

**Curriculum Vitae**  
**Dr. Mareike Möhlmann**  
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Mareike Möhlmann is Assistant Professor in Bentley University's Information and Process Management (IPM) department (since 2020). She conducts research in the field of information systems (IS), focusing on topics related to the bright and dark side of digital platforms. Her major research interests are (1) algorithmic management on online labor platforms and the future of work, (2) ethics/sustainability and AI management on platforms, and (3) digital trust and reputation on sharing economy platforms.

**Vita:** Previously, she worked as an Assistant Professor at Warwick Business School (2016-2020), a visiting scholar/teaching fellow at the London School of Economics (2018-2020), and a postdoctoral researcher at NYU's Stern School of Business (2015-2016). She holds a doctoral degree in Business Administration/Management from the University of Hamburg (2012-2015), and an M.Sc. in Management from the London School of Economics (2010). Before starting her career in academia, she worked for the United Nations (NYC office) on topics such as sustainability, climate change, and the green economy.

**Research outputs:** She is the single or first author of papers published in top academic journal outlets such as the MIS Quarterly (UT Dallas, FT50, UK CABS 4\*), Research Policy (FT50, UK CABS 4\*), and the Journal for the Association of Information Systems (JAIS) (UK CABS 4\*). Her work also appeared in major general management outlets such as the Harvard Business Review and the MIT Sloan Management Review. Google Scholar reports that her work is cited approx. 500 times per year. The first single-authorship article she published during her Ph.D. in 2015 was cited more than 1500 times (Google Scholar) and was the Journal of Consumer Behaviour's "most cited article in the last 3 years" in 2020, 2021, 2022, and 2023. She received awards for her scholarly activities (e.g., the university-wide Bentley Outstanding Scholarly Contribution Award in 2022).

**Impact and media:** Her research and comments have been featured in industry outlets and mainstream media such as The Times, the Financial Times, the BBC, The Telegraph, the World Economic Forum, The Independent, The Conversation, and many more. In 2017 alone, her research about drivers' reactions to Uber's algorithmic management was covered on the front page of The Times (UK print version) and in more than 200 press outlets worldwide. She has contributed to multiple podcasts (e.g., published by the Sydney Business Insights in 2021) and has been invited to events for companies and public sector organizations (e.g., the United Nations in 2022, Facebook in 2021) to present her work (more information about impact listed at the end of this document).

**Teaching:** She has been teaching courses such as business analytics, design thinking, digital innovation, digital marketing, and service learning at the undergraduate, graduate, and executive levels and is supervising several Ph.D. students. She has developed two graduate-level courses. At Bentley University, she has been teaching the IPM 652 "Managing with Analytics" course (graduate level), the GB 310 "Business Processes and Systems" course (undergraduate level), and the First-Year Seminar. Mareike's teaching performance was recognized by two Warwick Business School Dean's certificates of teaching excellence, and she received the Warwick Business School Award for Outstanding Contributions to Teaching in 2019.

**Service:** At Bentley University, she has been reviving and organizing (now co-organizing) a brownbag research seminar and volunteered for the First-Year Seminar (2021). Furthermore, she is a member of the Bentley Curriculum Policy Committee and the Bentley University Shuttle Advisory Committee. Mareike is the Representative-at-Large of the Academy of Management (AOM) CTO division (Executive Committee). She serves on the Information Systems Research Editorial Review Board. Mareike regularly acts as an AE for ICIS, ECIS and AOM conferences and as a reviewer for top journals in IS (e.g., Information Systems Research, MIS Quarterly, JAIS, etc.). In the past, she took over several service roles in the IS community, including acting as a co-mini-track chair at HICSS conferences (2019, 2020, 2021, 2022, 2023, 2024), and a program committee member for the Pre-ICIS workshop on the "changing nature of work" (2018, 2019, 2021, 2022). As a member of the tentative executive working group on the AIS SIG on the Changing Nature of Work, she has been involved in the formation of this new SIG. She has taken over informal and formal mentoring responsibilities (e.g., mentor at the paper-a-thon at ICIS 2021, mentor for an AIS Chapter Germany initiative). Mareike is a member of the YP Steering Committee of the German-American Business Council of Boston.

## Employment

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since 12/2020	<b>Bentley University</b> Assistant Professor, Information and Process Management Department
09/2016 - 06/2020	<b>University of Warwick, Warwick Business School</b> Assistant Professor, Information Systems & Management Group
01/2018 - 06/2020	<b>London School of Economics, Management Department</b> Visiting Scholar/Teaching Fellow
05/2015 -10/2016	<b>New York University, Stern School of Business</b> Postdoctoral Researcher
09/2010-10/2011	<b>United Nations (UNEP), New York Office</b> Policy Coordination in International Governance (Sustainable Development, Climate Change, Green Economy)

## Education

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04/2012-03/2015	<b>University of Hamburg, Germany</b> Doctorate in Business Administration/Management
09/2009-11/2010	<b>London School of Economics and Political Science, UK</b> M. Sc. in Management (Public Management and Governance)
09/2008-02/2009	<b>Institut d'Études Politiques de Paris (Sciences Po), France</b> Management and Political Science
10/2006-08/2009	<b>Ludwig-Maximilian University Munich, Germany</b> B. A. in Communication/Media Science and Political Science

## Overview Research and Service

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### Awards and Honors

- Since 2023: Member of the Information Systems Research Editorial Review Board
- Bentley University Outstanding Scholarly Contribution Award in 2022 (university-wide award)
- Nomination for RRBM Award by MIS Quarterly in 2022 (only one MIS Quarterly paper nomination per annum)
- Single author of the Journal of Consumer Behaviour's "most cited article in the last 3 years" in 2020, 2021, 2022, and 2023 (1500+ Google Scholar citations)
- Warwick Business School Award for Outstanding Contribution to Teaching 2019
- Warwick Business School Dean's Certificate for Recognition of Excellent Teaching (undergraduate) 2018 ("Design Thinking")
- Warwick Business School Dean's Certificate for Recognition of Excellent Teaching (graduate) 2018 ("Digital Marketing")
- Alum of the Month (May 2017), London School of Economics, Department of Management
- RESER Founders' PhD Award for Outstanding Performance as a Young Scholar (European Ass. for Research on Services 2014)
- Nomination for the William H. Newman Award for Best Paper Based on a Dissertation (Academy of Management 2015)

### Third-Party Funding and Grants

- Bentley University Research Council Grant in 2022
- Bentley University FAC Grant in 2021
- Several funds to disseminate impact-related research awarded by Warwick Business School in 2018/2019 (approx. 10,000 Pounds)

- Fritz Thyssen Research Grant in 2015 (> USD 40,000)
  - DAAD Grant in 2015 (> USD 20,000)
  - Graduate school WISO UHH Research Grant in 2014
  - RESER Founders' PhD Award Grant (Helsinki, Finland) in 2014
- Service (Bentley University and IPM Department)**
- Member of the Bentley Curriculum Policy Committee (CPC) (since 2022)
  - Member of the Bentley University Shuttle Advisory Committee (since 2022)
  - Reviving and organizing (now co-organizing) the Bentley Brownbag Seminar Series on Information Systems Research (since spring 2021)
  - Bentley University First-Year-Seminar Instructor (2021)
  - Engagement with Bentley Ph.D. students: Teaching mentor/course shadowing 2022, exam grader 2021, teaching evaluator 2021
  - Regular attendance of events such as convocations, research showcases, and volunteering for student events (e.g., Breakfast by Moonlight 2021 & Fall Open House 2021 & Emcee of Falcon Discovery Seminar Panel 2022)
- Service (IS Community)**
- Since 2023: Information Systems Research Editorial Review Board
  - Representative-at-Large of the Academy of Management (AOM-CTO Executive Committee) (since 2021)
  - Associate Editor (AE) for ICIS 2017/2018/2019/2020/2021/2022/2023, AE for AOM 2018/2019/2022, AE for ECIS 2019/2021/2024
  - Ad-hoc reviewer for journals such as Information Systems Research, MIS Quarterly, Management Science, etc. (10-15+ papers per annum)
  - HICSS Co-mini-track Chair ("advances in trust" / "digital trust" / "trust and AI" / "trust and distrust" / "trust: Context and technology matters") in 2019, 2020, 2021, 2022, 2023, and 2024
  - Track chair of WI conference 2023 (leading German IS conference)
  - Member of the scientific committee of Reshape Work conference on the "gig economy" (2019, 2021)
  - Program committee member for the Pre-ICIS workshop on the "Changing Nature of Work" (2018, 2019, 2021, 2022)
  - Member of the tentative executive working group on the AIS SIG on the Changing Nature of Work
  - Founding member of the AIS SIG initiative on Digital Innovation, Transformation & Entrepreneurship
  - Informal and formal mentoring responsibilities (e.g., mentor at the paper-a-thon at ICIS 2021, mentor for an AIS Chapter Germany initiative 2021)
- Media Coverage**
- The Times, The Financial Times, The Independent, The Evening Standard, The Telegraph, BBC, The Conversation, The Business Insider, Economia, The World Economic Forum, etc.
  - August 2017: Research was featured on the front page of the print version of the Times (UK) and in about 200 press outlets worldwide; more than \$ 100,000 in AVE (advertising value equivalent)
- Podcast Contributions**
- "The Unlearn Project" (University of Sydney Insights) in 2021, "Talking about Platforms" podcast in 2021, ADA on "Digital Nudges" 2022
- Talks Industry/Public Sector**
- United Nations Roundtable (UNFCCC & UNEP) 2022, Facebook 2021, MKAI Inclusive AI Forum 2021, Reshape Work Conference Amsterdam 2019, UK Royal Military Academy Sandhurst 2019
- Google Scholar Citations**
- Approx. 2500 (approx. 500 per annum)
- Software**
- Microsoft Office, SPSS, SmartPLS Latent Variable Modelling, ProcessModel™ process modeling and simulation software, SAP S/4HANA, Tableau

## Teaching

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- Teaching Award**
- Award for Outstanding Contribution to Teaching 2019 (Warwick Business School)
  - Warwick Business School Certificate for Recognition of Excellent Teaching (undergraduate) 2018 (IB2630: "Design Thinking")
  - Warwick Business School Certification for Recognition of Excellent Teaching (graduate) 2018 (IB9610: "Digital Marketing")
- Teaching Qualifications**
- APTE Degree for Teaching Excellence in Higher Education 2017 (one-year program)
  - Executive Teaching Training Program at WBS 2018/2019
- Ph.D. Supervision**
- Principal supervisor of 2 Ph.D. students at Warwick Business School, co-authoring work with several Ph.D. students (including at Bentley University)
- Development of Courses**
- Graduate-level courses ("Digital Marketing" & "New Media Marketing")
- Bentley University**
- **IPM 652 Managing with Analytics** (graduate level) (spring and fall 2021) (SETs: 5.9/6, 5.7/6, 5.7/6, 5.3/6)
  - **GB 310 Business Processes and Systems** (undergraduate level) (spring and fall 2022) (SETs: 5.6/6, 5.6/6, 5.4/6, 5.1/6)
  - **First-Year-Seminar** (2021) (no formal evaluation)
- University of Warwick**
- Instructor executive teaching: **Business Analytics** (Executive Diploma in Digital Leadership) (2019) (teaching score: 4.7/5)
  - Instructor: **Quantitative Research Methods** (2017-2019) (no formal evaluation)
  - Instructor: **Design Thinking for Digital Innovation** (2016-2019) (teaching scores: 4.6/5, 4.3/5, 4.1/5)
  - Instructor: **Digital Marketing and Technology Management** (2018-2019) (teaching scores: 4.7/5, 4.5/5, 4.5/5, 4.4/5, 4.3/5)
- London School of Economics**
- Instructor: **New Media Marketing: Managing Online and Social Media** (2018-2020)
- University of Hamburg**
- Instructor: **Service Learning – Development of Management Strategies for Practice Partners** (2013-2015)

## Selected Work under Review (Peer-Reviewed Journals Marked with \*)

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Möhlmann, M., Henfridsson, Gregory, R. Algorithmic Co-Governance, *UT Dallas Business School Ranking listed journal\**, under review, third round.

Stelmaszak, M., Möhlmann, M., Sorensen, C. Distributed Delegation between Human and IS Agents on a Multi-sided Platform: The Case of Uber, *UT Dallas Business School Ranking listed journal\**, under review, third round.

Möhlmann, M., Berente, N. Reputation Inflation, *UT Dallas Business School Ranking listed journal\**, under review, second round.

Teubner, T., Dann, D., Hawlitschek, F., Möhlmann, M. Affective Trust Cues in Two-Sided Markets: Evidence from a Lab Experiment, submitted\*.

## **Journal Publications (Peer-Reviewed Journals Marked with \*)**

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Jarrahi, M, Möhlmann, M., Lee, M. K. (2023): Algorithmic Management: The Role of AI in Managing Workforces, **MIT Sloan Management Review** (short/digital), April 05, 2023.

Cameron, L. Lamers, L., Leicht-Dobald, U., Lutz, C., Mejerink, J., Möhlmann, M. (2023): Algorithmic Management: Its Implications for Information Systems Research, **Communication of the Association for Information Systems (CAIS)\***, 52, 518-537.

Möhlmann, M., Salge, C, Marabelli, M. (2023): Algorithm Sensemaking: How Platform Workers Make Sense of Algorithmic Management, **Journal of the Association of Information Systems (JAIS)\***, 24(1), 35-64.

Benlian, A., Wiener, M., Cram, A. W., Krasnova, H., Maedche, A., Möhlmann, M., Recker, J., Remus, U. (2022): Algorithmic Management: Bright and Dark Sides, Practical Implications, and Research Opportunities, **Business & Information Systems Engineering (BISE)\***, 64, 825-839.

Möhlmann, M., Zalmanson, L., Henfridsson, O., Gregory, R. W. (2021): Algorithmic Management of Work on Online Labor Platforms: When Matching Meets Control, **MIS Quarterly\***, 54(4), 1999-2022.

Möhlmann, M. Unjustified Trust Beliefs (2021): Trust Conflation on Sharing Economy Platforms, **Research Policy\***, 50(3), 104173.

Möhlmann, M. and Henfridsson, O. (2021): What People Hate about being Managed by Algorithms, **Harvard Business Review**, Special Issue, November (short/print - re-print).

Möhlmann, M (2021): Subtile Kontrolle - Subtle Control, **Harvard Business Manager** (extended German version of the Harvard Business Review), November Issue (short/print).

Möhlmann, M. (2021): Algorithmic Nudges Don't have to be Unethical, **Harvard Business Review** (short/digital), 22 April 2021.

Möhlmann, M., Teubner, T. (2019): Navigating by the Stars—Current Challenges for Ensuring Trust in the Sharing Economy, **NIM Marketing Intelligence Review\***, 12(2), 22-27.

Ozcan, Pinar, Gurses, Kerem, Möhlmann, Mareike (2020): Category Kings and Commoners: Within and Cross-category Spillovers in the Sharing Economy, **Research in the Sociology of Organizations\***, 66, 163-185.

Möhlmann, M. and Henfridsson, O. (2019): What People hate about being Managed by an Algorithm, **Harvard Business Review**, (short/digital), August 2019.

Mazzella, F., Sundararajan, A., D'Espous, V. and Möhlmann, M. (2016): How Digital Trust Powers the Sharing Economy, **IESE Insight\***, Third Quarter, 30, 24-30.

Boenigk, S./Möhlmann, M. (2016): A Public Sector Marketing Model to Measure the Social and Environmental Values of Public Strategies – An Empirical Study on a Green Public Service, **Journal of Nonprofit & Public Sector Marketing\***, 28(2), 85-104.

Möhlmann, M. (2015): Collaborative Consumption – Determinants of Satisfaction and the Likelihood of Using a Sharing Economy Option Again, in: **Journal of Consumer Behaviour\***, 14(3), 193-207. [In 2020, 2021, 2022, and 2023 "the most cited article in JCB in the last three years" → 1500+ Google Scholar citations].

Wymer, W./Boenigk, S./Möhlmann, M. (2015): The Conceptualization of Nonprofit Marketing Orientation – A Critical Reflection and Contributions Towards Closing the Practice-Theory Gap, **Journal of Nonprofit & Public Sector Marketing\***, 27(2), 117-134.

## **Book Chapters**

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Möhlmann, Mareike, Teuber, Timm, Graul, Antje (2019): Leveraging Trust on Sharing Economy Platforms: Reputation Systems, Blockchain Technology, and Cryptocurrencies, in: Belk, R. W., Eckhardt, G. M., Bardhi, F. (eds.) Handbook of the Sharing Economy, Edward Elgar Publishing.

Möhlmann, M. and Geissinger, A. (2018): Trust in the Sharing Economy: Platform-Mediated Peer Trust, in: Davidson, N., Infranca, J., Finck, M. (eds.) The Cambridge Handbook on Law and Regulation of the Sharing Economy, Cambridge: Cambridge University Press.

## **Conference Proceedings (Peer-Reviewed Conferences Marked with \*)**

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Krishnamoorthy, C., Möhlmann, M., Henfridsson, O., Yaraghi, N. (2023): A Natural Experiment Investigating the Impact of Nudging on Filter Bubbles and Information Diversity, Academy of Management Annual Meeting Proceedings\*, forthcoming.

Möhlmann, M., Jarvenpaa, Sirkka L., Alarcon, G., Blomqvist, K. (2023): Introduction to the Minitrack on Advances in Trust Research: How Context and Digital Technologies Matter, Hawaii International Conference on Information System Sciences Proceedings (HICSS-56)\*, Hawaii, US.

Li, J., Möhlmann, M., Marabelli, M. (2022): Using Science Fiction to Make Sense out of Potential Future Societal Impacts of New Technologies: An Innovative Technology (abstract), Academy of Management Annual Meeting Proceedings\*, Seattle, WA, USA.

Jarvenpaa, Sirkka L., Blomqvist, K., Alarcon, G., and Möhlmann, M. (2022): Introduction to the Minitrack on Advances in Distrust and Trust Research: Digital Technologies in Organizations and Beyond, Hawaii International Conference on Information System Sciences Proceedings (HICSS-55)\*, Hawaii, US.

Stroppiana Tabankov, S., Möhlmann, M. (2021): Artificial Intelligence for In-flight Services: How the Lufthansa Group managed Explainability and Accuracy Concerns, research-in-progress paper, International Conference on Information Systems Proceedings (ICIS 2021)\*, Austin, Texas.

Stroppiana Tabankov, S., Möhlmann, M. (2021): Tensions Interrelation Across the Implementation Stages of Business Analytics (abstract), Academy of Management Annual Meeting Proceedings (AOM)\*.

Möhlmann, M. and Henfridsson, O. (2021): The Invisible Hand: Algorithmic Control of YouTube Producers and Consumers, Boston University Platform Strategy Research Symposium\*.

Blomqvist, K., Möhlmann, M., and Jarvenpaa, Sirkka L. (2021): Introduction to the Minitrack on Advances in Trust Research: Artificial Intelligence in Organization, Hawaii International Conference on Information System Sciences Proceedings (HICSS-54)\*, Hawaii, US.

Möhlmann, M., Jarvenpaa, Sirkka L., and Blomqvist, K. (2020): Introduction to the Minitrack on Advances on Trust, Trusted Systems, and Digital Technologies, Hawaii International Conference on Information System Sciences Proceedings (HICSS-53)\*, Hawaii, US.

Ozcan, P., Gurses, K., Möhlmann, M. (2019): Category Kings and Commoners: Within and Across Cross-Category Spillovers in the Sharing Economy (abstract), Academy of Management Annual Meeting Proceedings (AOM)\*, Boston, USA.

Möhlmann, M. and Jarvenpaa, Sirkka L. (2019): Cognitive Challenges on Digital Exchange Platforms: Exploring Misspecifications of Trust, Hawaii International Conference on Information System Sciences Proceedings (HICSS-52)\*, Hawaii, US.

Jarvenpaa, Sirkka L., Möhlmann, M., and Teigland, R. (2019): Minitrack: Advances in Trust, Trusted Systems, and Technology Mediated-Environments, Hawaii International Conference on Information System Sciences Proceedings (HICSS-52)\*, Hawaii, US.

Möhlmann, M. and Zalmanson, L. (2017): Hands on the wheel: Navigating algorithmic management and Uber drivers' autonomy, International Conference on Information Systems Proceedings (ICIS 2017)\*, Seoul, South Korea.

Hawlitsek, F., Teubner, T., Adam, M. T. P., Borchers, N. S., Möhlmann, M., Weinhardt, C. (2016): Trust in the sharing economy: An experimental framework, research-in-progress paper, International Conference on Information Systems Proceedings (ICIS 2016)\*, Dublin, Ireland.

Möhlmann, M. (2015): Collaborative consumption: Reasons for Choosing a Sharing Economy Option (abstract), Academy of Management Annual Meeting Proceedings (AOM)\*, Vancouver, Canada **(Nomination "William H. Newman Award for Best Paper based on a Dissertation" at AOM).**

Möhlmann, M. (2015): Building Trust in Collaborative Consumption Services Facilitated Through an Online Platform (abstract), Academy of Management Annual Meeting Proceedings (AOM)\*, Vancouver, Canada.

### **Published Working Papers**

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Moeini, M., Möhlmann, M., Hummel, H. (2020): Understanding Knotted Tensions in Purveying Pandemic Public Monitoring Technologies (available at [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3671458](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3671458))

Möhlmann, M. (2016): Digital Trust and Peer-to-Peer Collaborative Consumption Platforms: A Mediation Analysis, available at <http://ssrn.com/abstract=2813367>.

### **Industry Publications / Reports**

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Möhlmann, M. (2019): Algorithmic Management, Core Magazine, Issue 9.

Möhlmann, M. (2018): Trust in the Sharing Economy, Core Magazine, Issue 7.

Ozcan, P., Möhlmann, M. (2018): Sharing is disrupting, Core Magazine, Issue 6.

Ozcan, P., Möhlmann, M., Krishnamoorthy, C. (2018): Who shares and who doesn't? Results of the UK Sharing Economy Consumer Survey 2017, Warwick Business School Report, May 2018.

Möhlmann, M. (2016): Why people trust sharing economy strangers more than their colleagues, The Conversation UK, among others reprinted in The Business Insider, Economia, and The World Economic Forum.

BlaBlaCar Report (2016): Entering the trust age, co-authored by Mazzella, F. and Sundararajan, A., with contributions by: D'Espous, V. and Möhlmann, M.

### **Presentations at Conferences / Workshops / Invited Presentations / Keynotes**

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Krishnamoorthy, C., Möhlmann, M., Henfridsson, O., Yaraghi, N. (2023): A Natural Experiment Investigating the Impact of Nudging On Filter Bubbles and Information Diversity, to be presented at the Academy of Management, Boston, MA, USA.

Möhlmann, M. (2022): Algorithmic Nudging for Climate Change, Poster, Bentley University Research Showcase and Reception, September 01, 2022.

Möhlmann, M., Salge, C., Marabelli, M. (2022): Algorithm Sensemaking, Poster, Bentley University Research Showcase and Reception, September 01, 2022.

Li, J., Möhlmann, M., Marabelli, M, (2022): Using Science Fiction to Make Sense out of Potential Future Societal Impacts of New Technologies, Poster, Bentley University Research Showcase and Reception, September 01, 2022.

Möhlmann, M. and Stelmaszak, M. (2022): Co-organizer PDW on Studying Algorithms and Management: Reflections on Data, Methods, and Theory, Academy of Management, Seattle, WA, USA.

Möhlmann, M. (2022): Algorithmic Platform Governance, panelist at the PDW on Interdisciplinary Conversations on Platforms: Design, Governance, and Evolution, presented at the Academy of Management, Seattle, WA, USA.

Li, J., Möhlmann, M., Marabelli, M, (2022): Using Science Fiction to Make Sense out of Potential Future Societal Impacts of New Technologies: An Innovative Technology, presented at the Academy of Management, Seattle, WA, USA.

Möhlmann, M. (2022): **Keynote on:** Algorithmic Management, International Conference on Quality Engineering and Management, University of Minho, Portugal, July 15, 2022.

Möhlmann, M. (2022): **Keynote on:** Platforms and Algorithmic Nudges: They Don't Need to be Unethical, Symplatform Platform Symposium, Politecnico di Milano, Italy, April 01, 2022.

Möhlmann, M. (2022): Algorithmic Management, panelist on 'Algorithmic Management' panel, Wirtschaftsinformatik (WI) conference, February 22, 2022.

Möhlmann, M. (2022): Algorithmic Management, invited talk, TU Berlin, January 27, 2022.

Möhlmann, M. (2022): Algorithmic Management, invited talk, LMU Munich, January 19, 2022.

Möhlmann, M. (2022): Algorithmic Nudges Don't have to be Unethical, invited talk, United Nations Roundtable, January 18, 2022.

Stroppiana Tabankov, S., Möhlmann, M. (2021): Artificial intelligence for In-flight Services: How the Lufthansa Group managed Explainability and Accuracy concerns, the International Conference on Information Systems (ICIS 2021), December 12-15, Austin, Texas.

Möhlmann, M. (2021): **Keynote on:** Algorithmic Management, "Future of Work Event" organized by the Public Policy Centre in Belgrade, Serbia, November 24, 2021:

Möhlmann, M. (2021): **Keynote on:** Managing with Algorithms: Algorithmic Nudging and a Call for more Ethics, held at IE University Madrid, Spain, event sponsored by Facebook, November 08, 2021.

Möhlmann, M. (2021): **Keynote on:** Algorithmic Nudging, at the MKAI September AI Inclusive Forum - The Ethics and Imperative of Digital Nudging, September 23, 2021.

Möhlmann, M. (2021): Algorithmic Management, Poster, Bentley University Research Showcase and Reception, September 02, 2021.

Li, J., Möhlmann, M., Marabelli, M. (2021): AI controlling AI? A Potentially Dystopian view of Automatic Systems. Bentley University Research Showcase and Reception, September 02, 2021.

Leicht-Deobald, U., Lutz, C., Meijerink, J., Cameron, L., Lamers, L., Newlands, G., Möhlmann, M., Donaldson, T. (2021): Algorithmic Management: Toward a Cross-Disciplinary Research Agenda (PDW), Academy of Management (AOM), August 5-9, 2021.

Stroppiana Tabankov, S., Möhlmann, M. (2021): Tensions Interrelation Across the Implementation Stages of Business Analytics, Academy of Management (AOM), August 5-9, 2021.



Möhlmann, M. and Henfridsson, O. (2021): The Invisible Hand: Algorithmic Control of YouTube Producers and Consumers, Boston University Platform Strategy Research Symposium, July 16, 2021.

Möhlmann, M. (2021): Algorithmic Transparency, Bentley University Brownbag Seminar, March 05, 2021.

Möhlmann, M. (2020): Algorithmic Management – A Study of Uber Drivers, Symposium on the Digital Economy in Berlin, 16 October 2020, Weizenbaum Internet Institute/TU Berlin.

Möhlmann, M. (2020): Unjustified Trust Beliefs, September 2020, University of Lucerne, Switzerland.

Möhlmann, M. (2020): App-based Surveillance – Lessons from the Algorithmic Management of Uber Drivers, at: The Digital Infrastructure, Innovation and Economy Seminar Series London, 25 June, 2020, London School of Economics.

Möhlmann, M. (2020): Algorithmic Transparency, May 2020, University of Oxford, UK.

Möhlmann, M. (2020): Unjustified Trust Beliefs on Sharing Economy Platforms, Digital Platform Business Models Seminar, 23 June, 2020, IUC Barcelona.

Möhlmann, M. (2020): Unjustified Trust beliefs on Multi-sided Sharing Economy Platforms, TUM Workshop on Trust, Blockchain, and Smart Contracts, 19 June 2020, TU Munich.

Möhlmann, M. and Zalmanson, L., Henfridsson, O., and Gregory R. (2019): Algorithmic Management, PDW on the "Digital Platform Economy, to be held at 019 Academy of Management (AOM), 9-13 August, Boston, USA.

Ozcan, P., Gurses, K., Möhlmann, M. (2019): Category Kings and Commoners: Within and Across Cross-Category Spillovers in the Sharing Economy, to be presented at the 2019 Academy of Management (AOM), August 9-13, Boston, USA.

Geissinger, A., Laurell, C., Möhlmann, M., & Öberg, C. (2019): Collaborative Economy in Social Media – Collective action in Sweden. Paper presented at the 6th International Workshop on the Sharing Economy, Utrecht.

Möhlmann, M. and Jarvenpaa, Sirkka L. (2019): Cognitive Challenges on Digital Exchange Platforms: Exploring Misspecifications of Trust, Hawaii International Conference on Information System Sciences HICSS-52, Hawaii, US.

Möhlmann, M. and Zalmanson, L., Henfridsson, O., Gregory, R. (2019): Algorithmic Management, November 2019, Bentley University.

Möhlmann, M. (2018): How Algorithmic Management Unfolds across the Tight- and Loose-control Platforms M-Turk and Uber, Reshape Work Conference, 24-25 October 2018, Amsterdam.

Möhlmann, M. and Jarvenpaa, S. L. (2018): Misspecifications of Trust on Digital Exchange Platforms: An Agenda for Future Research, PDW on Trust in Digital Platforms, Academy of Management, August 10-14 2018, Chicago.

Möhlmann, M. and Zalmanson, L., Henfridsson, O. (2018): The Gig Economy: When Algorithms Manage Freelance Workers, 5th Intern. Workshop on the Sharing Economy, June 28-29, Mannheim, Germany.

Möhlmann, M. and Zalmanson, L., Henfridsson, O. (2018): Hands on the Wheel (and the App): Regaining Control in the Age of Algorithmic Management, Republica, May 2-4 2018, Berlin.

Möhlmann, M. and Zalmanson, L., Henfridsson, O. (2018): Algorithmic Management, April 2018, Technical University, Berlin, Germany.

Möhlmann, M. and Zalmanson, L., Henfridsson, O. (2018): Algorithmic Management, March 2018, London School of Economics, UK.

Möhlmann, M. and Zalmanson, L. (2017): Hands on the Wheel: Navigating Algorithmic Management and Uber Drivers' Autonomy, proceedings of the International Conference on Information Systems (ICIS 2017), December 10-13, Seoul, South Korea.

Möhlmann, M. (2017): Methodological Approaches Studying the Sharing and Gig Economy, Symposium on the Management of Work in the Sharing Economy, University of Sussex, December 15, 2017.

Möhlmann, M. (2017): Digital trust and Peer-to-peer Collaborative Consumption Platforms, invited presentation, July 2017, University of Cologne, Germany.

Möhlmann, M., Zalmanson, L., Henfridsson, O. (2017): How Uber Drivers Regain Control in the Age of Algorithmic Management, 4th International Workshop on the Sharing Economy, June 15-16, Lund, Sweden.

Möhlmann, M. and Geissinger, A. (2017): Trust in the Sharing Economy, Workshop on the Cambridge Handbook of the Law of the Sharing Economy, April 28, 2017, Boston, US (remotely).

Möhlmann, M., Zalmanson, L., Henfridsson, O. (2017): Hands on the Wheel (and the App) – Regaining Control in the Age of Algorithmic Management, Theorizing the Web Conference, April 07-08, New York.

Hawlitshchek, F., Teubner, T., Adam, M. T. P., Borchers, N. S., Möhlmann, M., Weinhardt, C. (2016): Trust in the Sharing Economy: An Experimental Framework, short paper, International Conference on Information Systems (ICSIS 2016), December 11-14, Dublin, Ireland, pp. 1-14.

Möhlmann, M. (2016): Digital trust and Peer-to-peer Collaborative Consumption Platforms: A Mediation Analysis, MISQE Research for Practice Workshop on the Sharing Economy, International Conference on Information Systems (ICIS 2016), December 10, Dublin, Ireland.

Möhlmann, M. (2016): Digital Trust and Peer-to-peer Collaborative Consumption Platforms, invited presentation, May 2016, Warwick University, Warwick Business School, IS Group, UK.

Möhlmann, M. (2016): Digital Trust and Peer-to-peer Collaborative Consumption Platforms, invited presentation, April 2016, Vrije University of Amsterdam, KIN Research Group, Netherlands.

Möhlmann, M. (2016): Sharing Economy: Building Trust in P2P Online Marketplaces, presented at the New York Computer Science and Economics Day (NYCE) 2016, January 29, 2016, New York, USA.

Möhlmann, M. (2015): Collaborative Consumption: Trust in Peer-to-peer Online Marketplaces, poster, presented at the 2015 Workshop on Information in Networks, October 2-3, New York, USA.

Möhlmann, M. (2015): Collaborative Consumption: Reasons for Choosing a Sharing Economy Option, Academy of Management (AOM), Social Issues in Management Division, August 7-11, Vancouver, Canada (**Nomination "William H. Newman Award for Best Paper based on a Dissertation"**).

Möhlmann, M. (2015): Building Trust in Collaborative Consumption Services facilitated through an Online Platform, Academy of Management (AOM), Organizational Communication and Information Systems Division, August 7-11, Vancouver, Canada.

Möhlmann, M. (2014): Collaborative Consumption – Determinants of Satisfaction and the Likelihood of Using a Sharing Option again, presented at the 24th Annual Conference of the European Association for Research on Services, September 11-13, 2014, Helsinki, Finland (**RESER Founders' PhD Award 2014 for Outstanding Performance as a Young Scholar**).

Möhlmann, M. (2014): Sharing Economy alias Collaborative Consumption – The Causality Between the Level of Trust and Intentional and Actual Behavior to Use a Sharing Option, presented at the International Doctoral Colloquium of the 24th Annual Conference of the European Association for Research on Services, September 09-10, 2014, Helsinki, Finland.

Möhlmann, M. (2014): Sharing Economy alias Collaborative Consumption – The Causality between the Level of Trust and Intentional and Actual Behavior to Use a Sharing Option, presented at the International Doctoral

Workshop Research Design for Causal Inference in Social Sciences at the University of Southern Denmark, August, 11-13, 2014, Esbjerg, Denmark.

Möhlmann, M. (2013): The Development of a Holistic Conceptual Model to Capture the Value of Public, Nonprofit, and Private sector Collaboration, poster, presented at the 42th Annual Conference of the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), November 21-23, 2013, Hartford, USA.

## **Impact**

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### **Example Research Project: Algorithmic Management**

Impact (academia):

- Publication in top IS journal: Möhlmann, M., Zalmanson, L., Henfridsson, O., Gregory, R. W. (2021), Algorithmic Management of Work on Online Labor Platforms: When Matching Meets Control, MIS Quarterly, 54(4), 1999-2022.
- Publication in top IS journal: Möhlmann, M., Salge, C, Marabelli, M. (2023): Algorithm Sensemaking: How Platform Workers Make Sense of Algorithmic Management, Journal of the Association of Information Systems (JAIS), 24(1), 35-64.
- Nomination for award: In January 2022, the MIS Quarterly nominated the paper for the prestigious "Responsible Research in Management" Award. The MIS Quarterly can only nominate one paper per annum.
- Bentley University Outstanding Scholarly Contribution Award Recipient 2022 (university-wide award).
- The paper is among the first in the IS discipline to address algorithmic management. Ever since, the topic has been the major focus at several events, such as the AOM PDW on "Algorithmic Management" in 2021, and the WI conference panel on "Algorithmic Management" in 2022, and the Academy of Management PDW "Digital Platform Economy" PDW in 2019 – Mareike presented at these events.
- Mareike presented at numerous conferences and seminars, including: TU Berlin 2022, LMU Munich 2022, Bentley University Research Showcase 2021, Weizenbaum Institute 2021, London School of Economics 2020, ICIS conference 2017, Intern. Workshop on the Sharing Economy Lund 2017.

Public interest, broad dissemination, and impact (beyond academia):

- The findings of this research were covered on the front page of The Times (UK print version) and in over 200 press and TV outlets, including PBS, USA Today, ABC, and CBS. Mareike has shared insights from this research in several podcasts (e.g., University of Sydney podcast in 2021).
- The authors have been invited to discuss their research with private and public sector organizations: Facebook (2021), the Public Policy Centre in Belgrade (2021), MKAI (2021), the UK Royal Military Academy Sandhurst (2019), and at large practitioner conferences in Europe (Re:publica).
- The research project motivated a stream of Harvard Business Review and MIT Sloan Management Review articles to help managers learn how to manage more ethically in algorithmically managed environments (MIT Sloan Management Review in 2023, HBR Special Issue Nov 2021, Harvard Business Manager 2021, HBR digital April 2021, HBR digital August 2019)
- In January 2022, Mareike presented at a United Nations Roundtable focusing on "Digital Nudging for Climate Change". She was asked to provide written output for a UN report.
- The authors have been advised that two online labor platform organizations in Israel have used the article's insights to inform the design of their algorithms for ride-hailing and delivery services, and that Israel drivers' labor unions have also met with drivers to discuss the implications for worker autonomy.