.**, Yoo, E.*, Ball, G.P., “Product Recall Ramifications of Relaxing Software Approval Standards at the FDA” (2025). Production and Operations Management Conference (POM), May 8-12, 2025, Atlanta, GA, USA.
- 7) **Lakhiwal, A.**, Bala, H., Ball, G.P., & Post, C.* “Female and Minority Representation in Top Management Teams and Medical Device Recalls.” Symposium on Women on Top: Emerging Research on Women in Top Management Teams (TMTs), at Academy of Management (AoM) Conference, 2025, Copenhagen, Denmark.
- 5) Jeong, S., **Lakhiwal, A.**, Yoo, E., Ball, G.P.*, “Product Recall Ramifications of Relaxing Software Approval Standards at the FDA” (2025). Presented at West Virginia University.
- 6) Todd, T. N. *, **Lakhiwal, A.**, Bala, H. *, & Léger, P. M. (2024). “Going Beyond Stars: Generative AI Review Summaries and their Impact on Online Decision-Making” (2024). ICIS 2024 TREOS.
- 7) Todd, T. N.*, **Lakhiwal, A.**, Bala, H., Léger, P.M., Kamouni, I. E., and Boasen, J. “Generative AI Review Summaries and their Impact on Ambivalence and User Behavior: An Eye-Tracking Study,” NeuroIS Retreat, June 9-11, 2024, Vienna, Austria.
- 8) **Lakhiwal, A***, Liu, C, Bala, H., and Suen, H. Y. “Artificial Choice with Artificial Intelligence,” Conference of Information Systems and Technology (CIST), October 14-15, 2023, Phoenix, AZ, USA.
- 9) **Lakhiwal, A***, Liu, C, and Bala, H. “Humans, Digital Humans and Reciprocity: The role of Reputation in Interpersonal Human-AI Assemblages,” Production and Operations Management Conference (POM), May 21-25, 2023, Orlando, FL, USA.
- 10) **Lakhiwal, A***, Liu, C, and Bala, H. “Humans, Digital Humans and Reciprocity: The role of Reputation in Interpersonal Human-AI Assemblages,” Workshop of Information and Technology and Systems (WITS), December 14-16, 2022, Copenhagen, Denmark.
- 11) **Lakhiwal, A***, Liu, C, and Bala, H. “Humans, Digital Humans and Reciprocity: The role of Reputation in Interpersonal Human-AI Assemblages,” Conference of Information Systems and Technology (CIST), October 15-16, 2022, Indianapolis, IN, USA.
- 12) **Lakhiwal, A***, Liu, C, and Bala, H. “Humans, Digital Humans and Reciprocity: The role of Reputation in Interpersonal Human-AI Assemblages,” INFORMS Annual Meeting, October 16-19, 2022, Indianapolis, IN, USA.
- 13) **Lakhiwal, A***, Liu, C, Bala, H., and Suen, H. Y. “Getting the job done: Disentangling the Paradox of AI Transparency in Asynchronous Video Interviews,” Conference of Information Systems and Technology (CIST), October 23-24, 2021, Newport Beach, CA, USA.

- 14) **Lakhiwal, A***, Ball, G, Bala, H, and Post, C. “Examining the Influence of Organizational Ambidexterity and Executive Diversity on Product Recalls for Medical Devices,” INFORMS Annual Meeting, October 24-27, 2021, Anaheim, CA, USA (Virtual Conference).
- 15) **Lakhiwal, A***, Liu, C, Bala, H, and Suen, H Y. “AI is Hiring – Apply Now! Examining the Effect of Artificial Intelligence on Candidate’s Deception in Job Interviews,” INFORMS Annual Meeting, October 7-13, 2020, National Harbor, MD, USA (Virtual Conference).
- 16) **Lakhiwal, A***, Bala, H, and Léger P M. “Neurophysiological Assessment of Ambivalence to Information,” NeuroIS Retreat, June 2-4, 2020, Vienna, Austria (Virtual Conference).
- 17) **Lakhiwal A***, Kar AK. “Insights from Twitter analytics: modeling social media personality dimensions and impact of breakthrough events,” Conference on e-Business, e-Services and e-Society, Sep 13, 2016 (Virtual Conference).

Invited Talks/Workshops

- 1) Brown Bag Research Talk – Institute for Artificial Intelligence, University of Georgia **(2025)**
- 2) Brown Bag Research Talk – Indian Institute of Technology – Delhi, New Delhi, India **(2023)**
- 3) Brown Bag Research Talk – Indian Institute of Management – Kozhikode, Kozhikode, India **(2023)**
- 4) Invited for Campus Visit and Presentation **(2022)**:
 - University of Texas, Dallas, USA
 - University of Georgia, Athens, USA
 - University of Illinois, Chicago, USA
 - McGill University, Canada
 - Nanyang Technological University, Singapore
 - University of Wisconsin, Madison, USA
 - Hong Kong University of Science and Technology, Hong Kong
- 5) Invited to the Future Business Analytics Professor Workshop, Tippie College of Business, University of IOWA, **2022**
- 6) Invited to the Young Scholars Workshop on the Economics of Artificial Intelligence, National Bureau of Economic Research, **2021**
- 7) Kelley School of Business, Indiana University, U.S. – ODT Connect Roundtable, **2021**
- 8) Brown Bag Research Talk – HEC, Montreal, Canada, **2021**
- 9) Brown Bag Research Talk – HEC, Montreal, Canada, **2020**
- 10) Brown Bag Research Talk at Management Development Program–Indian Institute of Technology, India, **2016**

Select Media Coverage

- “Changes in Questionable Behaviors During Major Disruptions.” *On Analytics – Institute for Business Analytics (2024)*. <https://blogs.iu.edu/kelleybizanalytics/2024/04/01/changes-in-questionable-behaviors-during-major-disruptions/>

Involvement in Research and Teaching Grants

- University of Georgia Institute for Artificial Intelligence’s Seed Grant Program, 2025.
Budget: \$ 30,000
Role: Co-PI
- Owen Institute of Behavioral Research Grants, 2025.
Budget: \$ 8,000
Role: Co-I
- Terry College Teaching Innovation Grants, 2025.
Budget: \$ 5,000
Role: PI
- AI at Work: Field Experiments on the Workforce Effects of New AI Tools, Schmidt Sciences, 2025 (Proposal Development Grant).
Budget: \$ 10,000
Role: PI
- Business, Systems, and Technology Innovation Seed Grant, Terry College of Business, University of Georgia, 2024-2025.
Budget: \$ 20,003
Role: PI
- Presidential Interdisciplinary Seed Grant, University of Georgia.
Budget: \$149,975
Role: Co-I
Co-Investigators: Youjin Kong (PI), Jeremy Davis (Co-I), Prashant Doshi (Co-I), Ari Schlesinger (Co-I), Christian Turner (Co-I), Matthew I. Hall (Co-I), Aaron Schecter (Co-I), Lefteris J. Anastasopoulos (Co-I).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2023
Budget: \$8,000
Role: Co-I
Co-Investigators: T. Todd (Co-I) and H. Bala (PI).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2022
Budget: \$10,000
Role: Co-I
Co-Investigators: C. Liu (PI) and H. Bala (Co-I).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2022.
Budget: \$8,000.
Role: Co-I
Co-Investigators: C. Liu (PI) and H. Bala (Co-I).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2019.
Budget: \$1,500.
Role: Co-I
Co-Investigators: C. Liu (PI) and H. Bala (Co-I).

III. TEACHING

Role: Instructor

<i>Spring 2024, 2025</i>	MIST 4610: Data Management and Analytics <i>2 Sections, 90 students</i> <i>Overall Instructor Evaluation (2024): 4.74/5</i> <i>Overall Instructor Evaluation (2025): 4.83/5</i>
	MIST 5440/7440: Artificial Intelligence for Business and Society <i>1 Section, 45 students</i> <i>Overall Instructor Evaluation (2024): 4.79/5</i> <i>Overall Instructor Evaluation (2025): 4.97/5</i>
	BUS S326: Web and Social Media Analytics <i>1 Section, 40 students</i> <i>Overall Dean's 8:</i> <i>Course Evaluation: 6.5/7, Instructor Evaluation: 6.5/7</i>

Role: Teaching Assistant

<i>Summer 2022</i>	SU22: ISF1 Principles of Programming <i>1 Section, 36 students</i> <i>Overall Evaluation (Self-Administered OCQ): 6.93/7</i> Sample Student Comments:
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IV. ACADEMIC EXPERIENCE

Professional Experience

<i>August 2023 – Present</i>	Assistant Professor, Terry College of Business, University of Georgia
<i>May 2022 – June 2022</i>	Teaching Assistant, Kelley School of Business, Indiana University
<i>January 2021 – May 2021</i>	Associate Instructor, Kelley School of Business, Indiana University
<i>June 2020 – July 2020</i>	Graduate Assistant, Kelley School of Business, Indiana University
<i>January 2021 – Present</i>	<i>Pro-bono Consultant</i> Dream Ivy, India

V. HONORS, RECOGNITIONS, AND PROFESSIONAL CERTIFICATIONS

Honors and Recognitions

- *Fellow*, Institute of Artificial Intelligence (IAI), University of Georgia **(2025-)**

- *Fellow*, University of Georgia Teaching Academy Fellows Program **(2025)**
- *Fellow*, International Conference on Information Systems Junior Faculty Consortium **(2024)**
- *Fellow*, European Conference on Information Systems Junior Faculty Consortium **(2024)**
- *Fellow*, International Conference on Information Systems Doctoral Consortium **(2022)**
- *Fellow*, Americas Conference on Information Systems Doctoral Consortium **(2022)**
- *Fellow*, Academy of Management Doctoral Consortium, Communication, Digital Technology, and Organization Division **(2022)**
- *Outgoing Doctoral Student Award*, Kelley School of Business, Indiana University **(2023)**
 - Awarded by the Kelley School of Business to one graduating doctoral student
- *William G. Panschar Undergraduate Teaching Award* for Associate Instructors, Kelley School of Business **(2022)**
 - Awarded by the Kelley School of Business to one doctoral student associate instructor across all programs
- *Travel Fellowship*, Indiana University Graduate and Professional Student Government **(2021)**
- *Alan R. Dennis Fellowship*, Kelley School of Business, Indiana University **(2021)**
 - Awarded by the department to one doctoral student every year
- *International Student Burnham Fellowship*, Indiana University **(2020, 2021, 2022)**
- *Doctoral Students Service Award*, Association of Information Systems **(2020)**
- *Summer Fellowship*, Kelley School of Business **(2019, 2020, 2021, 2022)**
- *Dean's Fellowship*, Kelley School of Business **(2018, 2019)**
- *Deal of the Year Award*, Synergy Consulting Private Limited **(2018)**
- *Rising Star Award*, Synergy Consulting Private Limited **(2018)**
- *Department Shield & Gold Medal* for Outstanding Achievements, Department of Management Studies, IIT-Delhi **(2017)**
 - Awarded by program office to one graduating MBA student
- *Department Letter of Recommendation*, Department of Management Studies, IIT-Delhi **(2017)**
 - Awarded by program office to one graduating MBA student
- National Finalist, *Yes-Aspire to innovate-Scholarship Challenge*, Yes Bank **(2015)**
- National Finalist, *Panacea: Business strategy Case Challenge*, Crompton Greaves **(2015)**
- Winner, *KPMG Global Services Strategy Case Study Competition* **(2015)**
- Winner, *Inter Business School Article Writing Competition* for the fall edition of the bi-annual magazine **(2014)**
- School Winner, *National Level Science Talent Search and Examination* (NSTSE, **2009**)
 - Ranked under 700 Nationally
- State Winner, *International Informatics Olympiad* (IIO, **2008, 2009**)
- *Distinction in Mathematics*, University of New South Wales, Australia **(2008)**

VI. SERVICE

Editorial Appointment

- Editorial Review Board Member (2026), *Information & Management* Special Issue on “Transformative AI in Online Markets: Development, Impact, and the Road Ahead.”
- Editorial Review Board Member (2026-), *Decision Sciences Journal: AI in Operations, Information Systems, and Marketing Department*.
- Managing Editor of *MIS Quarterly Executive*, 2018-2020

Ad-hoc Reviewing for Journals

- *MIS Quarterly*
- *Information Systems Research*
- *Organization Science*
- *Journal of Management Information Systems*
- *Journal of the Association of Information Systems*
- *Information Systems Frontiers*
- *Electronic Commerce*
- *International Journal of Information Management Data Insights*
- *International Journal of Electronic Commerce*

Ad-hoc Reviewing for Conferences

- International Conference on Information Systems (ICIS): (2019-)
- Conference on Information Systems and Technology (CIST): (2019-)
- Americas Conference of Information Systems (AMCIS): (2020-)
- Workshop on Information Systems and Technology (WITS): (2020-2022)
- Design Science Research in Information Systems and Technology (DESRIST): (2022, 2023)

Miscellaneous Service and Leadership Roles

- Organizing Committee, Pre-ICIS Workshop on “Augmented Reasoning, Accountable Methods: Using GenAI in MIS Research Methods (2025).”
- Best Paper Selection Committee, *Americas Conference of Information Systems* (2025).
- Track Co-Chair: Adoption and Diffusion of Artificial Intelligence, *Americas Conference of Information Systems* (2025).
- Faculty Advisor, The AI Society at Terry College of Business (2024-)
- Associated Editor, *International Conference of Information Systems* (2024).
- Associated Editor, *Academy of Management Annual Conference* (2025, 2024).
- Session Chair: Strategy and Policy, *Inform's Annual Conference* (2021).