

Introduction to “Digital Transformations of Business Operations” Minitrack

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This year “Digital Transformations of Business Operations” minitrack at HICSS has accepted six papers that explore the increasingly complex roles that advanced information technologies play in healthcare, business operations, and consumer decisions and activities. These papers are as follows:

- *The Effect of Interpretable Artificial Intelligence on Repeated Managerial Decision-Making under Uncertainty*: This study empirically addresses the challenging issue of decision-makers making repetitive business decisions in uncertain conditions by analyzing how different interpretability approaches affect AI adoption and trust under varying levels of uncertainty. Surprisingly, the study finds that providing interpretability does not necessarily increase AI adoption but may even reduce AI adoption. Interestingly, even though AI adoption was higher, trust in the AI recommendations was significantly lower in high uncertainty compared to low uncertainty across all interpretability types. The evidence is clear that showing the cumulative monetary performance of AI to the users as a benchmark, side by side with their own monetary performance, enhances trust in the AI recommendations.
- *Solving trade-offs between resilience and sustainability in supply chains: a case study on real-time tracking technologies*: This study conducted semi-structured interviews to analyze the interactions of the two objectives of supply chain, i.e., resilience and sustainability. It suggests using real-time tracking technologies to overcome their tensions and add value to the supply chain by increasing transparency and strengthening collaboration and communication capabilities.
- *Effect of New Goal Disclosure on Service Employee’s Effort Allocation: A Quasi-Experiment Study*: This paper examines the impact of goal disclosure on employees’ effort allocation. Using a DID analysis and a unique dataset, the authors find that employees try better to serve new customers in response to organizational goal disclosure. The empirical results show that even without monetary incentives, goal disclosure can motivate service

employees to voluntarily allocate their effort according to the organization’s new goal.

- *Information Technology and Human Resource Management: Revisiting the Past to Inform the Future*: This paper examines the mixed findings on the effectiveness of information technology (IT) in human resource management (HRM). The authors conducted a thorough literature review and developed a framework to categorize the outcomes of IT use in HRM. Guided by the framework, they highlight possible explanations for the observed inconsistencies and propose remedies to enhance research in this field. This study helps us better understand how IT supports HRM.
- *Tele-Follow-Up and Outpatient Care*: This paper empirically examines the impact of adoption of telemedicine for follow-up care on patient care. Through a difference-in-difference design, the authors find that tele-follow-up not only significantly increases patients’ follow-up visits but also onsite initial and follow-up visits. Moreover, they find empirical evidence that improved patients’ access to follow-up care is associated with a significant reduction in readmission rate. This study expands our understanding of the promise of telemedicine in improving patient care through improved access to follow-up care. This paper has been nominated as the best paper of this minitrack.
- *The Dynamic Integration of AI - Driven Telemedicine with In-Office Specialty Care*: This study addresses a challenging issue faced by general healthcare systems, physician shortage and excessive patient wait time for care. The authors proposed and tested a new workflow, Dynamic Flows Diversion, using field data from a large HMO. In the tested hybrid service system, the workload of in-person specialists is shared by on-demand independent specialists facilitated by an AI system. By modeling the system as a two-dimensional Markov Chain, they show that the proposed new system is promising in reducing patient waiting times even when AI-driven virtual care serves just a small proportion of patients.