

Artificial Intelligence for Business Research @Antai

Introduction

Renyu (Philip) Zhang

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MANAGEMENT SCIENCE
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A Research Journey from Antai PhD Course

Online Advertisement Allocation Under Customer Choices and Algorithmic Fairness

Xiaolong Li,^a* Ying Rong,^{b,*} Renyu Zhang,^{c,*} Huan Zheng^{b,*}

^aInstitute of Operations Research and Analytics, National University of Singapore, Singapore 117602; ^bAntai College of Economics and Management, Data-Driven Management Decision-Making Lab, Shanghai Jiao Tong University, Shanghai 200030, China; ^cCUHK Business School, The Chinese University of Hong Kong, Hong Kong, China

*Corresponding authors

Contact: orali@nus.edu.sg, <https://orcid.org/0009-0006-7570-3554> (XL); yrong@sjtu.edu.cn, <https://orcid.org/0000-0003-3360-1868> (YR); philipzhang@cuhk.edu.hk, <https://orcid.org/0000-0003-0284-164X> (RZ); zhenghuan@sjtu.edu.cn, <https://orcid.org/0000-0003-4803-3787> (HZ)

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Abstract. Advertising is a crucial revenue source for e-commerce platforms and a vital online marketing tool for their sellers. In this paper, we explore dynamic ad allocation with limited slots upon each customer's arrival for an e-commerce platform, where customers follow a choice model when clicking the ads. Motivated by the recent advocacy for the algorithmic fairness of online ad delivery, we adjust the value from advertising by a general fairness metric evaluated with the click-throughs of different ads and customer types. The original online ad-allocation problem is intractable, so we propose a novel stochastic program framework (called *two-stage target+debt*) that first decides the click-through targets and then devises an ad-allocation policy to satisfy these targets in the second stage. We show the asymptotic equivalence between the original problem, the relaxed click-through target optimization, and the fluid-approximation (Fluid) convex program. We also design a debt-weighted offer-set algorithm and demonstrate that, as long as the problem size scales to infinity, this algorithm is (asymptotically) optimal under the optimal first-stage click-through target. Compared with the Fluid heuristic and its resolving variants, our approach has better scalability and can deplete the ad budgets more smoothly throughout the horizon, which is highly desirable for the online advertising business in practice. Finally, our proposed model and algorithm help substantially improve the fairness of ad allocation for an online e-commerce platform without significantly compromising efficiency.

History: Accepted by Jeannette Song, operations management.
Funding: Y. Rong is supported by the National Natural Science Foundation of China [Grants 72025201, 72331006, and 72221001]. R. Zhang is grateful for the financial support from the Hong Kong Research Grants Council General Research Fund [Grants 14502722 and 14504123] and the National Natural Science Foundation of China [Grants 72293960 and 72293965]. H. Zheng is supported by the National Natural Science Foundation of China [Grants 72231003, 72325003, and 72221001].
Supplemental Material: The online appendix and data files are available at <https://doi.org/10.1287/mnsc.2021.04091>.

Keywords: online advertising platform • assortment optimization • algorithmic fairness • online convex optimization • mean reverting



Nov 25, 2017

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Who Am I?

- I am a scholar, a teacher, and a practitioner in data science/AI and operations research.
- Research:**
 - How to use data analytics and AI to improve business decision making, especially for digitalized online platforms.
- Teaching:**
 - Data science/AI for business to undergraduate, master, EMBA and PhD students.
- Data Science Practitioner:**
 - Economist and Tech Lead, Kuaishou (快手; <https://www.kwai.com/>).
 - Evaluating and optimizing the ecosystem of Kuaishou.



- CUHK Business School, Associate Professor (with tenure), since 2022
- NYU Shanghai, Assistant Professor, 2016-2022; Visiting Scholar, since 2022
- Washington University in St. Louis, PhD, 2011-2016
- Peking University, BS, 2007-2011

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Agenda

- Course Introduction and Logistics
- AI for Business Research Landscape

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Goal of this Course

1. Have a basic understanding of the **fundamental concepts/methods** in machine learning (ML) and artificial intelligence (AI) that are used (or potentially useful) in business research.
2. Understand how business researchers have utilized ML/AI and what **managerial questions have been addressed by ML/AI** in the recent decade.
3. Nurture a taste of what the **state-of-the-art AI/ML technologies** can do in the ML/AI community and, potentially, in your own research field.



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Other Options to Learn AI

- Stanford AI Index Report: https://aiindex.stanford.edu/wp-content/uploads/2024/04/HAI_AI-Index-Report-2024.pdf
- Basic ML Intro by Andrew Ng: <https://www.coursera.org/specializations/machine-learning-introduction>
- Basic Deep Learning (DL) Intro by Andrew Ng: <https://www.coursera.org/specializations/deep-learning>
- Natural Language Processing by Chris Manning: <https://web.stanford.edu/class/cs224n/>
- Computer Vision by Fei-Fei Li: <http://cs231n.stanford.edu/>
- Deep Reinforcement Learning by Sergey Levine: <https://rail.eecs.berkeley.edu/deeprlcourse/>
- Deep Learning Theory by Matus Telgarsky: <https://mjt.cs.illinois.edu/courses/dlt-f22/>
- Machine Learning Fairness by Mortiz Hardt: <https://fairmlbook.org/>
- Language Language Models by Danqi Chen: <https://www.cs.princeton.edu/courses/archive/fall22/cos597G/>
- Deep Unsupervised Learning by Pieter Abbeel <https://sites.google.com/view/berkeley-cs294-158-sp24/home>
- Short Courses on Generative AI: <https://www.deeplearning.ai/short-courses/>

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Why This Course?

- A fundamental and delicate trade-off: How **much** to cover vs. How **deep** to cover.
- This course provides a **concise introduction** to AI/ML topics relevant to **applied business research**.
- For each topic, we try to cover **enough necessary knowledge** that could:
 - Help you understand the **key trade-offs** and **invent new applied methods** (most likely without any theoretical guarantee);
 - Inform you about the **literature development** in the relevant domain;
 - Prepare you with the **necessary sense** to do **rigorous business research** using the relevant methods.
- We aim to cover **conceptually important theories** in AI/ML that can be **applied** in business research.
- We emphasize the **combination of coding and theory** so that you will be able to **implement your ideas**.

Impact of a **CS Paper** = Problem Importance * Technical Novelty * Performance Improvement

Impact of a **Business Paper** = Problem Importance * Identification Rigor * Insight Novelty

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Why Not This Course?

- We have some assumptions on your **prior knowledge**:
 - Working knowledge in calculus, linear algebra, and stats;
 - Working knowledge of Python programming;
 - ML, causal inference, and econometrics: Better that you have some basic sense in them.
- We try to **open doors and windows** for you instead of preparing you to be a leading expert in a specific domain.
- Some of the knowledge is outdated/constrained by academia.
 - Some trendy topics, e.g., large language models.

Warning 1: This may be your **MOST time-consuming course** in your PhD/MPhil study by a wide margin.

Warning 2: We will mainly talk about the ideas and methods (with demos) in class, but you will need some **coding skills** to finish your homework problem sets and replication projects.

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Course Format

- We have about 3 hrs x 4 sessions each week for 2 weeks, so it is a very **intellectually intensive** course.
- 1st-Half: Sessions 1, 2, 3, and 4; **2 problem Sets** and **1 replication project**.
- 2nd-Half: Sessions 5, 6, 7, and 8; **2 problem sets** and **1 replication project**.
- All coursework will be done in groups of at most **Three** students.
 - Register your group members (and majors) and your group name by 11:59pm, **May 09, 2024**.
https://docs.google.com/spreadsheets/d/127rkG4QN_85JNQce9q3eqzby9c72Yk0kRZqfUE7QfYA/edit#gid=0
- You will need to evaluate **your group mate's contribution** in all the coursework.
- **Grading:**
 - See Syllabus.
- All homework/final project will be done in **Python**.

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Coursework Materials

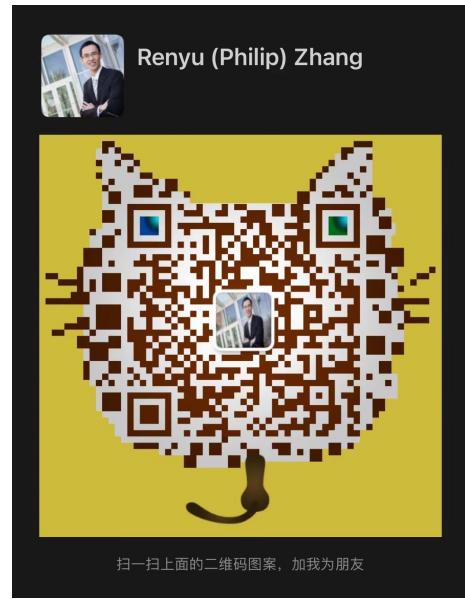
- **GitHub:** <https://github.com/rphilipzhang/AI-PhD-Antai-Su2024>
 - All course materials will be distributed on this GitHub Repository.
- **Google Sheet:**
https://docs.google.com/spreadsheets/d/127rkG4QN_85JNQce9q3eqzby9c72Yk0kRZqfUE7QfYA/edit?usp=sharing
 - Group Registration
 - Replication Projects Selection and Submission
 - Homework Submission
 - Use the link to your **Google CoLab** and **opensource** your code to your classmates by "Anyone with the link can view")
- **Google CoLab:**
<https://drive.google.com/drive/u/0/folders/1CF1Xu4oJXFFNhjSoMNVZGbhNjT3wdAq9>
 - All code demos will be distributed via Google CoLab.
- Registered students please ask our TA, Zhenkang Peng, to **add your account** to edit our course Google Sheet.

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Course Communications

- **Class Meeting:** See the Syllabus
- **Office hour:** By appointment
- **Office Location** (until May 20): Antai 912
- **WeChat group:** Online discussion forum
 - Please add my WeChat and I can invite you into the class WeChat group
- **Instructor contact**
 - Email: philipzhang@cuhk.edu.hk
 - Tel: 18918799693
 - WeChat: rphilip_zhang
- **Teaching Assistant:** Zhenkang Peng
 - Email: zhenkang1397@gmail.com



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Python Tutorial Sessions

- We have two **optional** Python tutorial sessions held **online** at 10:00am-noon, **May 9 & May 10**.
- Tutorial Instructor: Zhenkang Peng, zhenkang1397@gmail.com
- Check the course GitHub Repo for CoLab and Zoom Meeting links.
- Session 1: Thursday, May 9, 2024
 - Python Basics
- Session 2: Friday, May 10, 2024
 - PyTorch Basics
- Other References:
 - https://colab.research.google.com/drive/1hxWtr98jXqRDs_rZLZcEmX_hUcpDLq6e?usp=sharing
 - https://colab.research.google.com/drive/13HGy3-uIIy1KD_WFhG4nVrxJC-3nUUkP?usp=sharing
 - <https://cs231n.github.io/python-numpy-tutorial/>
 - <https://colab.research.google.com/github/cs231n/cs231n.github.io/blob/master/python-colab.ipynb>

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Agenda

- Course Introduction and Logistics
- **AI for Business Research Landscape**

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What is AI/ML?

- ML is a CS subfield that **automates** computers to learn from **data** without explicitly programmed.
- Different names:
 - Data mining
 - Statistical learning
 - Data science

 **Mat Veloso** 
@matveloso

Difference between machine learning and AI:

If it is written in Python, it's probably machine learning

If it is written in PowerPoint, it's probably AI

9:25 AM · Nov 23, 2018 · Twitter Web Client

8,368 Retweets 906 Quote Tweets 23.9K Likes



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Prediction vs. Estimation

Perspective

Integrating explanation and prediction in computational social science

<https://doi.org/10.1038/s41586-021-03659-0>

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 Check for updates

Jake M. Hofman^{1,17}, Duncan J. Watts^{2,3,4,17}, Susan Athey⁵, Filiz Garip⁶, Thomas L. Griffiths^{7,8}, Jon Kleinberg^{9,10}, Helen Margetts^{11,12}, Sendhil Mullainathan¹³, Matthew J. Salganik⁶, Simine Vazire¹⁴, Alessandro Vesplignani¹⁵ & Tal Yarkoni¹⁶

Computational social science is more than just large repositories of digital data and the computational methods needed to construct and analyse them. It also represents a convergence of different fields with different ways of thinking about and doing science. The goal of this Perspective is to provide some clarity around how these approaches differ from one another and to propose how they might be productively integrated. Towards this end we make two contributions. The first is a schema for thinking about research activities along two dimensions—the extent to which work is explanatory, focusing on identifying and estimating causal effects, and the degree of consideration given to testing predictions of outcomes—and how these two priorities can complement, rather than compete with, one another. Our second contribution is to advocate that computational social scientists devote more attention to combining prediction and explanation, which we call integrative modelling, and to outline some practical suggestions for realizing this goal.

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Landscape of AI/ML for Business Research

- **ML as Data/Data Source**
 - Cohen M, Zhang R, Jiao K. (2022) Data aggregation and demand prediction. *Operations Research*, 70(5): 2597-2618.
- **ML for Causal Inference**
 - Ye, Z., Zhang, Z., Zhang, D. J., Zhang, H., Zhang, R. (2023) Deep Learning Based Causal Inference for Large-Scale Combinatorial Experiments: Theory and Empirical Evidence, *working paper* and EC23.
- **ML for Predictive Decision Making and Optimization**
 - Ye, Z., Zhang, D. J., Zhang, H., Zhang, R., Chen, X., and Xu, Z. (2023) Cold start to improve market thickness on online advertising platforms: Data-driven algorithms and field experiments. *Management Science*, 69(7), 3838-3860.
- **ML as Subjects**
 - Zhao, Z., Zhang, D. J., and Zhang, R. (2023) Algorithmic Self-Preferencing on E-Commerce Platforms: Evidence from JD.COM, *working paper*.
- **ML for Structural Estimation**

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ML as Data/Data Source

Financial Machine Learning

Bryan Kelly¹ and Dacheng Xiu²

¹Yale School of Management, AQR Capital Management, and NBER;
bryan.kelly@yale.edu

²University of Chicago Booth School of Business;
dacheng.xiu@chicagobooth.edu

(Almost) 200 Years of News-Based Economic Sentiment*

J. H. van Binsbergen[†] S. Bryzgalova[‡] M. Mukhopadhyay[§] V. Sharma[¶]

March 23, 2023

Abstract

Using the text of 200 million pages of 13,000 US local newspapers and state-of-the-art machine learning methods, we construct a novel 170-year-long time series measure of economic sentiment at the country and state levels, that expands the existing measures in both the time series (by more than a century) and the cross-section. We show that our measure predicts economic fundamentals such as GDP (both nationally and locally), consumption, and employment growth, even after controlling for commonly-used predictors, and materially predicts monetary policy decisions, particularly during recessions. Our measure is distinct from the information in expert forecasts and leads its consensus value. We use the text to isolate information about current and future events and show that it is the latter that drives our predictability results.

Keywords: Business cycle, macroeconomic news, economic sentiment, monetary policy, textual analysis, machine learning, big data, neural networks

JEL codes: G1, G4, E2.

ABSTRACT

We survey the nascent literature on machine learning in the study of financial markets. We highlight the best examples of what this line of research has to offer and recommend promising directions for future research. This survey is designed for both financial economists interested in grasping machine learning tools, as well as for statisticians and machine learners seeking interesting financial contexts where advanced methods may be deployed.

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ML for Causal Inference

<https://causalml-book.org/>

Mega or Micro? Influencer Selection Using Follower Elasticity

Zijun Tian, Ryan Dew, Raghuram Iyengar*
University of Pennsylvania

July 28, 2022

Abstract

Despite the explosive growth of influencer marketing, wherein companies sponsor social media personalities to promote their brands, there is little research to guide companies' selection of influencer partners. One common criterion is popularity: while some firms sponsor "mega" influencers with millions of followers, other firms partner with "micro" influencers, who may only have several thousands of followers, but may also cost less to sponsor. To quantify this trade-off between reach and cost, we develop a framework for estimating the *follower elasticity of impressions*, or FEI, which measures a video's percentage gain in impressions corresponding to a percentage increase in the follower size of its creator. Computing FEI involves estimating the causal effect of an influencer's popularity on the view counts of their videos, which we achieve through a combination of a unique dataset collected from TikTok, a representation learning model for quantifying video content, and a machine learning-based causal inference method. We find that FEI is always positive, but often nonlinearly related to follower size, suggesting different optimal sponsorship strategies than those observed in practice. We examine the factors that predict variation in these FEI curves, and show how firms can use these results to better determine influencer partnerships.

Keywords: influencer marketing, causal inference, deep learning, representation learning, heterogeneous treatment effects, video data



<https://pubsonline.informs.org/journal/mnsc>

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Targeting for Long-Term Outcomes

Jeremy Yang,^{a,*} Dean Eckles,^{b,*} Parameeran Dhillon,^c Sinan Aral^d

^aHarvard Business School, Boston, Massachusetts 02163, ^bMassachusetts Institute of Technology, Cambridge, Massachusetts 02142;

^cUniversity of Michigan, Ann Arbor, Michigan 48109

*Corresponding authors

Contact: jeryang@hbs.edu, <https://orcid.org/0009-0001-8639-5493> (JY); eckles@mit.edu, <https://orcid.org/0000-0001-8439-442X> (DE); dhillomp@umich.edu, <https://orcid.org/0000-0002-0994-9488> (PD); sinar@mit.edu, <https://orcid.org/0000-0002-2762-058X> (SA)

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Abstract: Decision makers often want to target interventions so as to maximize an outcome that is observed only in the long term. This typically requires delaying decisions until the outcome is observed, or relying on simple short-term proxies for the long-term outcome. Here, we build on the statistical surrogate and policy learning literatures to impute the missing long-term outcomes and then approximate the optimal targeting policy on the imputed outcomes via a doubly robust approach. We first show that conditions for the validity of average treatment effect estimation with imputed outcomes are also sufficient for valid policy evaluation and optimization; furthermore, these conditions can be somewhat relaxed for policy optimization. We apply our approach in two large-scale proactive churn management experiments at *The Boston Globe* by targeting optimal discounts to its digital subscribers with the aim of maximizing long-term revenue. Using the first experiment, we evaluate this approach empirically by comparing the policy learned using imputed outcomes with a policy learned on the ground-truth, long-term outcomes. The performance of these two policies is statistically indistinguishable, and we rule out large losses from targeting on short-term proxies. We also compare the policy learned on short-term proxies for the long-term outcome. In a second field experiment, we implement the optimal targeting policy with additional randomized exploration, which allows us to update the optimal policy for future subscribers. Over three years, our approach had a net-positive revenue impact in the range of \$4–\$5 million compared with the status quo.

History: Accepted by Eric Anderson, marketing.

Funding: This work was supported by Boston Globe Media.

Supplemental Material: The online appendix and data are available at <https://doi.org/10.1287/mnsc.2023.4881>.

Keywords: long-term effect • statistical surrogate • policy learning • targeting • proactive churn management

<https://bookdown.org/stanfordgsbsilab/ml-ci-tutorial/>

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ML for Predictive Decision-Making & Optimization



OPERATIONS RESEARCH
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<https://pubsonline.informs.org/journal/mksc>

MARKETING SCIENCE

Articles in Advance, pp. 1–22

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Crosscutting Areas

Customer Choice Models vs. Machine Learning: Finding Optimal Product Displays on Alibaba

Jacob Feldman,^a Dennis J. Zhang,^b Xiaofei Liu,^b Nannan Zhang^b

^aOlin Business School, Washington University in St. Louis, St. Louis, Missouri 63130; ^bAlibaba Group Inc., Hangzhou 311100, China

Contact: jfeldman@wustl.edu (JF); denisjzhang@wustl.edu (DJZ); xiaofei.liu@alibaba.com (XL); nannan.zhang@alibaba.com (NZ)

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Area of Review: OR Practice

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Abstract. We compare the performance of two approaches for finding the optimal set of products to display to customers landing on Alibaba's two online marketplaces, Tmall and Taobao. We conducted a large-scale field experiment in which a randomly assigned customer was shown a different set of products per visit over the course of a month and measured the revenue generated per customer visit. The first approach we tested was Alibaba's current practice, which embeds product and customer features within a sophisticated machine-learning algorithm to estimate the purchase probabilities of each product for the customer at hand. The products with the highest expected revenue (expected purchase probability) are then made available for purchase. Our second approach, which we developed and implemented in collaboration with Alibaba engineers, uses a feature-based model to find the optimal set of products to display to each arriving customer. We used historical sales data to fit the MNL model, and then, for each arriving customer, we solved a cardinality-constrained assortment-optimization problem under the MNL model to find the optimal set of products to display. Our field experiments revealed that the MNL-based approach generated 5.7 renminbi (RMB) per customer visit, compared with 4.04 RMB per customer visit generated by the machine-learning-based approach when the latter gives access to the full set of the 25 most important features. This improvement represents a 28% gain in revenue per customer visit, which corresponds to a 4 million RMB improvement over the week in which the experiments were conducted. Motivated by the results of our initial field experiment, Alibaba then implemented a full-featured version of our MNL-based approach, which now serves the majority of customers in this setting. Using another small-scale field experiment, we estimate that our new MNL-based approach that utilizes the full feature set is able to increase Alibaba's annual revenue by 87.26 million RMB (12.42 million U.S. dollars).

Supplemental Material: The online appendix is available at <https://doi.org/10.1287/opre.2021.2158>.

Keywords: choice models • product assortment • machine learning • field experiment • retail operations

Dynamic Coupon Targeting Using Batch Deep Reinforcement Learning: An Application to Livestream Shopping

Xiao Liu^a

^aStern School of Business, New York University, New York, New York 10012
Contact: xl23@stern.nyu.edu (XL); <https://orcid.org/0000-0002-7093-8534> (XL)

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<https://doi.org/10.1287/mksc.2022.1403>

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Abstract. We present an empirical framework for creating dynamic coupon targeting strategies for high-dimensional and high-frequency settings, and we test its performance using a large-scale field experiment. The framework captures consumers' intertemporal tradeoffs associated with dynamic pricing and does not rely on functional form assumptions about consumers' decision-making processes. The model is estimated using batch deep reinforcement learning (BDRL), which relies on Q-learning, a model-free solution that can mitigate model bias. It leverages deep neural networks to represent the high-dimensional state space and alleviate the curse of dimensionality. The empirical application is in a multibillion-dollar livestream shopping context. Our BDRL solution increases the platform's revenue by twice as much as static targeting policies and by 20% more than the model-based solution. The comparative advantage of BDRL comes from more effective and automatic targeting of consumers based on both heterogeneity and dynamics, using exceptionally rich, nuanced differences among consumers and across time. We find that price skimming, reducing discounts for attractive hosts, and increasing the coupon discount level at a faster rate for low spenders are effective strategies based on dynamics, consumer heterogeneity, and the two combined, respectively.

History: K. Sudhir served as the senior editor and John Hauser served as associate editor for this article.

Funding: Partial financial support was received from the NYU Center for Global Economy and Business. **Supplemental Material:** The data files and online appendices are available at <https://doi.org/10.1287/mksc.2022.1403>.

Keywords: dynamic pricing • coupon • deep reinforcement learning • reference price • livestream shopping • targeting

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ML as Subject



<https://pubsonline.informs.org/journal/mnsc>

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journal homepage: www.elsevier.com/locate/jfec



Artificial intelligence, firm growth, and product innovation

Tania Babina^{a,b}, Anastassi Fedyk^{c,d}, Alex He^d, James Hodson^{e,f}

^aColumbia University, New York, NY, USA

^bNBER, USA

^cUniversity of California, Berkeley, Berkeley, CA, USA

^dUniversity of Maryland, College Park, MD, USA

^eAI for Good Foundation, Berkeley, CA, USA

^fInstitut Jozef Stefan, Ljubljana, Slovenia

ARTICLE INFO

Dataset link: <https://data.mendeley.com/datasets/c2d4xvqgn7/2>

JEL classification:

J22

J23

J24

I.1

O33

Keywords:

Artificial intelligence

Intangible capital

Technological change

Product innovation

Superstar firms

Industry concentration

ABSTRACT

We study the use and economic impact of AI technologies. We propose a new measure of firm-level AI investments using employee resumes. Our measure reveals a stark increase in AI investments across sectors: AI-investing firms experience higher growth in sales, employment, and market valuation. This growth comes primarily through increased product innovation. Our results are robust to instrumenting AI investments using firms' exposure to universities' supply of AI graduates. AI-powered growth concentrates among larger firms and is associated with higher industry concentration. Our results highlight that new technologies like AI can contribute to growth and superstar firms through product innovation.

Algorithmic Bias? An Empirical Study of Apparent Gender-Based Discrimination in the Display of STEM Career Ads

Anja Lambrecht,^a Catherine Tucker^b

^aMarketing, London Business School, London NW1 4SA, United Kingdom; ^bMarketing, Massachusetts Institute of Technology, Cambridge, Massachusetts 02142

Contact: alambrech@london.edu (AL); ctucker@mit.edu,

<http://orcid.org/0000-0002-1847-4832> (CT)

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Abstract. We explore data from a field test of how an algorithm delivered ads promoting job opportunities in the science, technology, engineering and math fields. This ad was explicitly intended to be gender neutral in its delivery. Empirically, however, fewer women saw the ad than men. This happened because younger women are a prized demographic and are more expensive to show ads to. An algorithm that simply optimizes cost-effectiveness in ad delivery will deliver ads that were intended to be gender neutral in an apparently discriminatory way, because of crowding out. We show that this empirical regularity extends to other major digital platforms.

History: Accepted by Joshua Gans, business strategy.

Funding: Supported by a National Science Foundation Career Award [Grant 6923256].

Keywords: algorithmic bias • online advertising • algorithms • artificial intelligence

AI/ML as subjects: Machine human collaboration; ML fairness/discrimination; ML and labor market; data privacy; Data and ML in IO; AI as a species, etc.

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ML for Structural Estimation

Estimating Parameters of Structural Models Using Neural Networks

Econometrica, Vol. 91, No. 6 (November, 2023), 2041–2063

AN ADVERSARIAL APPROACH TO STRUCTURAL ESTIMATION

TETSUYA KAJI

University of Chicago Booth School of Business

ELENA MANRESA

Department of Economics, New York University

GUILLAUME POULIOT

University of Chicago Harris School of Public Policy

Yanhao 'Max' Wei and Zhenling Jiang*

December 1, 2023

Abstract

We explore an alternative use of machine learning. We train neural nets to provide the estimate for the parameter of a given (structural) econometric model, e.g., discrete choice, consumer search. The training examples consist of datasets generated by the econometric model under a range of parameter values. The neural net takes the moments of a dataset as input and tries to recognize the parameter value underlying that dataset. In addition to point estimate, the neural net can also be trained to provide statistical accuracy. We establish that this neural net estimator (NNE) converges to limited-information Bayesian posterior when the number of training datasets is sufficiently large. We compare NNE to the prevailing estimation approach in a consumer sequential search application. NNE gives accurate and robust estimates at light computational costs. We discuss more broadly what types of applications are suitable (and unsuitable) for NNE.

Keywords: neural networks, machine learning, structural estimation, redundant moments, simulation burden, sequential search.

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Application of AI/ML in Business Research

AI/ML could help us obtain the otherwise unavailable data that could lead to business insights and/or decisions.

Setting & Problems

ML as Subjects

Data Generation

ML as Data Source

Hypothesis Testing

Mechanisms

ML for Causal Inference

Prediction/
Optimization
Models

Decisions

ML for Predictive Decision-Making Optimization

Structural
Models

Counterfactuals

ML for Structural
Estimation

Our Course

AI/ML has become an indispensable part of our life, society, and economy.

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Course Schedule

- Introduction to Supervised Learning and Deep Learning (1)
- Natural Language Processing (3)
- Computer Vision (2)
- Unsupervised Learning (2)

Note: Tentative schedule subject to changes. See Syllabus and GitHub repo for details.

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Who Are You?



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Who Are You?

- What is your name?
- Which department are you from?
- Why are you here?
- What do you expect from this course?
- What else do you want me to cover?

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