

# Tianling (Lynn) Xie

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## EDUCATION

- Ph.D. Manufacturing and Technology Management, with Information Technology Specialization, College of Business and Innovation, The University of Toledo, May 2025 (expected)  
Dissertation Title: “Conversational Agents as A Persuasive Technology: Three Essays”
- M.S. Accounting, The University of Toledo, 2018
- B.A. Accounting, Zhejiang University of Finance and Economics, China, 2016

## RESEARCH

### Refereed Journal Publications

- Pentina, I., Xie, T., Hancock, T., & Bailey, A. (2023). Consumer–machine relationships in the age of artificial intelligence: Systematic literature review and research directions. *Psychology & Marketing*, 40(8), 1593–1614. <https://doi.org/10.1002/mar.21853>, ABDC Rank “A”.
- Xie, T., Pentina, I., & Hancock, T. (2023). Friend, mentor, lover: Does chatbot engagement lead to psychological dependence? *Journal of Service Management*, 34(4), 806–828. <https://doi.org/10.1108/JOSM-02-2022-0072>, ABDC Rank “A”.
- Pentina, I., Hancock, T., & Xie, T. (2023). Exploring relationship development with social chatbots: A mixed-method study of replika. *Computers in Human Behavior*, 140, 107600. <https://doi.org/10/grqsnt>, ABDC Rank “A”.

### Refereed Journal Articles Under Review

- Xie, T. & Pentina, I. AI Persuasion in the Context of Conversational Agents: Systematic Literature Review and Research Directions. *Internet Research*. ABDC Rank “A”.(First Review).

### Refereed Conference Proceedings

Xie, T., & Pentina, I. (2022). Attachment Theory as a Framework to Understand Relationships with Social Chatbots: A Case Study of Replika. *Proceedings of the 55th Hawaii International Conference on System Sciences*, 2046–2055. <https://doi.org/10/gqvnvb>

Xie, T., & Alvarado-Vargas, M. (2021). Understanding AI Adoption from the Lens of Trust: The Case of AI-powered DSS. *51th Annual Conference of the Decision Science Institute Proceedings*, 287–303.

### **Presentations**

Xie, T., Pentina, I. & George, B., (2022). How Anthropomorphism Impacts Chatbot Persuasion. *Decision Sciences Institute 53rd Annual Conference*

Mashhadi-Nejad, N., Jung, E., & Xie, T. (2022). What makes people jump into panic buying? A comprehensive socio-cultural model. *Production and Operations Management Society Annual Conference 2022*

Xie, T., & George, B. (2022). What Do Twitter Users Talk about Supply Chain During the Pandemic? Thematic and Sentiment Analysis. *Production and Operations Management Society Annual Conference 2022*

Xie, T., & Jung (2022). What Make Social Chatbots Satisfying? Evidence from Online Reviews. *2022 Midwest Decision Sciences Institute Virtual Conference*

Xie, T., George, B., & Pentina, I. (2022). Emotional and Cognitive Trust in Social Conversational Agents: An Abstract. *Academy of Marketing Science Annual Conference 2022*

Pentina, I. & Xie, T. (2021). Potential Risks of Developing Attachment to Social Chatbots: A Case Study of Replika. *Australia and New Zealand Marketing Academy Conference 2021*

Xie, T., George, B., & Pentina, I. (2021). The Effect of Emotional and Cognitive Trust on Privacy Disclosure to Social-oriented Conversational Agents. *Decision Sciences Institute 52nd Annual Conference (Doctorate Research Showcase Presentation)*

Xie, T., Ghosh, S., & Strebler, J. (2021). University Information System Effectiveness from Multiple Viewpoints: The Case of Responses to Covid-19. *AMCIS 2021 Proceedings*. [https://aisel.aisnet.org/amcis2021/is\\_education/sig\\_education/16](https://aisel.aisnet.org/amcis2021/is_education/sig_education/16)

Xie, T. (2020). Embracing the Change: Mapping AI Technologies to Supply Chain Applications and Market Trends. *Global Supply Chain Management Conference*

Joreimi, S., Xie, T., Kibria, G., Paghadal, V. & Lim, J.(2020). Determinants of High-Performance Computing Cloud Adoption: A Proposed Integrated Model. *Infoms Annual Meeting 2020*

Xie, T.,& Hong, P. (2020). Artificial Intelligence's Functions and Impact: The Status and Prospect of IS Research on AI. *Midwest Business Administration Association Conference (Outstanding Student Research Paper Award in IS Track)*

## **Working Papers**

Xie, T., & Pentina, I. Persuasion in the Context of Conversational Agents: Systematic Literature Review and Research Directions (Submitting to AMWMC 2025)

Xie, T., George, B., & Pentina, I. The Effect of Emotional and Cognitive Trust on Privacy Disclosure to Social-oriented Conversational Agents (Instrument Development)

Xie, T., & Jung, E. Understanding Factors Impacting Social Chatbot Satisfaction: A Text Analysis of App Review Data (Data Analysis Stage)

## **Research Interests**

- Interdisciplinary studies of design science, information systems, psychology, and marketing: persuasion, attachment, addiction, consumption culture, behavioral patterns, and design factors surrounding social robots and chatbots.
- Multi-method researching involving methodologies like experiment, survey, interview, text-mining.
- Human attitudes towards intelligent systems such as acceptance, trust, adoption for Artificial Intelligence, business analytics, high-performance computing systems, conversational agents.
- Factors impacting the usage of new media technologies: addition, privacy, trust issues related to smartphone apps and social networking websites.

## **TEACHING**

### **Teaching Experiences at University of Toledo, Instructor of Record**

- BUAD 2060, Business Statistics (FL20 Hybrid, SP21 Hybrid, FL23, FL24)
- BUAD 2070, Business Analytics (FL21, SP25 scheduled)
- BUAD 1020, Micro Computer Applications (FL19, FL22, SP25 scheduled)
- BUAD 2020, Information Technology Management (SP 22 Remote, SP23, FL23, FL24)
- BUAD 3020, Principles of Manufacturing and Service Systems (FL21, SP22, FL22, SP23)

### **Other Teaching Experiences**

- 2023 Guest Lecture, invited by Beixi Li, for course EMR 6560 Mixed Methods Research at Western Michigan University
- 2018 Costing Accounting (tutoring)

## **Teaching Interests**

- Business statistics and analytics
- Information system management
- Introductory data mining, text mining, and machine learning
- Supply Chain management
- Introductory programming
- Website development
- Database management
- Introductory Accounting

## **SERVICE TO PROFESSION**

### **Journal Article Reviewer**

- 2024 Frontiers in Robotics and AI (ISSN: 2296-9144)
- 2023 International Journal of Human-Computer Interaction (ISSN: 1532-7590)
- 2023 Journal of Business Analytics (ISSN: 2573-2358)
- 2022 Psychology and Marketing (ISSN: 1520-6793)
- 2021 International Journal of Human-Computer Interaction (ISSN: 1532-7590)
- 2021 Information System Frontiers (ISSN:1387-3326)
- 2021 Library Hi Tech (ISSN: 0737-8831)

### **Conference Submission Reviewer**

- Decision Sciences Institute Annual Conference (DSI-2021)
- Americas Conference on Information Systems (AMCIS-2021, AMCIS-2024)
- The Hawai'i International Conference on System Sciences (HICSS-2021, HICSS-2023)
- Academy of Marketing Science Annual Conference (AMS-2022)
- Academy of Marketing Science World Marketing Congress (AMSWMC-2024,2025)

### **Conference Session Chair**

- 2024 Decision Sciences Institute Annual Conference, Supply Chain Management: Supply Chain Finance & Information Technology/Information Systems: IT and Cultures
- 2022 Midwest Decision Sciences Institute Virtual Conference, Business Analytics Track II
- 2021 Midwest Graduate Research Symposium

## **UNIVERSITY SERVICE**

- 2019 - 2024 Graduate Student Association (served as College Representative for 2019-2022, coordinator of Midwest Graduate Research Symposium in 2020, 2022, and 2023, and communication specialist for 2023-2024), University of Toledo
- 2022 Co-Organized with Shao Qin for 1) Basic Python Workshop at Data Science Seminar Series, and 2) Women in Data Science Poster Presentation in the 1<sup>st</sup> NSF Diversity Day

## **PROFESSIONAL DEVELOPMENT**

### **Teaching Endorsements**

- 2021 Online Teaching Certificate, University of Toledo
- 2021 The Collaborative Institutional Training Initiative (CITI Program) Certificate

### **Professional Memberships**

- Association for Information Systems (AIS)
- Decision Sciences Institute (DSI)
- Production and Operations Management Society (POMS)
- The ACM Special Interest Group on Computer-Human Interaction (SIGCHI)

### **Doctoral Consortium**

- 2021 52nd Annual Meeting of the Decision Sciences Institute
- 2021 Doctoral Consortium for Early Students- Americas Conference on Information Systems

## **HONORS AND AWARDS**

- 2022 Pacemaker Award - the University of Toledo
- 2022 Professor Udayan Nankeolyar Scholarship - the University of Toledo
- 2022 Nominated Candidate for Best Papers - The Hawai'i International Conference on System Sciences 55th
- 2020 Outstanding Student Research Paper Award - Information Systems Track of Midwest Business Administration Association Conference 2020

## **LANGUAGES**

Chinese, native speaker

English, near-native fluency

## **RELATED PROFESSIONAL SKILLS**

**Research Methodology:** Experiment, interview, grounded theory method, survey, structure equation modeling, text analysis.

**Programming:** Python, C#, R, Visual Basics, Html, Javascript, CSS, SQL Server, Arena

**Data analysis:** KNIME, SPSS, AMOS, Power BI, Tableau, SAP, Microsoft Access

**Media-editing:** Adobe Premiere Pro, Adobe Photoshop, Adobe After Effects

## **REFERENCES**

### **Iryna Pentina (Ph.D. Co-Chair)**

Professor, Marketing & International Business Department

University of Toledo

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[Iryna.Pentina@UToledo.edu](mailto:Iryna.Pentina@UToledo.edu)

### **Benjamin George (Ph.D. Co-Chair)**

Assistant Professor, The Department of Information Systems and Supply Chain Management (ISSCM)

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### **Yue Zhang (Ph.D. Program Director)**

Professor, The Department of Information Systems and Supply Chain Management (ISSCM)

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