

Akshat Lakhiwal¹

Kelley School of Business
Indiana University,
Bloomington, IN 47408

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

+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.**, Bala, H., & Leger, P. M. “Ambivalence is Better than Indifference: Behavioral and Neurophysiological Assessment of Ambivalence in Online Environments.” *MIS Quarterly* (2023).
- 2) 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) **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.
- 2) **Lakhiwal, A.**, & Kar, A. (2016). “Insights from Twitter Analytics: Modeling Social Media Personality Dimensions and Impact of Breakthrough Events.” In 15th Conference

¹ Updated in June 2023

on e-Business, e-Services, and e-Society (I3E) (pp. 533-544). Springer International Publishing.

Under Review/Revision Stage

- 1) **Lakhiwal, A.**, Liu, C., Bala, H., & H.K. Suen. <Title Redacted for anonymity> (*Under Second Round of Review at Management Science*).
- 2) **Lakhiwal, A.**, Bala, H., Ball, G.P., & Post, C. <Title Redacted for anonymity> (*Under Second Round of Review at Production and Operations Management*).
- 3) **Lakhiwal, A.**, Bala, H., Liu, C., & Rai, A. <Title Redacted for anonymity> (*Preparing for Resubmission at Production and Operations Management*).

Manuscript in Preparation

Lakhiwal, A. & Bala, H. <Title Redacted for anonymity> (*Preparing for submission*).

- 1) **Lakhiwal, A.**, Liu, C., & Bala, H. <Title Redacted for anonymity> (*Preparing for submission*).

Work in Progress (Data collection/Ideation stage)

- 1) **Lakhiwal, A.**, Liu, C., & Bala, H. & H.K. Suen. “A Field Examination of Algorithm Flexibility and Applicant Response in Asynchronous Video Interviews.”
- 2) **Lakhiwal, A.**, Zhang, J., & Bala, H. “Life is Short, Pay Attention: Examining the influence of Mixed feelings on Users’ Engagement to Streaming Content.”
- 3) **Lakhiwal, A.**, & Liu, C. “The Boundaries of Algorithm Uncertainty.”

Conferences/Workshop Proceedings

- 1) **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.
- 2) **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.
- 3) **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.
- 4) **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.

- 5) **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.
- 6) **Lakhiwal, A**, Ball, G, Bala, H, 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).
- 7) **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).
- 8) **Lakhiwal, A**, Bala, H, and Léger P M. “Neurophysiological Assessment of Ambivalence to Information,” NeuroIS Retreat, June 2-4, 2020, Vienna, Austria (Virtual Conference).
- 9) **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) 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
- 2) Invited to the International Conference on Information Systems Doctoral Consortium (**2022**)
- 3) Invited to the Americas Conference on Information Systems Doctoral Consortium (**2022**)
- 4) Invited to the Academy of Management Doctoral Consortium, Communication, Digital Technology, and Organization Division (**2022**)
- 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**

Involvement in Research Grants

- Operations and Decision Technologies, Kelley School of Business Research Grant, 2022, \$10,000 (with C. Liu and H. Bala).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2022, \$8,000 (with C. Liu and H. Bala).
- Operations and Decision Technologies, Kelley School of Business Research Grant, 2019, \$1,500 (with C. Liu and H. Bala).

III. TEACHING

Role: Instructor

<i>Spring 2021</i>	BUS S326: Web and Social Media Analytics <i>1 Section, 40 students</i> Overall Dean's 8: <i>Course Evaluation: 6.5/7, Instructor Evaluation: 6.5/7</i> Sample Student Comments: <ul style="list-style-type: none">• “Akshat was an amazing professor! He taught in a very clear manner, provided lots of feedback, and was always available to answer questions or help. For example, one night I was working on a project late at night and I sent him an email asking for help with an issue and assumed I wouldn't hear back till the next day, but he emailed back right away and solved my problem! The structure of the course gives us lots of experience creating a real ad campaign and I feel like we got lots of hands-on real world practice. Akshat also creates a positive and motivating environment with his positive attitude and passion for teaching. One of the best professors I've had at Kelley!”• “He was very passionate about the coursework and cared about all the student's ability to learn. He was always prepared and was very available for questions”.• “I really like that he was more than willing to answer questions, clarifying things, and help us out in general. He is very enthusiastic and knowledgeable of the topics which is shown in class. He is always prepared for class and to help us out when we get lost/stuck/confused”.• “Professor Lakhiwal was very passionate about the subject he was teaching and created a learning environment where students were encouraged to ask questions. He made it clear that he really cares about his students and wants them to learn the material that could be useful after college”.

Role: Teaching Assistant

<i>Summer 2022</i>	SU22: ISF1 Principles of Programming <i>1 Section, 36 students</i>
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Overall Evaluation (Self-Administered OCQ): 6.93/7

Sample Student Comments:

- “I liked how akshat was willing to go out of his way and help students in the course”.
- “This TA was amazing helped us out when we needed it. You can tell them he is passionate about the subject matter and passionate about teaching”.
- “Akshat made this course seem manageable and doable. He was able to provide help in constructive ways that allowed students to truly learn the material without simply giving them the answer. This allowed for true learning and understanding to occur”.
- “Akshat was very approachable and personable with the students”.

IV. EXPERIENCE

Academic Experience

<i>May 2022</i> – <i>June 2022</i>	Teaching Assistant, Kelley School of Business, Indiana University
<i>January 2021</i> – <i>May 2021</i>	Associate Instructor, Kelley School of Business, Indiana University
<i>June 2020</i> – <i>July 2020</i>	Graduate Assistant, Kelley School of Business, Indiana University

Professional Experience

<i>January 2021</i> – <i>Present</i>	<i>Pro-bono Consultant</i> <i>Dream Ivy, India</i>
<i>June 2016</i> – <i>May 2018</i>	<i>Associate Consultant, Infrastructure Financial Advisory</i> <i>Synergy Advisory Private Limited, New Delhi - India</i>
<i>May 2015</i> – <i>July 2015</i>	<i>Intern, Investment Banking Division</i> <i>Nomura Services India, PVT. LTD., Mumbai - India</i>
<i>Dec 2014</i>	<i>Intern, Business Analytics and Market Research</i> <i>iMarketing Advantage, New Delhi – India</i>
<i>July 2013</i> – <i>July 2014</i>	<i>Part-Time Trainer / Center Coordinator</i> <i>Career Launcher, India</i>

V. HONORS, RECOGNITIONS, AND PROFESSIONAL CERTIFICATIONS

Honors and Recognitions

- *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

- Managing Editor of *MIS Quarterly Executive*, 2018-2020

Ad-hoc Reviewing for Journals

- *MIS Quarterly*
- *Journal of the Association of Information Systems*
- *Information Systems Frontiers*
- *Electronic Commerce*
- *International Journal of Information Management Data Insights*
- *International Journal of Electronic Commerce*
- *Decision Sciences Journal of Innovative Education*

Ad-hoc Reviewing for Conferences

- International Conference on Information Systems (ICIS): 2019, 2020, 2021, 2022
- Conference on Information Systems and Technology (CIST): 2019, 2020, 2021, 2022
- Americas Conference of Information Systems (AMCIS): 2020, 2021, 2022, 2023
- Workshop on Information Systems and Technology (WITS): 2020, 2021, 2022
- Design Science Research in Information Systems and Technology (DESRIST): 2022, 2023

Miscellaneous Service and Leadership Roles

- Member, *Bloomington Cricket Club of Indiana University* (2022-2023).
- Session Chair, strategy and policy, *Inform's Annual Conference* (2021).
- Member, *Organizational Climate Committee, Synergy Advisory Private Limited* (2015-2016)
- Class Representative, *Department of Management Studies, Indian Institute of Technology* (2014-2016)
- Secretary and Treasurer, *Management Systems Society, Department of Management Studies, Indian Institute of Technology* (2015-2016)
- Coordinator and President, *Admissions Committee, Department of Management Studies, Indian Institute of Technology* (2015)
- Student Representative, *Technical Cell Dehradun Institute of Technology* (2011-2012).