

Junhang CHEN

Ph.D student · Information Systems

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Education

School of Management, Xiamen University

PH.D IN INFORMATION SYSTEMS

- Supervisor: Prof. Xin Fu

Xiamen, China

Sep. 2022 - Until Now

Department of Information Systems, City University of Hong Kong

INCOMING JOINT PH.D IN INFORMATION SYSTEMS

- Supervisor: Prof. Cenying (Tracy) Yang

Kowloon Tong, HK

Expected Sep. 2024 -

School of Management, Wuhan University of Technology

B.S. IN INFORMATION MANAGEMENT AND INFORMATION SYSTEMS

- Outstanding Graduate; GPA(4.225/5.0 or 92.25/100)

Wuhan, China

Sep. 2018 - Jul. 2022

Research Interests

Topic AI/User Generated Content, Human-AI Interaction, Economics of AI

Methodology Econometrics, Text Mining, Image Analytics, Multi-Modal Deep Learning

Publication

WORKING PAPERS

- **Junhang Chen**, Jing Lin, Qiang Zhao, Xin Fu, "Balancing Act: Exploring the Impact of AI Reliance in Hybrid Service Agents on Service Evaluation," In preparation for submission.
- **Junhang Chen**, Xin Fu, "Dose Image Quality Matter? The Effect of Customer-Generated Images Quality on Product Sales," In preparation for submission.
- **Junhang Chen**, Jipeng Qian, Suchi Li, Xin Fu, "Origin-Destination Demand Forecasting Based on Knowledge Graph Enhanced Graph Neural Network," In preparation for submission.
- Xiamin Fan, Shiwen Chen, **Junhang Chen***, "Artificial intelligence applications and dividends: Evidence from China," Under review at *The British Accounting Review* (ABS 3*, JCR Q1).
- Qi Wu, Yuqin Wang, **Junhang Chen***, "Innovation in Family Firms: An Intergenerational Tale of Symbol and Substance," *Management and Organization Review* (ABS 3*), 2nd round review.
 - Outstanding Raper Award (Third Prize) , ISEFB 2023.
- Xiangtai Zuo, **Junhang Chen**, Han Yan, Jianfa Li, "Cost Reduction and Efficiency Improvement: Government Operational Costs and Public Welfare—Evidence from Government Procurement Contracts and Large Language Models (in chinese), " In preparation for submission.
- "Interaction between review images and texts," Work-in-Progress (with Xin Fu).
- "GenAI in Customer Services," Work-in-Progress (with Jing Lin, Xin Fu).

CONFERENCE PAPERS

- Jing Lin, **Junhang Chen**, Qiang Zhao, Xin Fu, "Exploring the Balance of Human-AI Collaboration: The Impact of AI Reliance on Service Evaluation, " *CSWIM 2024*.
- Xiangtai Zuo, Jianfa Li, **Junhang Chen**, Han Yan, "Government Operational Costs and Public Welfare—Evidence from Government Procurement Contracts and Large Language Models (in chinese), " *14th Symposium on Government Accounting Reform: Theory and Practice 2024*.
- **Junhang Chen**, Xin Fu, "Dose Image Quality Matter? The Effect of Customer-Generated Images Quality on Product Sales," *CSWIM 2023; CSAMSE 2023; UNNC PGR 2023*.
- **Junhang Chen**, Koju Wang, Shurui Xu, Zhe Liu, "Sales Forecasting Using Deep Neural Network And SHAP techniques, " *ICBAIE 2021*.

Honors & Awards

2023	Outstanding Raper Award (Third Prize) , ISEFB 2023	<i>Shantou, China</i>
2023	Excellent External Speaker , UNNC Postgraduate Research Conference	<i>Ningbo, China</i>
2023	Outstanding Thesis Award (for bachelor) , Wuhan University of Technology	<i>Wuhan, China</i>
2022	Outstanding Graduate , Wuhan University of Technology	<i>Wuhan, China</i>
2019-22	Merit Student , Wuhan University of Technology	<i>Wuhan, China</i>
2019-22	The Second Prize Scholarship , Wuhan University of Technology	<i>Wuhan, China</i>
2021	National Third Prize , College Student Market Survey and Analysis Competition	<i>Wuhan, China</i>
2021	Outstanding trainee , Baidu "Machine Learning" training course	<i>Beijing, China</i>

Teaching Experiences

Teaching Assistant

FRONTIERS OF RESEARCH METHODOLOGY (GRADUATE COURSE)

- Assisted in instructing a class of over 20 graduate students
- Coordinated and hosted seminar sessions
- Supported course material preparation and student engagement

Xiamen University

Summer 2023

Teaching Assistant

BUSINESS DATA MINING (GRADUATE COURSE)

- Provided academic support for a class of over 60 graduate students
- Conducted office hours to address student questions and facilitate discussions
- Prepared experimental materials for coursework
- Delivered lectures on neural networks and related topics

Xiamen University

Spring 2023, 2024

Service Activities

Journals	Information and Management; Decision Support System; Internet Research
Conferences	International Conference on Information Systems (ICIS); Pacific Asia Conference on Information Systems (PACIS); China Summer Workshop on Information Management (CSWIM)

Datasets

Taobao/JD	Customer service dialogues, Customer satisfaction score (Collaboration with Jomoo)
Taobao	Transaction records, Product information, Sales performance
TripAdvisor	Hotel Review, Merchant responses
Kuaishou	Short video clickstream data, KOL information
TLD	Charging records, Station information, User review

Skills

Programming	Python, \LaTeX , SQL, Stata, SPSS, C
Machine Learning	Pytorch, PaddlePaddle, Scikit-Learn, Transformers
Language	Chinese (native), English (fluent, IELTS 7.0)