

Zhenjiao Chen

Personal Information

Gender: Female

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Research Field

- E-commerce (live streaming e-commerce, short video shopping, social e-commerce, etc.)
 - E-government
 - Information systems behavioristics
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Introduction

Prof. Chen has conducted think tank research in related research fields, and has received positive comments from Chinese national leaders including members of the Standing Committee of the Political Bureau of the CPC Central Committee and Vice Premier of the State for many times. She has published think tank articles in People's Daily (theoretical edition) and Economic Daily (theoretical edition) for many times. In recent years, she also has published more than 40 academic papers in Decision Support Systems, Information & Management, Journal of IEEE Transactions on Engineering Management, Information & Management, and Asia Pacific Journal of Management, etc. She acts as the principal investigator of 15 research projects, including 4 National Natural Science Foundation, 2 Beijing scientific research projects, and so on. She has won the award of Teachers' Teaching ability Competition of UIBE; the award of the National Curriculum Ideological and Political Demonstration Courses & Famous teachers; the award of Huiyuan Outstanding Young Scholar of UIBE; the award of the 7th "National 100 Excellent Management Cases; the Highly Commended Award of Emerald/EFMD Outstanding Doctoral Research Awards. She was also awarded the title of Outstanding Talents of Beijing and the title of Beijing Young Talents.

Research

Journal Publication

1. T. Yang, Y. Liu, Z. **Chen**, J. Deng*(forthcoming) Change of Productivity Loss Due to Presenteeism Among the Ageing Workforce: Role of Work Support, Workplace Discrimination, and the Work–Nonwork Interface. Human Resource Management Journal. (SSCI, JCR Q1)
2. B.Lu & **Z.Chen***(2021) Live streaming commerce and consumers' purchase intention: An uncertainty reduction perspective. Information & Management. (Online Publication). <https://doi.org/10.1016/j.im.2021.103509> (SSCI, UIBE-A)

3. X.Hu, **Z.Chen*** & R. Davison (2021) Charting Consumers' Continued Social Commerce Intention. *Internet Research*. (Online Publication).DOI 10.1108/INTR-07-2020-0397. (SSCI, JCR Q1)
4. X.Shen,Y.Li, Y.Sun, **Z.Chen** & F.Wang (2019) Understanding the Role of Technology Attractiveness in Promoting Social Commerce Engagement: The Moderating Effect of Users' Interest, *Information & Management* (56:2), pp. 294-305. (SSCI, UIBE-A)
5. **Z.Chen***, R.Davison & J.Mao, (2018) When and How Authoritarian Leadership and Leader Renqing Orientation Influence Tacit Knowledge Sharing Intentions. *Information & Management*. 55(7): 840-849. (SSCI, UIBE-A)
6. **Z.Chen*** & D. Vogel (2016) How to satisfy citizens? Using mobile government to reengineer fair government processes. *Decision Support Systems*.82. 47-57. (SSCI, UIBE-A)
7. K.Leung, **Z.Chen***, F. Zhou & K. Lim (2014) The Role of Relational Orientation as Measured by Face and Renqing in Innovative Behavior in China: An Indigenous Analysis. *Asia Pacific Journal of Management*. 31.105-126. (SSCI) .
8. **Z.Chen***, X.Qin & D. Vogel. (2012) Is Cooperation a Panacea? The Effect of Cooperative Response to Task Conflict on Team Performance. *Systems Research and Behavioral Science*. 29(2) 163-178. (SSCI)
9. **Z.Chen***, X.Zhang & D. Vogel (2011) Exploring the Underlying Processes between Conflict and Knowledge Sharing: A Work-Engagement, *Journal of Applied Social Psychology*. 41(5).1005-1033. (SSCI)
10. **Z.Chen***, X.Zhang, K. Leung & F. Zhou (2010). Exploring the interactive effect of time control and justice perception on job attitudes, *Journal of Social Psychology*. 150(2).181-197. (SSCI)
11. X.Zhang, **Z.Chen***, D. Vogel, M. Yuan & C. Guo (2010). Knowledge Sharing Reward Dynamics in Knowledge Management Systems: Game Theory-Based Empirical Validation, *Human Factors and Ergonomics in Manufacturing*. 20(2),103-122 (SCI/EI)
12. **Z.Chen***, J.Li & B Ma (2010). When Task Conflict Triggers Relationship Conflict. *Journal of Beijing Institute of Technology* 19. pp167 (EI)
13. **Z.Chen***, D Zhao (2010). The Effect of Conflict and Trust on Knowledge Sharing. *Journal of Beijing Institute of Technology* 19. pp167 (EI)
14. X.Zhang, M.Yuan, **Z.Chen** & D.Vogel (2009) Antecedents of coordination effectiveness of software developer dyads from interacting teams: an empirical investigation. *IEEE Transactions on Engineering Management*, 56(3), 494-507. (SSCI/EI)
15. X.Zhang, **Z.Chen***, D. Vogel & C. Guo (2009). Exchange ideology as a moderator of knowledge sharing in virtual teams: A social exchange theory perspective. *International Journal of Internet and Enterprise management*, 6(2), 143-163. (EI)
16. **Z.Chen***, X.Zhang & D.Zhao (2008). Leadership effectiveness in the Chinese enterprises: the roles of Chinese leadership and employee's individual orientation. *International Journal of Chinese Culture and Management*, 1(3), 343-358.
17. X.Zhang, M.Yuan, D.Vogel & **Z.Chen** (2008). National and Organizational Cultural Impact on Intergroup Coordination in Software Development in Mainland China: A Qualitative Analysis, *International Journal of Chinese Culture and Management*, 1(3).
18. Z.Chen, F.Xu, Y.Gu, M.Song. (2017). How Does G2C E-government Service Quality Promote Users' Sustainable Use——Means-End Chain Perspective. *Information Science*, 35(9), 90-95.

19. **Z.Chen, L.Shi.** (2015). How to promote industry-university-research collaborative innovation? *Macroeconomic Management* (4), 32-34.
 20. **Z.Chen, D.Zhao, X.Wei.** (2012). An empirical study on the impact of team relationship conflict on knowledge sharing. *Science and Technology Progress and Countermeasures*, 29(7), 122-127.
 21. **Z.Chen, D.Zhao** (2011). The mediating mechanism of relationship conflict affecting team outcomes, *Journal of Beijing University of Technology*, 13(3), 5-10.
 22. **Z.Chen, J.Li, B.Ma.** (2011). The application of game theory to relationship conflict management, *Mathematical Practice and Understanding*, 5, 70-74.
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Think Tank Research

1. **Z.Chen**, Suggestions on the governance of e-commerce platforms, Published by national ministries internal reference outlets and approved by Chinese national leaders, 2022
 2. **Z.Chen**, Suggestions on the high-quality development of e-commerce live streaming during the "14th Five-Year Plan" period, Published by national ministries internal reference outlets and approved by Chinese national leaders, 2020
 3. **Z.Chen**, Suggestions on the monopoly of private capital in the field of e-commerce, Published by national ministries internal reference outlets and approved by Chinese national leaders, 2020.
 4. **Z.Chen**, Cultivating the driving forces of "Internet+" consumption, *People's Daily (Theoretical Edition)*, 2020-03-31.
 5. **Z.Chen, Z. Xiong**, Education digitization helps education reform and development. *People's Daily (Theoretical Edition)*, 2022-12-05.
 6. **Z.Chen**, How digital transformation promotes common prosperity of farmers in rural areas? *Economic Daily (Theoretical Edition)*, 2021-12.
 7. **Z.Chen et al.**, Research report on the development of cross-border e-commerce, Published by central media internal reference outlets, 2022.
 8. **Z.Chen**, Supervision and punishment of the "empty package" phenomenon in e-commerce logistics, Published by central media internal reference outlets, 2020.
 9. **Z.Chen**, Governance of live streaming dark-side, Published by central media internal reference outlets, 2021.
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Books and Cases

1. **Z.Chen**, Hierarchical research on the relationship between task conflict and team innovation--perspective of social information processing, Beijing: Beijing Institute of Technology Press, 2017. (190,000 words)
2. **Z.Chen, B.Cheng, D.Zhang, P.Liu, et al.**(2016). Keeping professional boundary and crossing network boundary: Ant white-collar professional financial service platform "Nesting". Award of the 7th "National 100 Excellent Management Cases".

Research Projects

1. PI(Principal investigator): “Research on the Effects of the Technology Affordance of Rural Live Streaming E-commerce on Users’ Perceived Uncertainty and Loyalty” ; “Huiyuan” Outstanding Young Scholar Project of University of International Business and Economics (UIBE) (No.21YQ11) (2022-2024)
2. PI: “The Relationship between the Value Co-creation and Customer Loyalty in Live Streaming E-commerce Community--Perspective of Activity Theory”; Research Project Initiated by New Staff of UIBE (2022-2024)
3. PI: Curriculum Ideological and Political Demonstration of Project Management” course in School of Information Technology & Management, UIBE-- (2021-2022)
4. PI: “Exploring the Effects of Rural Live Streaming E-commerce on User Stickiness and Repeat Purchase in Sinking Markets”National Natural Science Foundation of China (No.72072013) (2021-2024)
5. PI: “Reverse Transfer Mechanism of Tacit Knowledge in Mentorship Network of Chinese Multinational Enterprises ”; National Natural Science Foundation of China (No. 71471017) (2015-2018)
6. PI: “Hierarchical Research on the Relationship between Task Conflict and Team Innovation--Perspective of Social Information Processing”; National Natural Science Foundation of China (No. 71002101), (2011-2013)
7. PI: “Exploring the Psychological Effects of Team Conflict on Team Knowledge Sharing”; International Cooperation and Exchange Project of National Natural Science Foundation of China (No.71110107007).
8. PI: “A Study on the Relationship between Local Management Culture and Employee Innovation in Cross-border Mergers and Acquisitions of Chinese Enterprises”; Beijing Young Talents Program(No. YETP1164), (2014-2016)
9. PI: “Research on the Influence Mechanism of R&D and Innovation in Beijing New Energy Enterprises and Industry” Beijing Outstanding Talents Funding Program,(2014-2016)

Conference Papers

1. **Z.Chen***, I.Benbasat & R.Cenfetelli(2019) The influence of e-commerce live streaming on lifestyle fit uncertainty and online purchase intention of experience products (HICSS,2019) .
2. **Z.Chen***, I.Benbasat & R.Cenfetelli (2017), Grassroots Internet Celebrity Live Streaming” Activating IT Mediated Lifestyle Marketing Services at e-Commerce Websites, 38th International Conference on Information Systems, Seoul, Korea (ICIS, 2017) (EI)(AIS-A).
3. **Z.Chen***, M.Song, L.Jia & Z.Wang (2017), How Authoritarian Leadership and Renqing Orientation Improve Tacit Knowledge Sharing, Proceedings of the 50th Hawaii International Conference on System Sciences, (HICSS, 2017) (EI). (AIS-A).
4. X.Shen, Y.Li, Y.Sun, **Z.Chen**, Z. Zhang & J. Zhao (2017), How to Increase Users’Social Commerce Engagement? A Technology Attractiveness Model, Proceedings of the 50th Hawaii International Conference on System Sciences, (HICSS, 2017). (AIS-A).
5. T.Yang, J.Deng, Y.Liu, **Z.Chen**, & Y.M.Shen (2016). Chinese medical staffs in private hospitals are more productive than those in public hospitals, really?, International Conference on Sustainable Employability(INCOSE).

6. **Z.Chen*** & D.Vogel (2015) How Mentorship Improves Reverse Transfer of Tacit Knowledge in Chinese Multinational Companies (MNCs). 24th International Conference on Information Systems Development (ISD 2015).
 7. J.Chen, X.Shen & **Z.Chen** (2014), Understanding Social Commerce Intention: A Relational View, 47th Hawaii International Conference on System Sciences (HICSS)
 8. **Z.Chen*** & D.Vogel (2014) Mobile Government: How to Improve Fairness in Public Administration Management. Proceedings of the Twentieth Americas Conference on Information Systems (AMCIS 2014) (Best Paper Nomination).
 9. **Z.Chen*** & K.Leung (2010). The effect of team conflict and task type on team knowledge sharing through transactive memory system, Proceedings of 2nd IEEE International Conference on Information Management and Engineering (IEEE ICIME 2010)
 10. D.Vogel, **Z.Chen**, Q.Bi, Z.Yan & J.Hong (2010) m-Government in China: Observations and Reflections, Proceedings of the Twelfth Americas Conference on Information Systems (AMCIS 2010)
 11. X.Zhang, **Z.Chen** & C.Guo (2009), Opening the 'Black Box' between Conflict and Knowledge Sharing: A Psychological Engagement Theory Perspective, Proceedings of the 42th Hawaii International Conference on System Science (HICSS 2009).
 12. K.Leung, **Z.Chen***, F.Zhou & K.Lim (2009). Relationship between Traditional Culture and innovation in China: The effects of Face and Renqing. 6th Asia Academy of Management Conference (AAOM 2009)
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Awards

- Award of Teachers' Teaching ability Competition of UIBE, 2021
 - The National Curriculum Ideological and Political Demonstration Courses & Famous teachers, 2021
 - Huiyuan Outstanding Young Scholar of UIBE, 2022
 - Award of the 7th "National 100 Excellent Management Cases, 2016
 - Outstanding talents of Beijing, 2014
 - Beijing Young Talents, 2014
 - AMCIS nomination for best paper, 2014
 - Emerald/EFMD Outstanding Doctoral Research Awards-Highly Commended Award, 2009
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Academic/Social Part-time Jobs

- Peer reviewer, National Natural Science Foundation of China
- Member of AIS, Association of Information Systems
- Member of CNAIS, Chinese Association of Information Systems
- Member of HICSS, Hawaii International Conference on System Science
- Reviewer, Decision Support Systems (SSCI)
- Reviewer, Information & Management (SSCI)
- Reviewer, Electronic Commerce Research (SSCI)
- Reviewer, Information & Technology People (SSCI)