ANUSCHKA SCHMITT

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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 & EDUCATION

The London School of Economics and Political Science, Department of Management, UK   2024 - present
Assistant Professor in Information Systems

Harvard University, Department of Computer Science, USA   2023 - 2024
Visiting Research Fellow

University of St.Gallen, Institute of Information Management, CH   2024
Ph.D., Dissertation: *Artificial Intelligence, Augmentation, and Agency*

Erasmus University, Rotterdam School of Management, NL   2020
M.Sc., Thesis: T*he Impact of Social Network Characteristics and 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., Thesis: *How Cookie Notifications and Personalization Affect Purchase Intention and Trust*

JOURNAL PUBLICATIONS

Wambsganss T, **Schmitt, A** (2024) Enhancing Personalized Learning Through Process Mining. *Business Information Systems Engineering.* https://doi.org/10.1007/s12599-024-00901-7

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. [Link]

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]

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

PROFESSIONAL SERVICES

Reviewer Activities

Journal of the Association of Information Systems, European Journal 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

Workshop Program Committee, ACM Conference on Intelligent User Interfaces (IUI) 2025, «Workshop on Human-AI Co-Creation with Generative Models»
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 IUI 2024, «Speech as an Interactive Design Material»
Session Chair, AoM Annual Meeting 2023 for CTO division
Session Chair, ECIS 2022

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, University of Washington, virtual	2023

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 EXPERIENCES

Symposium St.Gallen, Essay Competition Academic Jury Member, CH	2022 - present
eXplain (Data analytics startups), Business Developer and Product Management, Paris, FR	2019
Diffferent (Creative agency), Consultant, Berlin, DE	2018
crvsh (Vodafone's software lab), Product Management Intern, Berlin, DE	2017
United Digital Group (Consultancy for digitization), Consultant, Düsseldorf, DE	2017

LANGUAGES

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