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## **EDUCATION**

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### **University of Florida**

Doctor of Philosophy in Hospitality and Tourism 2025 (expected)

### **Washington State University**

Master of Science in Business Administration 2022

### **Sichuan University**

Master of Science in Computer Science 2017

## **WORKING EXPERIENCE**

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### **The Second Research Institute of CAAC**

Software Development Engineer 2013 - 2016

## **JOURNAL PUBLICATIONS**

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Li, X., **Jia, S.**, (2013). Convolutional neural network-based adjuvant detection method for small cell type lung cancer. *China Digital Medicine*, 10, 65-67. (Corresponding author)

Chi, O. H., **Jia, S.**, Li, Y., & Gursoy, D. (2021). Developing a formative scale to measure consumers' trust toward interaction with artificially intelligent (AI) social robots in service delivery. *Computers in Human Behavior*, 118, 106700. (Corresponding author)

Featherman, M., **Jia, S. J.**, Califf, C. B., & Hajli, N. (2021). The impact of new technologies on consumers beliefs: Reducing the perceived risks of electric vehicle adoption. *Technological Forecasting and Social Change*, 169, 120847. (Corresponding author)

**Jia, S. J.**, Tseng, H-T., Shanmugam, M., Rees D., Thomas, R., & Hajli, N. (2022). Using New Forms of Information and Communication Technologies to Empower SMEs. *British Food Journal*. (First and corresponding author)

Tseng, H-T., **Jia, S. J.**, Nisar, T., & Hajli, N. (2023). The Study of Social Commerce in Generation Z Context: The Role of Social Support and Privacy Risk. *Information Technology & People*. (Corresponding author)

## **UNDER REVIEW, IN PREPARATION, AND WORKING PAPERS**

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**Jia, S. J.**, Tseng, H-T. (under 4<sup>th</sup> round, revise and resubmit). Leveraging Firm's Innovation Performance through Big Data Analytics: An Absorptive Capacity View. *Journal of Information Technology and People*, submitted – January 22, 2023.

Chi, O.H., **Jia, S. J.**, and Chu, H. (data collection). Develop and validate a scale to measure perceived system fairness, accountability, and transparency of AI service robot, target: *Journal of Hospitality Marketing & Management*.

**Jia, S. J.**, Chu, H., and Chi, O.H. (data collection) Investigate the impact of perceived system fairness, accountability, and transparency on people's trust in AI, target: *Tourism Management*.

Chu, H., **Jia, S. J.**, and Chi, O.H. (theory development) Explore communication strategies to recover and promote perceived system fairness, accountability, transparency, and trust in AI, target: *Journal of Hospitality Marketing & Management*.

**Jia, S. J.**, and Chi, O.H. (data collection) Conceptualizing and measuring service robots privacy concern, target: *Tourism Management*.

**Jia, S. J.**, and Chi, O.H. (data collection) Using User or AI-generated Contents for Hotel Selection: Comparison between Customer Reviews and AI Recommendations, target: *Journal of Travel Research*.

## CONFERENCE PRESENTATIONS

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**Jia, S. J.**, and Chi, O. H. 2023. Conceptualizing and measuring service robots' privacy concerns. Presented at the EFTI Board Meeting. Anaheim, CA.

**Jia, S. J.**, Chi, O.H., and Chu, H. 2023. Perceived fairness, accountability, and transparency (fat) in ml-based ai service delivery: conceptualization and measurement. Anaheim, CA.

**Jia, S. J.**, and Chi, O. H. 2022. Conceptualizing and measuring service robots' privacy concerns. Presented at the EFTI Board Meeting. Gainesville, Florida.

**Jia, S. J.**, and Chi, O. H. 2022. Conceptualizing and measuring service robots' privacy concerns. Presented at the UF Research Expo. Gainesville, Florida.

**Jia, S. J.**, Xu, F., Luo, X.R. 2021. When and Why Does Employee Security Citizenship Behavior Fuel Security Deviance? From the Perspective of Self-Enhancement Theory. Presented at the Dewald Roode Workshop on Information Systems Security Research. San Antonio, Texas.

**Jia, S. J.**, Xu, F. 2021. When Extra Role Behavior Leads to Employee Security Deviance: A Moral Licensing View. Presented at the annual meeting of the Americas Conference on Information Systems (AMCIS) (virtual).

Frenzel, A., **Jia, S. J.**, Jain, S., Langer, N., Welck, M. 2020. Fighting the real AI Danger: How to Design Virtuous AI for Virtuous Decision-making. Presented at the annual meeting of the International Conference on Information Systems (ICIS). (virtual).

**Jia, S. J.** 2019. Literature Review of YouTube in Teaching Activities. Presented at the annual meeting of the Pacific Asia Conference on Information Systems (PACIS). Xi'an, China.

**Jia, S. J.,** Crossler, R. E. 2018. Does Privacy Really Matter? An Extended Perspective on Individual Information System Continuance Use. Presented at the annual meeting of the Pre-ICIS Workshop on Information Security and Privacy (WISP). San Francisco, CA.

## **RESEARCH INTERESTS**

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Artificial intelligence, Service robots, Ethical issues of Information Technology.

## **PROGRAMMING LANGUAGES AND STATISTICAL SOFTWARE**

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Python, R, SAS, SPSS, Stata, M-Plus, VB.NET, SQL, Power BI, Tableau, Java, JavaScript, CSS, HTML, Excel, and Go

## **REVIEWING**

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### **Reviews for Journals**

British Food Journal  
British Journal of Management  
Computers in Human Behavior  
Electronic Commerce Research and Applications  
IEEE Transactions on Engineering Management  
Information & Management  
Information Technology & People  
Journal of Business Ethics  
Journal of Business Research  
Journal of Educational Computing Research  
Journal of Heliyon  
Journal of Intellectual Capital  
Mathematical Biosciences and Engineering  
Technological Forecasting and Social Change

### **Reviews for Conferences**

Americas Conference on Information Systems (AMCIS)  
Dewald Roode Information Security Workshop  
European Conference on Information Systems (ECIS)  
Hawaii International Conference on System Sciences (HICSS)  
International Conference on Information Systems (ICIS)  
Pacific Asia Conference on Information Systems (PACIS)  
Pre-ICIS Workshop on Information Security and Privacy (WISP)

## **AWARDS, HONORS, AND CERTIFICATES:**

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AIS MHDl & LHDI Grant – Association for Information Systems (AIS) 2021  
ICIS 2020 India Grant – Association for Information Systems (AIS) 2021  
HICSS Doctoral Consortium Student Fellow – HICSS 2019  
SIGSEC WISP 2018 Doctoral Award – SIGSEC 2018  
Graduate Assistantship – Washington State University 2017-2021

Graduate Assistantship – University of Florida 2022  
Grinter Fellowship – University of Florida 2022-2024  
Professional Scrum Master Certificate – Scrum 2020