Name: Xiaomeng Chen

Institute: Cornell SC Johnson College of Business

Phone: 470 263 5306

Email: xc382@cornell.edu

Years of enrollment: fourth year PhD

Major: Applied economics and management (management track)

Fields of study: information economics, information system

Coursework: Econometrics I & II, Microeconomics I, Theoretical Industrial Organization, Empirical Industrial Organization.

General research interests:

My research interest focuses on knowledge producing online communities and open sourced platforms. My work has been focused on the platform design choices to improve the platform outcome such as efficiency in knowledge exchange in knowledge producing online communities. I am also curious about the impact of open sourced communities on innovation, firm productivity and human capital accumulation in private section.

Working projects:

1. "Chat more and contribute better: an empirical study on a large knowledge sharing community"
   Advisors: Chris Forman from Cornell University, Michael Kummer from University of East Anglia.

   The research project seeks to understand how the introduction of a discussion channel has affected the efficiency and quality of the knowledge exchange in knowledge sharing online community. On 2010 October 15th, a large question and answer (Q & A) community, Stack Overflow, launched a chat room function as a supportive channel to the main forum. We exploit the feed function in the chat room and use DID to identify whether the chat rooms have an impact on knowledge exchange activity in Stack Overflow. We find that the introduction of the chat rooms led to an acceleration of the speed with which answers were provided, while the quality of answers remained unchanged. Furthermore, we find that inexperienced users benefit more from the chat rooms.

2. "Online platform ecosystem: the impact of bifurcated communities on the home community"
   Advisors: Chris Forman from Cornell University, Michael Kummer from University of East Anglia.

   This paper looks into the re-organization within an ecosystem of knowledge producing communities and how such movement could influence the competitive advantage of the whole ecosystem.
   Knowledge producing communities face the challenge of clustering users. Users within the same cluster may share interests in the same domain of knowledge and technology therefore have positive network externality when producing knowledge. While users in between different

clusters sometimes don't share common demand in knowledge exchange therefore the network externality can be trivial or even negative, especially when the cluster is overcrowded and noisy. Therefore it important to understand how a separation of a cluster can influence the community and whether it brings better platform outcome to the entire ecosystem. This paper examines the bifurcation of subcommunities in Stack Overflow and how such bifurcation brings competitive advantage to the ecosystem.

3. "Price information and consideration set: evidence from a large field experiment"
   Coauthors: Jeffrey Hu from Georgia Tech, Xitong Li from HEC Paris.

   We explore how an increase in search cost for price information would affect consumers' behaviors of searching and booking hotels through a mobile app. We collaborate with one of the largest online travel search mobile apps in China and conduct a randomized field experiment involving over 1 million consumers. In the experiment, we hide the price information from the hotel search results for the treated group of consumers so that they can only see the price information after they click and browse a specific hotel. We find that when price information is hidden in the hotel search results, consumers browse more hotels not only on the first layer when they can get price information but also in later layers with detailed hotel information. However, the probability of purchasing remains the same with control group. We are still exploring the underlying mechanisms of the change in consumer's searching behavior.

Committee members:

Chair: Chris Forman

Special committee: Aija Leiponen, Ben leyden, Michael Kummer