

Jorge Mejia

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ACADEMIC EMPLOYMENT

Indiana University

Associate professor in Operations & Decision Technologies
Kelley School of Business, 2016-present
Grant-Thornton Scholar, 2020-present

EDUCATION

University of Maryland

Ph.D. in Information Systems, 2016

Dissertation: "The New Analytics of Social Media in Services"

Committee: Anand Gopal (Chair), Ritu Agarwal, Shawn Mankad, Michael Trusov and Jennifer Golbeck

Interests: Social media analytics, transparency, interdisciplinary research, service quality

Georgia Institute of Technology

M.S. in Electrical and Computer Engineering, *Highest honors*, 2007

B.S. in Computer Engineering, *Highest honors*, 2006

PUBLICATIONS

- [1] Corbett, C. J., Narayanan, S., [16 others], Mejia, J., and Zobel, C. (2025). Diversity, Equity and Inclusion and Operations Management: Critical Linkages and Research Opportunities. Forthcoming at *Production and Operations Management*.
- [2] Attari, I., Helm, J., & Mejia, J. (2024). Hiding behind Complexity: Supply Chain, Oversight, Race, and the Opioid Crisis. *Production and Operations Management*. <https://doi.org/10.1177/10591478241242126>
- [3] Seol, S., Mejia, J., & Dennis, A. (2024). Lying for viewers: A co-mingled partisan falsehood in a political news video increases viewing and sharing by leveraging speaker and media firm reputations. at *MIS Quarterly*. <https://doi.org/10.25300/MISQ/2023/17928>
- [4] Zhai, C., Bretthauer, K., Mejia, J., & Pedraza-Martinez, A. (2023). Improving drinking water access and equity in rural Sub-Saharan Africa. *Production and Operations Management*, 32, 2921–2939. <https://doi.org/10.1111/poms.14016>
- [5] Murphy MC*, Mejia AF*, Mejia J*, Yan X*, [20 others], Mabry PL**, Ressler S**, Diekman A** and Pestilli F**. (2020). Open Science, Communal Culture, and Women's Participation in the Movement to Improve Science. *Proceedings of the National Academy of Science*. <https://doi.org/10.1073/pnas.1921320117>
*Shared first author contribution
**Shared senior author contribution
- [6] Mejia, J., Gopal, A., & Trusov, M. (2020). Deal or No Deal? Online Deals, Retailer Heterogeneity and Brand Evaluations in the Competitive Environment. *Information Systems Research*. <https://doi.org/10.1287/isre.2020.0933>
- [7] Mejia, J., Mankad, S., & Gopal, A. (2020). More Than Just Words: Service Quality Dimensions in Online Reviews and Firm Survival. *Manufacturing & Service Operations Management*. <https://doi.org/10.1287/msom.2020.0883>
- [8] Mejia, J. & Parker, C. (2020). When Transparency Fails: Bias and Financial Incentives in Ridesharing Platforms. *Management Science*. <https://doi.org/10.1287/mnsc.2019.3525>

- [9] Mejia, J., Mankad, S., & Gopal, A. (2019). A for Effort? Using the Crowd to Identify Moral Hazard in New York City Restaurant Hygiene Inspections. *Information Systems Research*, 30(4), 1363-1386. <https://doi.org/10.1287/isre.2019.0866>
- [10] Mejia, J., Mejia, A., & Pestilli, F. (2019). Open data on industry payments to healthcare providers reveal potential hidden costs to the public. *Nature Communications*, 10(1), 1-8. <https://rdcu.be/bRvTq>
- [11] Mejia, J., Urrea, G., & Pedraza-Martinez, A. J. (2019). Operational transparency on crowdfunding platforms: effect on donations for emergency response. *Production and Operations Management*, 28(7), 1773-1791. <https://doi.org/10.1111/poms.13014>

Manuscripts Under Review (Doctoral students are underlined)

- Parker, C., Mejia J., Pestilli, F. “The Spread of COVID-19 Increases with Individual Mobility and Depends on Political Leaning.” Major revision at *Health Care Management Science*.
- Zhai, C., Parker, R., Bretthauer, K., Mejia, J., Pedraza-Martinez, A. Keep water flowing: The hidden crisis of rural water management. Under review at *Manufacturing & Service Operations Management*.
- Seol, S., Mejia, J., Dennis, A. “Partisan Social TV: The Role of Online Sharing During Broadcasts in Shaping Cable News Audiences.” Under review at *MIS Quarterly*.

Working Papers (Doctoral students are underlined)

- Atari, L., Mejia, J., Helm, J. “Turning a Blind Eye: Buyer-Supplier Relationships and Drug Diversion in the Prescription Opioid Supply Chain.” Targeting *Management Science*
- Mejia, J. and Parker, C. “When Systems Fail: Remote Worker Accuracy and Operational Transparency.” Targeting *Manufacturing & Service Operations Management*.
- Mejia, J., Gopal, A., George, G. “The Long-term Effects of a Short-term Helping Hand? Software Startups, Mentorship, and Survival in Business Accelerators.” Targeting *Academy of Management Journal*

Work in Progress (Doctoral students are underlined)

- Traeger, M., Kelley, K., Mejia, J., Pedraza-Martinez, A. J. “Gender and Charitable Crowdfunding Success: How Organizer Gender Shapes Aid to Emergency Victims.” *Analyses stage*.
- Mejia, J., Urrea, G., Pedraza-Martinez, A. J. “Charity standards and crowdfunding donations.” *Analyses stage*.

AWARDS, GRANTS, AND SCHOLARSHIPS

Recognition by Academic and Professional Organizations (* upcoming)

- INFORMS Service Science Best Cluster Paper Award Competition. Finalist. 2024
- MSOM. Best student paper award. Finalist. 2022.
- POM Humanitarian Operations and Crisis Management (HOCM). Best paper award. Finalist. 2022.
- INFORMS Information Systems Society (ISS) Gordon B. Davis Young Scholar Award. Winner*. 2021.
- INFORMS Information Systems Society (ISS) Bapna-Ghose Social Justice Best Paper Award. Winner*. 2021
- POMS Humanitarian Operations and Crisis Management (HOCM). Best paper award. Finalist. 2021.
- INFORMS Service Science. Best Paper Award. Finalist. 2019.
- POM Humanitarian Operations and Crisis Management (HOCM). Best paper award. Runner Up. 2019.
- International Conference on Information Systems (ICIS). Best section paper award. Winner. 2016.
- Conference on Information Systems and Technology (CIST). Best video abstract award. Finalist. 2014.
- Conference on Information Systems and Technology (CIST). Best poster award. Finalist. 2014.

Recognition by Departments, Schools, Universities, and Governments

- Kelley School of Business, Outstanding Research Award - Assistant Professor. 2020.
- Kelley School of Business, Operations & Decision Technologies (ODT). Faculty Scholar Award. 2020.
- Kelley School of Business, Data Funding Grant. \$10,937. 2020.
- Kelley School of Business, Data Funding Grant. \$2,200. 2017.
- Robert H. Smith School of Business, Outstanding graduate assistant award. 2016.
- University of Maryland, Jacob K. Goldbarber Travel Grant. \$2,000. 2015.
- University of Maryland, International Conference Student Support Award (ICSSA). 2015.

University of Maryland, Center for International Business Education & Research (CIBER), *Award for research related to international business. \$4,000.* 2014.
University of Maryland, Gerald and Deana Stempler Award. *Award on leadership and management research. \$5,000.* 2014.
Chilean Ministry of Economy. *Startup-Chile Accelerator Startup Grant. \$45,000.* 2013.
Robert H. Smith School of Business, *Dean's Research Fellowship.* 2011-2015.
Georgia Institute of Technology, Goizueta Foundation. *Scholarship to the top electrical and computer engineering student in an academic year at the Georgia Institute of Technology.* 2005.

PRESENTATIONS

Invited Presentations (* upcoming)

London Business School, 2022

“When Systems Fail: Remote Worker Accuracy and Operational Transparency”

Georgetown University, McDonough School of Business, Operations and Information Management, 2021

“When Transparency Fails: Bias and Financial Incentives in Ridesharing Platforms”

POMS, Humanitarian Operations and Crisis Management, Online, 2021

“Charity standards and crowdfunding donations”

INFORMS, Service Strategy, Washington, D.C. 2020

“Operational Transparency Under System Failure.”

INFORMS, Service Strategy, Washington, D.C. 2020

“Using big data analytics to improve clean water access in developing countries.”

INFORMS, Cluster: Best Service Science Paper I, Seattle, 2019

“When Transparency Fails: Bias and Financial Incentives in Ridesharing Platforms.”

INFORMS, Cluster: Non-profit Logistics, Seattle, 2019

“Access to Safe Water: Operational Challenges of Water Filter Supply in Ethiopia.”

POMS, Economics Models in Operations Management, Washington, D.C., 2019

“Operational Transparency for Digital Employees.”

POMS, Humanitarian Operations and Crisis Management Track, Houston, 2018

“Operational Transparency in Crowdfunding for Natural Disasters.”

INFORMS, Cluster: Marketing Science, Philadelphia, 2015

“Deal or No Deal? The Quality Implications of Online Daily Deals and Competition.”

INFORMS, Cluster: Modeling and Methodologies in Big Data, Philadelphia, 2015

“Restaurant Hygiene Grades and Online Reviews.”

INFORMS, Cluster: Revenue Management and Pricing, Philadelphia, 2015

“More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”

D.C. Data Meetup: Machine Learning and Cities Series, Washington, D.C., 2014

“More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”

University of Maryland, Computer Science Department: Computational Linguistics and Information
Kauffman Doctoral Consortium on Entrepreneurship Research. “Research on accelerators.” 2014-2015.

Processing (CLIP) Series, College Park, MD, 2014

“More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”

Conference Presentations

INFORMS, Phoenix, 2023

“Hiding Behind Complexity: Supply Chain, Oversight, Race, and the Opioid Crisis”

CIST, Seattle, 2024*

“Partisan Social TV: The Role of Online Sharing During Broadcasts in Shaping Cable News Audiences”

SCECR, Bogota, Colombia, 2023

“Hiding Behind Complexity: Supply Chain, Oversight, Race, and the Opioid Crisis”

International Conference on Information Systems (ICIS), San Francisco, 2018

- “Now and Later: Mentorship, Investor Ties and New Venture Performance in Entrepreneurial Seed Accelerators.”
 Conference on Information Systems and Technology (CIST), Phoenix, 2018
 “Underrepresented and LGBT in the Sharing Economy: Bias and Financial Incentives in Ridesharing Platforms.”
 Empirical Workshop in Operations Management, Philadelphia, 2018
 “Underrepresented and LGBT in the Sharing Economy: Bias and Financial Incentives in Ridesharing Platforms.”
 MSOM, Humanitarian Operations and Crisis Management Track, Dallas, 2018
 “Operational Transparency in Crowdfunding for Natural Disasters”
 International Conference on Information Systems (ICIS), Seoul, Korea, 2017
 “Does Lying Lead to Higher Ratings? The Effects of Lying on Cable TV Viewership and its Diffusion via Social Media.”
 Workshop on Information Systems and Economics (WISE), Seoul, Korea, 2017
 “White Lies vs. Black Lies: A Study of Fact-Check Sites, Bias, and Information Asymmetry.”
 Workshop on Information Systems and Economics (WISE), Seoul, Korea, 2017
 “Underrepresented and LGBT in the Sharing Economy: Bias and Financial Incentives in Ridesharing Platforms.”
 International Conference on Information Systems (ICIS), Dublin, Ireland, 2016
 “Deal or No Deal? Consumer Expectations and Competition in Daily Deals.”
 Conference on Information Systems and Technology (CIST), Nashville, 2016
 “Identifying Moral Hazard in NYC Restaurant Online Hygiene Inspections with Reviews.”
 Conference on Information Systems and Technology (CIST), Philadelphia, 2015
 “More Than Just Words: Service Quality Dimensions in Online Reviews and Firm Survival.”
 Strategic Management Society (SMS), Annual Meeting, Denver, 2015
 “Now and Later: Mentorship, Investor Ties and New Venture Performance in Entrepreneurial Seed Accelerators.”
 Association for Consumer Research (ACR), North American Conference, 2015
 “Deal or No Deal? The Effect Online Deals on Consumer Quality Perceptions and Competition.”
 Academy of Management (AOM), Annual Meeting, Vancouver, 2015
 “More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”
 Joint Statistical Meeting (JSM), Seattle, 2015
 “More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”
 Marketing Science (ISMS), Baltimore, 2015
 “Deal or No Deal? The Role of Competition in the Effect of Online Deals on Online Review.”
 DRUID15, The Relevance of Innovation, Rome, 2015
 “Now and Later: Mentorship, Investor Ties and New Venture Performance in Entrepreneurial Seed Accelerators.”
 Winter Conference on Business Intelligence (WCBi), Snowbird, UT, 2015
 “More than Just Words: On Discovering Themes in Online Reviews to Explain Restaurant Closures.”
 Conference on Information Systems and Technology (CIST), San Francisco, 2014
 “Deal or No Deal? The Role of Competition in the Effect of Online Deals on Online Review.”

TEACHING EXPERIENCE

Instructor

Business Application Development, Undergraduate Program, Kelley School of Business, Indiana University. 2017-present

Predictive Analytics, Master’s in Information Systems, Kelley School of Business, Indiana University. 2017-2020
 Introduction to Information Systems, Robert H. Smith School of Business, University of Maryland. Spring 2015 – Fall 2015.

Circuits and Electronics, Georgia Institute of Technology. Fall 2006 – Fall 2007.

Teaching Assistant

Java for Engineers (CS1372), Georgia Institute of Technology. Spring 2006. 25 students.

Computing for Engineers (CS1371), Georgia Institute of Technology. Fall 2004 – Fall 2005. 45 students.

PROFESSIONAL EXPERIENCE

Arrively (Mobile Travel App, Startup), *Co-founder and board member*, 2012-2014

S.A.C. Capital Advisors (Financial Investments), *Industry and startup consultant*, 2013-2014

Capgemini (Management and IT Consulting), *Consultant and project lead*, 2009-2011

Bank of America (Finance), *Research analyst*, 2008

National Cash Register (Tech), *Research intern*, 2005

SERVICE

For Academic Disciplines

Associate Editor, *Manufacturing & Service Operations Management*, 2024-

Senior Editor, Special issue, *Production and Operations Management*, 2022-2024

Co-organizer, *WISE*, 2024

Co-organizer, *CIST*, 2024

Co-organizer, *SCECR*, 2023

Session Chair, *INFORMS Annual Meeting*, 2021

Reviewer, Decision, Risk, and Management Sciences program, *National Science Foundation*, 2021-

Reviewer, *Scientific Reports*, 2021-

Reviewer, *Manufacturing & Service Operations Management*, 2020-

Reviewer, *Service Science*, 2020-

Reviewer, *MIS Quarterly*, 2017-

Reviewer, *Production and Operations Management*, 2018-

Reviewer, *Information Systems Research*, 2015-

Reviewer, *Management Science*, 2015-

Reviewer and AE, *International Conference on Information Systems (ICIS)*, 2014-

For Departments, Schools, and Universities (* planned)

Presenter, ODT Teaching Workshop, 2021

Co-organizer, ODT Department Research Brown Bag Sessions, 2020-present

Student Mentor, Ph.D. Project Information Systems Doctoral Student Association (ISDSA), 2011-2015

Student Representative, Robert H. Smith Information Systems Ph.D. program, 2013-2015

Research Fellow, Center for Health Information and Decision Systems (CHIDS), 2013-2015

Graduate Student Government Representative, University of Maryland, 2012-2013

RESEARCH MENTIONS IN PRESS

[Will your ride be cancelled? Fighting bias in rideshares.](#) Resoundingly Human INFORMS Podcast. 5/2020

[Restaurant hygiene are influenced by health inspections and customer reviews.](#) Fox-34 News. 1/2020

[Customer Reviews and Health Inspections Drive Consistent Good Hygiene at Restaurants.](#) Fox-25 News. 1/2020

[Customer Reviews and Health Inspections Drive Consistent Good Hygiene at Restaurants,](#) Fox-WDRB News. 1/2020

[Study that says LGBTQ and African-American passengers face more rideshare cancellations,](#) CBS (television interview). 9/2019

[New Study Focuses On Hidden Healthcare Costs,](#) NPR (audio interview). 9/2019

[Open Medicare data helps uncover potential hidden costs of health care,](#) MedicalXpress. 9/2019

[Open Medicare Data Helps Indiana University Researchers Uncover Potential Hidden Costs of Health Care,](#) Insurance News Net. 9/2019

[Open Medicare data provides critical insights on hidden costs of health care,](#) The Medical News. 9/2019.

[News story from Eurasia Review on Monday 23 September 2019](#), Eurasia Review. 9/2019.
[Open Medicare Data Helps Uncover Potential Hidden Costs of Health Care](#), Newswise. 9/2019.
[Payments to providers may increase costs](#), Healthcare Finance News. 9/2019.
[New Study Focuses On Hidden Healthcare Costs](#), WVPE. 9/2019
[Transparency in Crowdfunding Increases Donations](#), Philanthropy News Digest, 4/2019
[Transparency from charities about how funds are used builds trust and increases giving](#), Phys.org, 4/2019
[Transparency from charities about how funds are used builds trust and increases giving](#), EurekAlert!, 4/2019
[Transparency from charities about how funds are used builds trust and increases giving](#), 7th Space Family Portal, 4/2019
[Transparency From Charities About How Funds Are Used Builds Trust and Increases Giving](#), Newswise, 4/2019
[The persistence of driver bias on ride-sharing platforms](#), London School of Economics and Political Science Business Review. 8/2018
[Groupon, Livingsocial Best Suited to Ambitious New Restaurants](#), Restaurant Hospitality Magazine. 7/2015
[Newer and Pricier Restaurants May Escape the Detrimental ‘Groupon Effect.’](#) The Washington Business Journal. 6/2015
[Researchers Use Yelp to Predict Whether Restaurants Will Close](#), Thrillist. 12/2014
[New Research Method Predicts Success, Failure of D.C. Restaurants](#), PHYS.org. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants](#), POST Online Media. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants](#), Pizza MarketPlace. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants.”](#) FastCasual. 12/2014
[Researchers Identify Doomed Restaurants with Yelp](#), DC Dining Guide. 12/2014
[UMD Researchers Use Yelp to Predict Whether Restaurants Will Close](#), The Washington Business Journal. 12/2014
[Can Yelp Reviews Predict Restaurant Shuttters?](#), EATER.com. 12/2014
[UMD is Using Yelp Reviews to Predict DC Restaurant Closings](#), Streetwise Media. 12/2014
[Researchers Use Text-Mining Software to Predict Success, Failure of D.C. Restaurants](#), The Street. 12/2014
[Researchers Use Text-Mining Software to Predict Success, Failure of](#), Hospitality Industry. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants](#), Yahoo News. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants](#), Virtual Strategy Magazine. 12/2014
[Researchers Use Software to Predict Success of D.C. Restaurants](#), PR News Wire. 12/2014
[Researchers Use Text-Mining Software to Predict Success, Failure of D.C. Restaurants](#), Gnomes National News Service. 12/2014
[Can Yelp Reviews Predict Restaurant Closures? Researchers Say Yes](#), Marketing Pilgrim. 12/2014
[New Research Method Predicts Success, Failure of D.C. Restaurants](#), UMD Right Now. 12/2014