

ZHILING GUO

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Employment

2023 – Now	G. Brint Ryan Professor, Department of Information Technology and Decision Sciences, G. Brint Ryan College of Business, University of North Texas
2013 – 2023	Associate Professor, School of Computing and Information Systems, Singapore Management University
2011 – 2013	Assistant Professor, Department of Information Systems, College of Business, City University of Hong Kong
2005 – 2011	Assistant Professor, Department of Information Systems, University of Maryland, Baltimore County

Education

2005	Ph.D. in Management Science and Information Systems, McCombs School of Business, The University of Texas at Austin
1999	M.S. in Management Science and Engineering, School of Management, Tianjin University
1996	B.S. in Industrial Economics and B.E. in Mechanical Engineering (double bachelors), Tianjin University

Research Interests

Economics of IS, platform business models, cloud computing, FinTech and AI innovations, blockchain applications

Journal Publications

1. Hao Zhang, Zhiling Guo and Junming Liu, Mingzheng Wang (2025), “Analyzing Consumer Footprints on E-commerce Platforms: A Multi-Channel Sequential Search Model,” *Information Systems Research*, conditionally accepted.
2. Danyang Song, Xi Chen, Zhiling Guo, and Ruijin Jin (2025), “The Effects of Social Solicitation on E-commerce Livestreaming Performance,” *Journal of Management Information Systems*, forthcoming.
3. Jianqing Chen, Nan Feng, Zhiling Guo and Wenyi Zhang (2025), “On-Demand, Long-Term, or Hybrid? An Economic Analysis of Optimal Rental Models on Sharing Platforms,” *Information Systems Research*, 36(1): 307-325.
4. Zhiling Guo, Jin Li and Ram Ramesh (2023), “Green Data Analytics of Supercomputing from Massive Sensor Networks: Does Workload Distribution Matter?” *Information Systems Research*, 34(4), 1664-1685.
5. Gary Ang, Zhiling Guo and Ee-peng Lim (2023), “On Predicting ESG Ratings using Dynamic Company Networks,” *ACM Transactions on Management Information Systems*, 14(3), 1-34.

6. Zhiling Guo and Dan Ma (2023), "Catching the Fast Payments Trend: Optimal Designs and Leadership Strategies of Retail Payment and Settlement Systems," *MIS Quarterly*, 47(2), 669-704.
7. Zhiyuan Gao, Zhiling Guo and Qian Tang (2022), "How do Monetary Incentives Influence Giving? An Empirical Investigation of Matching Subsidies on Kiva," *Information Systems and e-Business Management*, 20, 303-324.
8. Jianqing Chen and Zhiling Guo (2022), "New-Media Advertising and Retail Platform Openness," *MIS Quarterly*, 46(1), 431-456.
9. Jianqing Chen, Zhiling Guo and Jian Huang (2022), "An Economic Analysis of Rebates Conditional on Positive Reviews," *Information Systems Research*, 33(1), 224-243.
10. Zhiling Guo, Jin Li and Ram Ramesh (2020), "Scalable, Adaptable, and Fast Estimation of Transient Downtime in Virtual Infrastructures Using Convex Decomposition and Sample Path Randomization," *INFORMS Journal on Computing*, 32 (2), 321-345.
11. Zhiling Guo, Jin Li and Ram Ramesh (2019), "Optimal Management of Virtual Infrastructures under Flexible Cloud Service Agreements," *Information Systems Research*, 30(4): 1424-1446.
12. Jin Li, Zhiling Guo and Geoffrey Tso (2019), "An Economic Analysis of Consumer Learning on Entertainment Shopping Websites," *Journal of the Association for Information Systems*, 20(4), 308-327.
13. Zhiling Guo and Dan Ma (2018), "A Model of Competition between Perpetual Software and Software as a Service," *MIS Quarterly*, 42(1), 1-46.
14. Zhiling Guo and Jianqing Chen (2018), "Multi-Generation Product Diffusion in the Presence of Strategic Consumers," *Information Systems Research*, 29(1), 206-224.
15. Jianqing Chen and Zhiling Guo (2014), "Strategic Sourcing in the Presence of Uncertain Supply and Retail Competition," *Production and Operations Management*, 23(10), 1748-1760.
16. Xiaoyuan Liu, Zhiling Guo, Zhenjiang Lin, and Jian Ma (2013), "A Local Social Network Approach for Research Management," *Decision Support Systems*, 56, 427-438.
17. Victoria Y. Yoon, Eric R. Hostler, Zhiling Guo, and Tor Guimaraes (2013), "Assessing the Moderating Effect of Consumer Product Knowledge and Online Shopping Experience on Using Recommendation Agents for Customer Loyalty," *Decision Support Systems*, 55(4), 883-893.
18. Silva Thushari, Zhiling Guo, Jian Ma, Hongbing Jiang, and Huaping Chen (2013), "A Social Network-Empowered Research Analytics Framework for Project Selection," *Decision Support Systems*, 55(4), 957-968.
19. Zhiling Guo, Gary J. Koehler, and Andrew B. Whinston (2012), "A Computational Analysis of Bundle Trading Markets Design for Distributed Resource Allocation," *Information Systems Research*, 23(3), 823-843.
20. Zhiling Guo (2012), "Optimal Decision Making for Incentive-Based Word-of-Mouth Marketing," *Decision Support Systems*, 52(2), 373-383.
21. Eric R. Hostler, Victoria Y. Yoon, Zhiling Guo, Tor Guimaraes, and Forgionne Guisseppi (2011), "Assessing the Impact of Recommendation Agents on Online Consumer Unplanned Purchase Behavior," *Information & Management*, 48(8), 336-343.
22. Yunfang Feng, Zhiling Guo and Wei-yu K. Chiang (2009), "Optimal Digital Content Distribution Strategy in the Presence of Consumer-to-Consumer Channel," *Journal of Management Information Systems*, 25(4), 241-270.

23. Forgionne Guisseppi and Zhiling Guo (2009), "Internal Supply Chain Coordination in the Electric Utility Industry," *European Journal of Operational Research*, 196(2), 619-627.
24. Fang Fang, Zhiling Guo, and Andrew B. Whinston (2008), "Collective Outsourcing to Market (COM): A Market-Based Framework for Information Supply Chain Outsourcing," *Journal of the Association for Information Systems*, 9(4), 98-118.
25. Zhiling Guo, Gary J. Koehler, and Andrew B. Whinston (2007), "A Market-Based Optimization Algorithm for Distributed Systems," *Management Science*, 53(8), 1345-1358.
26. Zhiling Guo, Fang Fang, and Andrew B. Whinston (2006), "Supply Chain Information Sharing in A Macro Prediction Market," *Decision Support Systems*, 42(3), 1944-1958.

Technical Reports

1. Adam Fugal, Rodney Garratt, Zhiling Guo and Dave Hudson (2017), "A Proposal for a Decentralized Liquidity Savings Mechanism with Side Payments," *R3 working paper*.
2. Zhiling Guo, Robert J. Kauffman, Mei Lin and Dan Ma (2014), "Near Real-Time Retail Payment and Settlement Systems Mechanism Design," *SWIFT Institute working paper*.

Conference and Workshop Papers

1. Zhe Wang, Runyu Tang, Zhiling Guo and Ram Ramesh (2025), "Be Ready for the Future? An Economic Analysis of Over-the-Air Software Updates in New Energy Vehicles," *Conference on Information Systems and Technology (CIST)*, Atlanta, GA.
2. Yousuf Aziz, Zhiling Guo, Niam Yaraghi and Ram Ramesh (2024), "Forward Contracts in Gig Labor Markets: Analysis and Empirical Studies," *Conference on Information Systems and Technology (CIST)*, Seattle, WA.
3. Jianqing Chen, Zhiling Guo and Wenyi Zhang (2024), "Synergizing Creativity: How to Promote Cooperation Between Generative AI and Human Creators," *The 34th Annual POMS Conference*, Minneapolis, MN.
4. Ashok Kasthuri, Aseem Pahuja, Zhiling Guo, Lingxiao Jiang and Richard Banach (2023), "SafeNFT Mart: A DSR Approach to a Secure NFT Marketplace," *The 33rd Workshop on Information Technologies and Systems (WITS)*, Hyderabad, India.
5. Yousuf Aziz, Zhiling Guo, Niam Yaraghi and Ram Ramesh (2023), "Optimal Labor Sourcing with Spot and Forward Contracts in On-Demand Digital Platforms: Theory and Empirical Analysis," *Conference on Information Systems and Technology (CIST)*, Phoenix, AZ.
6. Hao Zhang, Zhiling Guo and Mingzheng Wang (2022), "Personalized Recommendation and Balancing Content Generation and Content Usage on Two-Sided Entertainment Platforms," *The 43th International Conference on Information Systems (ICIS)*, Copenhagen, Denmark. **Best student paper award; Best paper in track**
7. Danyang Song, Xi Chen, Zhiling Guo, Xiao Liu and Ruijin Jin (2022), "What Should Streamers Communicate in Livestream E-Commerce? The Effects of Social Interactions on Live Streaming Performance," *The 43th International Conference on Information Systems (ICIS)*, Copenhagen, Denmark.
8. Yousuf Aziz, Zhiling Guo and Ram Ramesh (2022), "Forward Contract Mechanisms for Optimal Service Sourcing in On-Demand Digital Platforms," *The 32nd Workshop on Information Technologies and Systems (WITS)*, Copenhagen, Denmark. **Best paper nominee**

9. Hao Zhang, Zhiling Guo and Mingzheng Wang (2022), "Personalized Content Recommendation and Display on Two-Sided Entertainment Platforms," *The 18th Symposium on Statistical Challenges in eCommerce Research (SCECR)*, Madrid, Spain.
10. Danyang Song, Xi Chen, Zhiling Guo, Xiao Liu and Ruijin Jin (2022), "What Should Streamers Communicate in E-Commerce Live Streaming? The Effects of Social Interactions on Live Streaming Performance," *The 18th Symposium on Statistical Challenges in eCommerce Research (SCECR)*, Madrid, Spain.
11. Pingfan Ke, Jianqing Chen and Zhiling Guo (2021), "Strategic Behavior and Market Inefficiency in Blockchain-based Auctions," *The 32nd Workshop on Information Systems and Economics (WISE)*, Austin, TX. **Best paper nominee**
12. Danyang Song, Xi Chen, Zhiling Guo and Xin Gao (2021), "What Drives Sales of E-commerce Live Streaming? Evidence from Taobao," *The 14th China Summer Workshop on Information Management (CSWIM)*, Online.
13. Zhiling Guo and Dan Ma (2019), "Optimal Design and Ownership Structures of Innovative Retail Payment Systems," In *Proceedings of the 40th International Conference on Information Systems (ICIS)*, Munich, Germany.
14. Zhiyuan Gao, Zhiling Guo and Qian Tang (2019), "Does Monetary Incentive Increase Microfinance Lending? An Empirical Study of Matching Gift Programs on Kiva," *The 15th Symposium on Statistical Challenges in eCommerce Research (SCECR)*, Hong Kong, China.
15. Aseem Pahuja, Chuan Hoo Tan and Zhiling Guo (2018), "Information Monetization as an Incentive Policy in Enterprise Blockchains," *Workshop on Blockchain and Smart Contracts*, San Francisco, CA.
16. Jianqing Chen, Zhiling Guo and Jian Huang (2018), "An Economic Analysis of Incentivized Positive Reviews," *Proceedings of the 18th International Conference on Electronic Business*, Guilin, China.
17. Zhiyuan Gao, Zhiling Guo and Robert J. Kauffman (2018), "Causal Nowcasting for Country-Pair Payment Flows when Disruptive Events Occur," *The 14th Symposium on Statistical Challenges in eCommerce Research (SCECR)*, Rotterdam, Netherlands.
18. Jianqing Chen, Ling Ge and Zhiling Guo (2018), "An Economic Analysis of Disintermediation on Crowdfunding Platforms," *Proceedings of the 21th Pacific Asia Conference on Information Systems (PACIS)*, Yokohama, Japan.
19. Zhiling Guo, Jin Li and Ram Ramesh (2017), "Optimal Resource Provisioning in Virtualized Cloud Data Centers," *The 25th Workshop on Information Technologies and Systems (WITS)*, Seoul, South Korea. **Best paper nominee**
20. Zhiling Guo and Yuanzhi Huang (2017), "How to Enable Future Faster Payments? An Evaluation of a Hybrid Payments Settlement Mechanism," *Proceedings of the 21th Pacific Asia Conference on Information Systems (PACIS)*, Langkawi, Malaysia.
21. Jianqing Chen and Zhiling Guo (2017), "Online Advertising, Retail Platform Openness, and Long Tail Sellers," *Proceedings of the 11th China Summer Workshop on Information Management (CSWIM)*, Nanjing, China.
22. Ling Ge, Zhiling Guo and Xuechen Luo (2017), "Funders' Contribution Incentives on the Prosocial Crowdfunding Platform," *The 13th Symposium on Statistical Challenges in eCommerce Research (SCECR)*, Ho Chi Minh City, Vietnam.

23. Ling Ge, Zhiling Guo, and Xuechen Luo (2016) "Intermediaries vs. Peer-to-Peer: A Study of Lenders' Incentive on a Donation-Based Crowdfunding Platform," *Proceedings of the 22nd Americas Conference on Information Systems (AMCIS)*, San Diego, CA.
24. Jin Li, Zhiling Guo, and Geoffrey K. F. Tso (2016) "An Economic Analysis of Consumer Learning for Online Entertainment Shopping," *Proceedings of the 20th Pacific Asia Conference on Information Systems (PACIS)*, Chia-yi, Taiwan.
25. Cen Chen, Zhiling Guo, Shih-fen Cheng, and Hoong Chuin Lau (2016), "An experimental investigation of product competition and marketing in social networks," *Proceedings of the 10th China Summer Workshop on Information Management (CSWIM)*, Dalian, China. **Best paper nominee**
26. Ling Ge and Zhiling Guo (2015), "The role of intermediary in sustainable lending: An economic analysis of crowdfunding platform," *Proceedings of the 9th China Summer Workshop on Information Management (CSWIM)*, Hefei, China.
27. Jin Li, Zhiling Guo, and Robert J. Kauffman (2015), "Recovering Household Preferences for Digital Entertainment," *Proceedings of the 48th Annual Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI.
28. Zhiling Guo, Robert J. Kauffman, Mei Lin, and Dan Ma (2015), "Mechanism Design for Near Real-Time Retail Payment and Settlement Systems," *Proceedings of the 48th Annual Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI.
29. Xiong Zhang, Zhiling Guo, and Wei Thoo Yue (2012), "An Economic Analysis of the Online Counterfeit Market and the Impact of Anti-Counterfeit Technology," *Proceedings of the 16th Pacific Asia Conference on Information Systems (PACIS)*, Ho Chi Minh City, Vietnam.
30. Amir Karami and Zhiling Guo (2012), "A Fuzzy Logic Multi-Criteria Decision Framework for Selecting IT Service Providers," *Proceedings of the 45th Annual Hawaii International Conference on System Sciences (HICSS)*, Maui, HI.
31. Zhiling Guo (2012), "Managing Successive Generation Product Diffusion in the Presence of Strategic Consumers," *INFORMS Conference on Information Systems and Technology (CIST)*, Charlotte, NC.
32. Zhiling Guo, Fang Fang, and Andrew B. Whinston (2009), "Managing Supply Uncertainty with an Information Market," *Proceedings of the 8th Workshop on E-Business (WEB)*, Phoenix, AZ.
33. Zhiling Guo (2008), "Market Liquidity Provision for On-Demand Computing," *Proceedings of the 39th Annual Meeting of the Decision Sciences Institute (DSI)*, Baltimore, MD.
34. Wei-yu K. Chiang and Zhiling Guo (2007), "Dynamic Pricing and Optimal Channel Structure for Digital Products," *Proceedings of the 6th Workshop on E-Business (WEB)*, Montreal, Canada.
35. Wei-yu K. Chiang and Zhiling Guo (2007), "Optimal Dual Channel Structures for Digital Products," *Proceedings of the 38th Annual Meeting of the Decision Sciences Institute (DSI)*, Phoenix, AZ.
36. Zhenxue Zhang, Dongsong Zhang, and Zhiling Guo (2007), "Improving Memory-Based Collaborative Filtering using a Factor-Based Approach," *Proceedings of AAAI Workshop on Intelligent Techniques for Web Personalization and Recommender Systems in E-commerce*, Vancouver, Canada.
37. Zhiling Guo (2006), "Impacts of Feedback Systems on Consumer Learning and Reputation-Based Market Competition," *Proceedings of the 37th Annual Meeting of the Decision Sciences Institute (DSI)*, San Antonio, TX.

38. Zhiling Guo and Andrew B. Whinston (2006), “The Impact of Financial Market and Resale Market on Firm Strategies,” *Proceedings of the 39th Annual Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI.

Grants

1. “Analyzing Fundraising and Incentive Mechanisms in Blockchain Project Development within the Open-Source Community: An Economic Perspective,” Principal Investigator, The Global Venture Fund, University of North Texas, 2023-2024.
2. “Garnering Open Source Development Contribution through Firm and Community Partnership,” Co-Principal Investigator, MOE Academic Research Fund Tier 1, 2020-2022.
3. “The Questions of Giving: Crowdfunding for the Poor,” Co-Principal Investigator, General Research Fund, Hong Kong Research Grants Council, 2017-2019.
4. “Near Real-Time Retail Payment and Settlement Systems Mechanism Design,” Principal Investigator, The SWIFT Institute, 2014–2015.
5. “Exploring the Effectiveness of Online Role-Play Gaming in the Acquisition of Tacit and Explicit Knowledge: A Pilot Study,” Co-Principal Investigator, Seed Grant, City University of Hong Kong, 2012–2013.
6. “Tapping into the Wisdom of Crowds - A Theoretical and Empirical Investigation of Socially Intelligent Computing,” Principal Investigator, Start-up Grant, City University of Hong Kong, 2011–2013.
7. “A Bundle Trading Exchange Framework for Cloud Computing and Dynamic Resource Allocation,” Principal Investigator, Strategic Research Grant, City University of Hong Kong, 2012–2013.
8. “Infusing Entrepreneurship into Teaching: How to do Real Business in Virtual Economy,” Principal Investigator, Faculty Innovation Grant, University of Maryland, Baltimore County, 2009–2010.
9. “An Online Auction Approach to Manage Real-Time Enterprise,” Principal Investigator, New Faculty Start-up Grant, University of Maryland, Baltimore County, 2005–2007.

Awards, Recognition and Honors

1. Outstanding Senior Faculty Researcher Award, G. Brint Ryan College of Business, University of North Texas (2025)
2. Best Student Paper Award, International Conference on Information Systems (ICIS 2022)
3. Best Paper in Track “Online Reviews and Recommendations,” International Conference on Information Systems (ICIS 2022)
4. Lee Kong Chian Fellowship, Singapore Management University (2019-2021)
5. Lee Kong Chian Fellowship, Singapore Management University (2015-2016)
6. Certificate of Excellence in Reviewing, Decision Support Systems (2013)
7. Summer Faculty Fellowship, University of Maryland, Baltimore County (2008)
8. University Continuing Fellowship, The University of Texas at Austin (2004)
9. McCombs School of Business Dean’s Fellowship, The University of Texas at Austin (2003)

10. Center of Research in Electronic Commerce Fellowship, The University of Texas in Austin (2001, 2002)

Professional Activities

1. Associate Editor

- INFORMS Journal on Computing (2017–Now)
- MIS Quarterly (2020–2023)

2. Senior Editor

- Production and Operations Management (2021–Now)
- Decision Support Systems (2014–Now)

3. Executive Editor

- Information Systems Frontiers (2010–Now)

4. Guest Editor

- MIS Quarterly, Guest Senior Editor (2022–2024)
- MIS Quarterly, Guest Associate Editor (2024)
- INFORMS Journal on Computing, Guest Editor for special issue on “Responsible AI and Data Science for Social Goods” (2024–Now)

5. Conference and Workshop Co-Chair

- Track: E-Commerce and Mobile Commerce, International Conference on Information Systems (ICIS 2023)
- Track: Economics of IS, Pacific-Asia Conference on Information Systems (PACIS 2023)
- Track: Professional Development Workshop, International Conference on Information Systems (ICIS 2022)
- Track: Sharing Economy, Platforms and Crowds, International Conference on Information Systems (ICIS 2021)
- INFORMS E-business cluster (2019)
- SMU Summer Institute Workshop on Analytics for Business, Consumer and Social Insights (BCSI), Singapore Management University (2013–2015)

6. Program Committee Member

- Conference on Information Systems and Technology (CIST, 2011–Now)
- The Annual Workshop on Information Technologies and Systems (WITS, 2010–Now)
- The China Summer Workshop on Information Management (CSWIM, 2010–Now)
- The Workshop on e-Business (WEB, 2009–2018)
- International Conference on Electronic Commerce (ICEC, 2014–2016)
- Pacific Asia Conference on Information Systems (PACIS, 2016, 2019)

7. President

- INFORMS E-business cluster (2021)

8. Others

- Panelist, Pacific-Asia Conference on Information Systems (PACIS 2024)
- Mentor, Doctoral Consortium, Pacific-Asia Conference on Information Systems (PACIS 2023)

- Mentor, Doctoral Consortium, International Conference on Information Systems (ICIS 2021)
- Mentor, MIS Quarterly Reviewer Development Workshop (2021, 2022)
- Mentor, MIS Quarterly Author Development Workshop (2021)

Teaching

1. Undergraduate Courses

- IS 215 Digital Business – Technologies and Transformation (2021–2023)
- COR 1305 Spreadsheet Modelling and Analytics (2019–2020)
- IS 102 Computer as an Analysis Tool, Singapore Management University (2013–2019)
- IS 4834 Business Intelligence & Analytics, City University of Hong Kong (2013)
- IS 300 Management Information Systems, University of Maryland, Baltimore County (2006–2011)
- IS 425 Decision Support Systems, University of Maryland, Baltimore County (2008)

2. Graduate Courses

- BUSI 6240 Applied Multivariate Statistics, University of North Texas (2024–Now)
- BCIS 5150 Leveraging Information Technology for Business, University of North Texas (2023–Now)
- IS 713 Foundations for Data Analytics, Singapore Management University (2019–2023)
- IS 5740 Management Support and Business Intelligence Systems, City University of Hong Kong (2012)
- IS 601 Foundations of Information Systems, University of Maryland, Baltimore County (2005–2010)
- IS 603 Decision Support Systems, University of Maryland, Baltimore County (2007)
- IS 698 Special Topics on IT-Enabled Supply Chain Management, University of Maryland, Baltimore County (2008)
- IS 612 Master of IT in Business Capstone Project, Singapore Management University (2016)
- IS 771 Empirical Research Project, Singapore Management University (2015)

Ph.D. Students

1. Ph.D. Supervisor and Committee Chair

- Danyang Song, Singapore Management University (2021–2025)
- Hao Zhang, Singapore Management University (2021–2024)
- Zhiyuan Gao, Singapore Management University (2015–2020)

2. DBA Supervisor and Committee Chair

- Chao Chen, Shanghai Jiaotong University & Singapore Management University (2021–2023)
- Xinyong Liu, Shanghai Jiaotong University & Singapore Management University (2020–2022)
- Qian Zeng, Shanghai Jiaotong University & Singapore Management University (2020–2022)

3. Ph.D. Committee Member

- Deng Qiuyan, Singapore Management University (2017–2021)
- Jing Ren, Singapore Management University (2017–2019)
- Dan Geng, Singapore Management University (2017–2018)
- Kustini Lim-Wavde, Singapore Management University (2013–2018)

- Tony Zhang, University of Maryland, Baltimore County (2013)
- Yaser Mowafi, University of Maryland, Baltimore County (2009)
- Yunfang Feng, University of Maryland, Baltimore County (2007)

Current Memberships

1. Association of Information Systems (AIS)
2. Operations Research and Management Sciences (INFORMS)