ANUSCHKA SCHMITT

+44 7438 821516 – a.schmitt2@lse.ac.uk Houghton Street, London WC2A 2AE

STATEMENT OF INTEREST

Research Interests Human-AI interaction, work augmentation, conversational systems
Method Focus Controlled lab and field experiments, digital trace data and analysis

ACADEMIC POSITIONS

The London School of Economics and Political Science, Department of Management, UK Assistant Professor in Information Systems	2024 - present
Harvard University, Department of Computer Science, USA Visiting Research Fellow	2023 - 2024

EDUCATION

University of St.Gallen, Institute of Information Management, CH Ph.D. in Management, Dissertation: Artificial Intelligence, Augmentation, and Agency	2024
Erasmus University, Rotterdam School of Management, NL M.Sc. in International Management, Thesis: The Impact of Social Network Characteristics and	2020
the Moderating Role of Algorithmic Curation on Information Novelty and Topic Involvement	
HEC Paris, FR	2020
Double Degree (Masters) in International Management	

Maastricht University, School of Business and Economics, NL

2017

B.Sc. in International Business, Thesis: *How Cookie Notifications and Personalization Affect Purchase Intention and Trust*

JOURNAL PUBLICATIONS

Wambsganss T, **Schmitt**, **A** (forthcoming) Analyzing, Designing, and Individualizing Learning Processes with Process Mining. *Business & Information Systems Engineering*.

Schmitt A, Zierau N, Janson A, Leimeister JM (2023) The Role of AI-Based Artifacts' Voice Capabilities for Agency Attribution. *Journal of the Association of Information Systems* 24(4):980-1004. 10.17705/1jais.00827

Schöbel S, **Schmitt A**, Benner D, Saqr M, Janson A, Leimeister JM (2023) Charting the Evolution and Future of Conversational Agents: A Research Agenda Along Five Historical Waves. *Information Systems Frontiers*:1-26. https://doi.org/10.1007/s10796-023-10375-9

Zierau N, Hildebrand C, Bergner A, Busquet F, **Schmitt A**, Leimeister JM (2022) Voice Bots on the Frontline: Voice-Based Interfaces Enhance Flow-Like Consumer Experiences and Boost Service Outcomes. *Journal of the Academy of Marketing Science* 51(4):823-842. https://doi.org/10.1007/s11747-022-00868-5

CONFERENCE PROCEEDINGS AND WORKING PAPERS

Schmitt A (2024) Ensuring Human Agency: An Interaction Design Pathway to AI Augmentation. Proceedings of *International Conference of Information Systems (ICIS)*, Bangkok, THA.

Schmitt A, Gajos KZ, Mokryn O (2024) Generative AI in the Software Engineering Domain: Tensions of Occupational Identity and Patterns of Identity Protection. *arXiv* preprint arXiv: 2410.03571.

Fahse T, **Schmitt A** (2023) Exploring the Synergies in Human-AI Hybrids: A Longitudinal Analysis in Sales Forecasting. *Proceedings of American Conference of Information Systems (AMCIS)*, Panama City, Panama. [Link]

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Schmitt A, Walser M, Fahse T (2022) Conceptual Foundations on Debiasing for Machine Learning-Based Software. *Proceedings of ICIS*, Copenhagen, DK. [Link]

Schmitt A, Wambsganss T, Leimeister JM (2022) Conversational Agents for Information Retrieval in the Education Domain: A User-Centered Design Investigation. *PACM on Human-Computer Interaction (CSCW)*. https://doi.org/10.1145/3555587

Schmitt A, Wambsganss T, Janson A (2022) Designing for Conversational System Trustworthiness: The Impact of Model Transparency on Trust and Task Performance. *Proceedings of European Conference of Information Systems (ECIS)*, Timisoara, ROM. [Link]

Schmitt A, Wambsganss T, Söllner M, Janson A (2021) Towards a Trust Reliance Paradox? Exploring the Gap Between Perceived Trust in and Reliance on Algorithmic Advice. *Proceedings of ICIS*, Austin, USA. [Link]

Wambsganss T, **Schmitt A,** Mahnig T, Ott A, Söllner M, Ngo NA, Geyer-Klingeberg J, Nakladal J, Leimeister JM (2021) The Potential of Technology-Mediated Learning Processes: A Taxonomy and Research Agenda for Educational Process Mining. *Proceedings of ICIS*, Austin, USA. [Link]

Schmitt A, Zierau N, Janson A, Leimeister JM (2021) Voice as a Contemporary Frontier of Interaction Design. *Proceedings of ECIS*, Virtual. [Link]

AWARDS AND GRANTS

Top 25% Paper at American Conference of Information Systems (AIS AMCIS)	2023
Special Recognition for Outstanding Reviewers (ACM CHI)	2023
Best Paper in Track International Conference of Information Systems (AIS ICIS)	2022
Individual research grant for research stay at Harvard University, awarded by the Swiss	2022
National Science Foundation (20,000 CHF)	
Individual travel grant for presentation at AIES 2022, awarded by the ACM (300 USD)	2022
Best Reviewer Award International Conference of Information Systems (AIS ICIS)	2021
Individual research grant, awarded by the Behavioral Lab of the University of St.Gallen	2021
(1,250 CHF)	

PROFESSIONAL SERVICES

Reviewer Activities

Journal of the Association of Information Systems	2023 - present
Journal of Information Technology, ACM CHI, Academy of Management (AoM)	2022 - present
AIS ICIS, AIS ECIS	2021 - present

Conference Activities

Track Associate Editor for ECIS 2025, «Cognition and Human Behaviour in Information Systems» Workshop Program Committee, ACM CHI 2024, «Trust and Reliance in Evolving Human-AI Workflows» Workshop Organizer, ACM Conference on Intelligent User Interfaces (IUI) 2024, «Speech as an Interactive Design Material»

Session Chair, AoM Annual Meeting 2023 for CTO division Session Chair, ECIS 2022

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ACADEMIC TALKS AND WORKSHOPS

ACADEMIC TALKS AND WORKSHOPS	
The Promise of Evaluative Algorithmic Advice	
 Communication, Digital Technology, and Organization (CTO) Paper Presentation, AoM Annual Meeting, Chicago, US 	2024
AoM Annual Meeting, Junior Faculty Consortium of the CTO division, Chicago, US	2024
MIS Quarterly Paper Development Workshop, virtual	2024
Wildlab Research Seminar, School of Computer Science and Engineering,	2023
University of Washington, virtual	
The Multiplicity of Human Overruling Behavior	
 Computational Theory Construction PDW, AoM Annual Meeting, Chicago, US 	2024
 Intelligent Interactive Systems Research Seminar, Harvard School of Engineering and Applied Sciences, Boston, US 	2023
Why Humans Rely on Algorithmic Advice	
PDW of the CTO division, AoM Annual Meeting, Boston, US	2023
 Doctoral Consortium of the CTO division, AoM Annual Meeting, Boston, US 	2023
 Doctoral Consortium, ICIS, Copenhagen, DK 	2022
 Seminar on Current Research Topics in Technology and Information Management, Bamberg, DE 	2022
Examining Trust in the Context of Conversational AI: Conceptual and Empirical Findings	
 CARIAD, AI@CARIAD Speaker Event Series, virtual 	2022
ACM Conference on AI, Ethics, and Society (AIES), Oxford, UK	2022
Bias and Discrimination in AI and Software Services	
Alumni and Corporate Partner Event, Powercoders, Bern, CH	2023
TEACHING EXPERIENCE	
Teaching Assistant	
Designing Digital Business and Transformation, Masters course, University of St.Gallen	2021 - 2024
Research Industry Venture, Masters course, University of St.Gallen	2021 - 2022
INDUSTRY AND OTHER EVERHENCES	
INDUSTRY AND OTHER EXPERIENCES Symposium St.Gallen, Essay Competition Academic Jury Member, CH	2022 progent
eXplain (Data analytics startups), Business Developer and Product Management, Paris, FR	2022 - present 2019
Diffferent (Creative agency), Consultant, Berlin, DE crvsh (Vodafone's software lab), Product Management Intern, Berlin, DE	2018 2017
United Digital Group (Consultancy for digitization), Consultant, Düsseldorf, DE	2017
Cincu Digital Group (Consultancy for digitization), Consultant, Dusselloff, DE	2017

LANGUAGES

German (fluent), English (fluent), French (working proficiency)