AT&T Distinguished Speaker Series

“Researching Affect between Humans and Conversational Agents: Challenges and Future Directions”

Atreyi Kankanhalli, Ph.D.
AIS Fellow, Provost's Chair Professor,
Dept. of Information Systems and Analytics, School of Computing,
National University of Singapore

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Zoom Link:
https://utsa.zoom.us/j/98399011986?pwd=NVdsb3RCMVcveW95ZW8yQmR0R1FYUT09

Abstract
Conversational agents (CAs) are digital artifacts which communicate with humans through natural language for performing a variety of tasks. When humans interact with CAs, affective responses e.g., emotions, are seen to
influence both CA adoption and performance. Despite the vital role of affect in human-CA interaction, understanding of its antecedents, affective outcomes, and their relationships is nascent. Motivated thus, we draw on prior research to classify affective outcomes and identify corresponding antecedents. We further analyze the relationships between antecedents and outcomes and highlight significant relationships as well as inconsistent findings. We contribute by developing a deeper understanding of research on affect between humans and CAs, identifying gaps in prior knowledge, and outlining future research directions. Additionally, we provide examples of our ongoing work in this area.

Bio
Atreyi Kankanhalli is Provost’s Chair Professor in the Department of Information Systems and Analytics at the National University of Singapore. She has served as Deputy Head (Research and Administration), Assistant Dean (Research) and Assistant Dean (Undergraduate Studies) at her School. She has had visiting stints at UC Berkeley, London School of Economics, and ESSEC Business School. Prior to joining NUS, she had considerable experience in industrial R&D and has consulted for a number of organizations. Kankanhalli conducts research in the areas of online communities and digital collaboration, human-AI collaboration, digital transformation and innovation e.g., eGovernment, Healthcare, and open innovation, with a range of organizations sponsored by government and industry grants. Her work has appeared in premium journals, such as MIS Quarterly, Information Systems Research, Research Policy, PNAS, and Journal of Management Information Systems, among others. She has over 200 publications, which have been highly cited.

Kankanhalli has received the ACM-SIGMIS Best Doctoral Dissertation award, IBM Faculty Award, Singapore 100 Women in Tech, among others and a number of best paper awards. She is serving or has served on the boards of ISR (Associate Editor), MISQ (Senior Editor, Associate Editor), JAIS (Senior Editor) and Information and Management (Associate Editor) among others. She has been Program Chair for ICIS 2021, ICEGOV 2018, PACIS 2015, and BDAH 2014. She has also been the Doctoral Consortium Chair for ICIS 2022 and AMCIS 2023. She has been invited to serve on the ICKM and SSME Councils. She has also served as the AIS Vice President for Region 3. She was recognized as an AIS Fellow for her contributions to IS academia.