

# Workshop on Empirical Research in Operations Management

October 17-18, 2024, The Wharton School, Univ of Pennsylvania

THURSDAY, OCTOBER 17th - Jon M. Huntsman Hall 8th floor

*Informal Lunch: 12:00 - 12:50*

*Welcome and Introductions: 12:50 - 1:20*

	Presenter	Title	Co-Authors
<b>Session 1: AI &amp; Education</b>			<b>Moderator: Christian Terwiesch</b>
1:20	1:55 Alp Sungu	Generative AI Can Harm Learning	Hamsa Bastani, Osbert Bastani, Haosen Ge, Ozge Kabakci, Rei Mariman
1:55	2:30 Matthias Lehmann	ChatGPT as a Coding Tutor: How Students' Use of Generative AI Affects their Learning	Philipp Cornelius, Fabian Sting
<b>Break: 2:30 - 3:00</b>			
<b>Session 2: Workforce &amp; Operations I</b>			<b>Moderator: Carri Chan</b>
3:00	3:35 Harriet Jeon	To Each Their Own (Shifts): Incorporating Heterogeneous Worker Preferences into Shift Work Schedules	Song-Hee Kim, Hummy Song, Kyeongsug Kim, Sanwoon Cho, Jeong Hee Hong
3:35	4:10 Dmitry Mitrofanov	AI-enabled Technology and Gig Workforce: The Role of Experience, Skill Level, and Task Complexity	Benjamin Knight, Serguei Netessine
<b>Break: 4:10 - 4:40</b>			
<b>Session 3: Engaging Heterogeneous Customers</b>			<b>Moderator: Hummy Song</b>
4:40	5:15 Rakesh Allu	Ranking Quality and User Engagement on an Online B2B Platform	Vishal Gaur
5:15	5:50 Natalie Epstein	The Operational Impact of Customer Location Heterogeneity: Evidence from Hyperlocal Delivery Services	Santiago Gallino, Antonio Moreno

***DINNER: 6:30 - 8:30 - Jon M. Huntsman Hall 8th floor***

**FRIDAY, OCTOBER 18th - Jon M. Huntsman Hall G55/G60**

***Breakfast: 8:00 - 8:30***

Presenter		Title	Co-Authors	
<b>Session 4: Workforce &amp; Operations II</b>			<b>Moderator: Christian Terwiesch</b>	
8:30	9:05	Fabrizio Salvador	Poisoned Apples: Project Team Experiential Diversity, Project Performance, and Voluntary Turnover in the Context of IT and Consulting Services	Yunfan Wang, Emmanouil Avgerinos, Marco Caserta
9:05	9:40	Xiaoxuan Hou	On Worker Scheduling Fairness: Evidence from an American Restaurant Chain	Qiuping Yu
<b><i>Break: 9:40 - 10:00</i></b>				
<b>Session 5: Healthcare Operations</b>			<b>Moderator: Carri Chan</b>	
10:00	10:35	Nicos Savva	Scheduling-induced Health Inequality: The Role of Deprivation in Managing Elective Waiting Lists	Tom Pape, Stefan Scholtes, Christof Kastner, Katy Horder
10:35	11:10	Ragip Gurlek	Operations-aware machine learning: Application to forecasting emergency department wait and service times	Donald Lee, Francis de Vericourt
<b><i>Break: 11:10-11:30</i></b>				
<b>Session 6: AI Tools for Operations</b>			<b>Moderator: Hummy Song</b>	
11:30	12:05	Caleb Kwon	The Impact of Input Inaccuracy on Leveraging AI Tools: Evidence from Algorithmic Labor Scheduling	Antonio Moreno, Ananth Raman
12:05	12:40	Yu Nu	Using AI to Reduce Food Waste	Elena Belavina, Karan Girotra
<b><i>OPTIONAL LUNCH: 12:40 - 1:30</i></b>				

**Instructions for presenting authors:** Please plan to speak for at most 30 minutes so that there is time left for discussion at the end. The moderator of your session will keep time.