WAEL JABR

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Smeal College of Business
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Business Building 447

ACADEMIC POSITIONS

Pennsylvania State University, University Park, PA, USA
Aug 2020 – Now   Assistant Professor
                                    Smeal College of Business, Supply Chain and Information Systems

Georgia State University, Atlanta, GA, USA
Aug 2014 – 2020   Assistant Professor
                                    Robinson College of Business, Computer Information Systems

University of Calgary, Calgary, Alberta, Canada
Jul 2011 – Jul 2014   Visiting Assistant Professor
                                    Haskayne School of Business, Management Information Systems

EDUCATION

University of Texas at Dallas, Richardson, TX, USA
        Ph.D. in Management Science – focus on Information Systems
                Dissertation: User Generated Content in Online Networks: Operational, Behavioral and
                        Economic Considerations (*Advisor*: Vijay Mookerjee)

RESEARCH INTERESTS

Dynamics of User Generated Content in Online Channels.
Economics of Online Platforms.
Transformative Role of IS within the Firm and within Society.

RECOGNITION

Grants:
- Smeal Small Research Grant in 2021 ($1,600) and in 2023 ($2,000)
- Oak Ridge Associated Universities Grant in 2017 ($800)
- Social Sciences and Humanities Research Council of Canada in 2015 ($165,017)

*Awards***:**
- *Top Professor Award*, Graduate Program in IS, Georgia State University, 2015
- *Best Paper Award*, Int'l Conference on Computer and Information Science and Technology, 2015
- Dean's Award for *Outstanding New Scholar*, Haskayne School of Business, U of Calgary, 2013
- INFORMS/CIST *Best Paper Award*, 2011
- INFORMS eBusiness *Best Paper Award*, 2010

RESEARCH & SCHOLARLY CONTRIBUTIONS

Published Papers:

- Ding, Chao **Wael Jabr**, and Hong Guo. 2023. Electoral Competition in the Age of Social Media: Implications on Party Policies and Media Reports. *MIS Quarterly*. Accepted.
- **Jabr, Wael,** Abhijeet Ghoshal, Yichen Cheng, and Paul Pavlou. 2023. Maximizing Revisiting and Purchasing: A Clickstream-Based Approach to Enhance Individual-Level Customer Conversion. *Journal of Management Information Systems*. 40(2): 470-502.
- **Jabr, Wael**, Mohammad Rahman. 2022. Online Reviews and Information Overload: The Role of Selective, Parsimonious, and Concordant Top Reviews. *MIS Quarterly*. 46(3): 1517-1550.
- **Jabr, Wael**, and Eric Zheng. 2022. Exploring Firm Strategy Using Financial Reports: Performance Impact of Inward & Outward Relatedness with Digitisation. *European Journal of Information Systems*, 31(2), 145-165.
- **Jabr, Wael**. 2022. Review credibility as a safeguard against fakery: the case of Amazon. *European Journal of Information Systems*, *31*(4), 525-545.
- **Jabr, Wael**, Ritu Lohtia, Yi Zhao, Monica Guillory. 2022. Hidden power: Impact of the "snippet" on online consumer engagement. *Electronic Commerce Research and Applications*. Volume 55.
- **Jabr, Wael,** Radha Mookerjee, Yong Tan and Vijay Mookerjee. 2014. Leveraging Philanthropic Behavior for Customer Support: The Case of User Support Forums. *MIS Quarterly*. 38(1), 187-208.
- **Jabr, Wael** and Eric Zheng. 2014. Know Yourself and Know Your Enemy: An Analysis of Firm Recommendations and Consumer Reviews in a Competitive Environment. *MIS Quarterly*. 38(3), 635-654.

Papers Under Review and Working Papers:

- **Jabr, Wael**, and Arun Rai. 2023. When Trading Becomes Social: How Social Trading Platforms Affect the Disposition Effect. *Information Systems Research*. 1st Round Review.
- Mookerjee, Radha, **Wael Jabr**, and Harpreet Singh. 2023. A Boosting Policy to Optimize User Forum Performance: Model and Evaluation. *Production and Operations Management*. 3rd Round Review.
- Mendel, Vitali, Aleksi Aaltonen, Arun Rai, Lars Mathiassen, & **Wael Jabr**. 2023. Timely Quality Problem Resolution in Peer-Production Systems: Impacts of Contributor Experience and Control Mechanisms. *Information Systems Research.* 3rd Round Review.
- Gutt, Dominik, **Wael Jabr**, Jürgen Neumann, & Dennis Kundisch. Updating at the Expense of Demand? The Case of Platform Apps. Journal of Operation Management. Under Review.
- **Jabr, Wael**, Suvrat Dhanorkar. 2023. Can Broadband Help Curb Pollution? Implications for Marginalized Communities. *International Conference on Information Systems*. Under Review.
- Ho, Ian, **Wael Jabr,** Yifan Zhang. 2023. AI Enforcement? The Impact of AI-Supported Decision-Making on Legal Fairness. *Conference on Information Systems and Technologies*. Under Review.
- Zhao, Kai, **Wael Jabr,** and Yichen Cheng. "What Are They Saying? Methodology for Extracting Information from Online Reviews." *Informs Journal on Data Science*. Reject and resubmit, Dec 2023.
- **Jabr, Wael**, Chao Ding, and Hong Guo. 2024. The Influence of Influencers on Social Media: The Competitive Pressure on Traditional Media. In preparation for submission at *Information Systems Research*.

Invited Non-Peer Reviewed Journal Article:

- **Jabr, Wael,** Ben Liu, Dezhi Yin, and Han Zhang. 2020. Online Word of Mouth: A Curation. *MIS Quarterly*. Available at https://www.misqresearchcurations.org/blog/2020/11/23/online-word-of-mouth.

Presentations in Conferences:

- Ho, Ian, Wael Jabr, & Yifan Zhang. 2023. AI in Law Enforcement: Examining the Impact of AI-Supported Recommendations on Judicial Fairness. Statistical Challenges in Electronic Commerce Research. June 8-10, Bogota, Colombia.
- **Jabr, Wael**, and Arun Rai. 2022. When Trading Becomes Social: How Social Trading Platforms Affect the Disposition Effect. *Annual Meeting of the Academy of Management*. August 5-9, Seattle, WA.
- **Jabr, Wael**, and Arun Rai. 2022. When Trading Becomes Social: How Social Trading Platforms Affect the Disposition Effect. *Conference on Information Systems and Technology*. October 15-16, Indianapolis, IN.
- **Jabr, Wael**, and Arun Rai. 2022. When Trading Becomes Social: How Social Trading Platforms Affect the Disposition Effect. *International Conference on Information Systems*. December 9-14, Copenhagen, Denmark.

- Ding, Choa, **Wael Jabr,** and Hong Guo. 2019. Electoral Competition in the Age of Social Media: Implications on Party Policies and Media Reports. *Workshop on Information Systems and Economics WISE 2019*. Munich, Germany.
- **Jabr, Wael** and Eric Zheng. 2019. Mining Firm Strategy from Financial Reports: Impact of Mimicry, Relatedness and Digitization on Performance. *International Conference on Information Systems ICIS 2019*. Munich, Germany.
- Gutt, Dominik, Jürgen Neumann, **Wael Jabr**, & Dennis Kundisch. The App Updating Conundrum: Implications of Platform's Rating Resetting on Developers' Behavior. *International Conference on Information Systems ICIS 2019*. Munich, Germany.
- **Jabr, Wael**, Kai Zhao, Yichen Cheng and Sanjay Srivastava. 2018. Understanding the Disappointment in Product Reviews. *International Conference on Information Systems* (*ICIS2018*). December, Phoenix, AZ, USA.
- Saffarizadeh, Kambiz, **Wael Jabr**, and Mark Keil. 2018. Update Assimilation in App Markets: Is There Such a Thing as Too Many Updates? *International Conference on Information Systems* (*ICIS2018*). December, Phoenix, AZ, USA. Nominated for best paper award.
- **Jabr, Wael**, Kai Zhao, Yichen Cheng and Sanjay Srivastava. 2018. Understanding the Disappointment in Product Reviews. *Americas Conference on Information Systems* (*AMCIS2018*). August, New Orleans, LA.
- **Jabr, Wael**, Radha Mookerjee and Harpreet Singh. 2018. Managing Online User Forums for Optimal Performance. *Workshop on Information Technologies and Systems* (*WITS 2018*).
- Lohtia, Ritu, **Wael Jabr**, Zirun Qi, and Monica Guillory, What Makes Reviewers Helpful, a Study of Yelp and TripAdvisor. *Americas Conference on Information Systems* (*AMCIS2018*). August, New Orleans, LA.
- **Jabr, Wael** and Hong Guo. 2018. What Drives Social Media Slant? *Production and Operations Management Society Annual Conference*. Houston, TX, USA.
- **Jabr, Wael** and Paul Pavlou. 2017. Inferring Customer Needs from Pre-Purchase Information Search: A Clickstream-Based Approach. *Workshop on Information Technologies and Systems* (*WITS 2017*). Seoul, Korea.
- Saffarizadeh, Kambiz, **Wael Jabr**, and Mark Keil. 2016. Leveraging Customer Feedback Through App Reviews. *Institute for Operations Research and the Management Sciences Annual Conference* (*INFORMS 2016*). November, Nashville, TN, USA.
- **Jabr, Wael**. 2015. The Fallacy of Fraudulent Reviews. *Workshop on Information Systems and Economics (WISE 2015)*. December, Dallas, TX, USA.
- Qi, Zirun, Veda Storey, and **Wael Jabr**. 2015. Sentiment Analysis Meets Semantic Analysis: Constructing Insight Knowledge Bases. *International Conference on Information Systems (ICIS 2015)*. December, Fort Worth, TX, USA.
- Yin, Zhitao, Arun Rai and **Wael Jabr**. 2015. Not All IT Innovations Are Equal: Evidence from Medical Device Patents. *International Conference on Information Systems (ICIS 2015)*. December, Fort Worth, TX.
- **Jabr, Wael** and Mohammad Rahman. 2013. Dynamics of the Market for Information: An Analysis of the Online Word-of-Mouth. *International Conference on Information Systems*. December 2013. Milan, Italy.
- **Jabr, Wael** and Eric Zheng. 2012. The Impact of Product Maturity and Variety on the Performance of IT Intensive Firms. *22nd Annual Workshop on Information Technologies and Systems, WITS 2012*. December 2012. Orlando, FL, USA.
- **Jabr, Wael**, Radha Mookerjee and Vijay Mookerjee. An Analysis of the Delay in Customer Support Forums: an Analytical and Empirical Approach. *Conference on Information Systems and Technology* **CIST**. November 2011. Charlotte, NC, USA. (**Best Paper Award**)
- **Jabr, Wael**, Radha Mookerjee and Vijay Mookerjee. A Queueing Analysis of Customer Support Forums: The Joiner Paradox. *20th Annual Workshop on Information Technologies and Systems, WITS 2010*. December 2010. Saint Louis, MO, USA.
- **Jabr, Wael**, Eric Zheng and Vijay Mookerjee. On the Dynamic and Competing Effects of Online Reviews on Sales. *20th Annual Workshop on Information Technologies and Systems WITS 2010*. December 2010. Saint Louis, MO, USA.
- **Jabr, Wael**, Radha Mookerjee, Yong Tan and Vijay Mookerjee. 2010. An Empirical Analysis of the Drivers of P2P Contribution in Support User Forums. *41st Decision Sciences Institute Annual Meeting, DSI 2010*. November 2010. San Diego, CA, USA.

- **Jabr, Wael**, Radha Mookerjee, Yong Tan and Vijay Mookerjee. 2010. A Queueing Analysis for Customer Service in Online Support Forums. *41st Decision Science Institute Annual Meeting, DSI 2010*. November 2010. San Diego, CA, USA.
- **Jabr, Wael**, Radha Mookerjee, Yong Tan and Vijay Mookerjee. 2009. An Integrated Model for Customer Service Support: A Queueing Analysis. *19th Annual Workshop on Information Technologies and Systems, WITS 2009*. December 2009. Phoenix, AZ, USA.

Other Presentations:
- **Jabr, Wael**, and Arun Rai. 2022. When Trading Becomes Social: Social Trading Platforms and the Disposition Effect. *China Summer Workshop on Information Management*. June 25-26, 2022. Ningbo, China.
- Ding, Chao, **Wael Jabr**, and Hong Guo. 2019. Politics in the Age of Social Media. *China Workshop on Economics of Information Systems Theory*. July 8-9, Xi'an, China.
- **Jabr, Wael**, Radha Mookerjee and Vijay Mookerjee. 2015. An Analysis of the Delay in Customer Support Forums: An Analytical and Empirical Approach. *INFORMS 2015 Annual Meeting*. November, Philadelphia, PA, USA.
- **Jabr, Wael** and Mohammad Rahman. 2013. Dynamics of the Market for Information: An Analysis of the Online Word-of-Mouth. *Ninth Symposium on Statistical Challenges in E-Commerce Research*. June 2013. Lisbon, Portugal.
- **Jabr, Wael** and Eric Zheng. 2012. The Impact of Product Maturity & Variety on the Performance of IT Intensive Firms. *INFORMS Annual Meeting*. November 2012. Phoenix, AZ, USA.
- **Jabr, Wael** and Mohamad Rahman. 2012. Mitigating Product Uncertainty Using Online Reviews. *INFORMS Annual Meeting*. November 2012. Phoenix, AZ, USA.
- **Jabr, Wael**, Eric Zheng, Radha Mookerjee and Vijay Mookerjee. 2010. How Can Publishers Manage User Generated Content to Improve Rankings. *INFORMS Annual Meeting*. November 2010. Austin, TX, USA. **eBusiness Best Paper Award**.

Invited Talks:
- University of Georgia, Athens, GA, USA. The Fallacy of Fraudulent Reviews. January 2017.
- University of Memphis, Memphis, TN, USA. Dynamics of the Market for Information: An Analysis of the Online Word-of-Mouth. November 2013.
- Georgia State University, Atlanta, GA, USA. Information Efficiency. February 5, 2014.
- George Washington University, Washington, D.C, USA. Mitigating Product Uncertainty Using Online Reviews. February 11, 2014.

TEACHING INTERESTS

Business Analytics
Database Management for Structured and Unstructured Data

TEACHING EXPERIENCE

2020-Now	**Instructor**, Pennsylvania State University		
	Fall 20, 21, 22, 23	BA 840	*Business Data Management*
2014-2020	**Instructor**, Georgia State University		
	Fall 15, Spring 15, 16, 17	MSA 8050	*Unstructured Data Management*
	Fall 14, Spring 15, Sum 17-19	CIS 8040	*Fundamentals of Database Management*
	Fall 17, Spring 18, Fall 18, 19	CIS 8045	*Unstructured Data Management*
	Spring 16, 18, 19 Fall 16	CIS 3730	*Database Management Systems*
2011-2014	**Instructor**, University of Calgary		
	Fall 11-13 & Winter 12-14	MGIS 601	*Management Information Systems (MBA)*
	Winter 12	MGIS 467	*e-Business*

SERVICE
Associate Editor
Business & Information Systems Engineering Journal, 2020-2023
Information Technology and Management Journal, 2018-2023
International Conference on Information Systems 2017 & 2020

*Ad hoc Reviewer***:**
Information Systems Research 2011 – Now
MIS Quarterly 2013 – Now
Production and Operations Management 2018 – Now
Management Science 2011 – 2015, 2023
Conference on Information Systems and Technology 2011 – 2022
Decision Sciences Institute Annual Meeting 2010 – 2011
International Conference on Information Systems 2012 – 2022
Workshop on Information Technologies and Systems 2010 – 2022
Academy of Management Annual Meeting 2013, 2015, 2016, 2022
Theory in Economics of Information Systems (Discussant) 2015

*Conference Duties***:**
Conference on Information Systems and Technology 2012–2023, Committee Member & Session Chair
Workshop on Information Technologies and Systems 2012–2023, Program Committee Member
INFORMS Annual Meeting 2012, 2016, 2023 – Session Chair
Decision Sciences Institute Annual Meeting 2010 – Knowledge Management Session Chair

Department Committee Membership @ Pennsylvania State University
MIS Curriculum Review Committee, Smeal College of Business, 2022
MBAN Curriculum Review Committee, Smeal College of Business, 2022-2023

University Committee Membership @ Georgia State University
Academic Committee, Institute for Insight, Robinson College of Business, 2015-2018
Admissions Committee, Institute for Insight, College of Business, 2015-2018

Supervisory Committee Member @ University of Calgary
Fatemeh Keshavarz, MSc at the Computer Science Department, Faculty of Science
Jian Zhang, PhD at the Mechanical and Manufacturing Engineering, Schulich School of Engineering

University Committee Membership @ University of Calgary
Canadian Centre for Advanced Leadership in Business – Steering Committee Member 2012-2014
Masters Program Committee at Haskayne School of Business – Member 2011-2014
Appeals Committee at Haskayne School of Business – Alternate Member 2012-2014
Industry Advisory Council at Information Systems area – Member 2012-2014