



Spring 2023

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OPERATIONS MANAGEMENT & BUSINESS ANALYTICS



Innovation and technology

Overcoming hurdles to AI chatbots

AI chatbots can be a cost-effective means of providing customer service in many industries, but there are still hurdles to adoption. Evgeny Kagan and Maqbool Dada search to find out why. [Read more about the hurdles.](#)

ECONOMICS



Social and societal impact

Lessons from the salmon industry

Valerie Suslow is on a team investigating antitrust allegations against some of the world's largest suppliers of farm-raised salmon, and the role vertical relations and price indices may play. [Read more on salmon market pricing.](#)

MARKETING



Business of health

Generic vs. brand name and the cost of bad news

Why do patients choose brand-name drugs over generic versions that cost significantly less? Andrew Ching and Manuel Hermosilla explore the answer that could have significant economic implications. [Read more on the cost of the choices.](#)

LATEST RESEARCH

[Enacting resilience: Adventure racing as a microcosm of resilience organizing](#) --Michelle A. Barton and Kathleen M. Sutcliffe

[Economic impact of insufficient and disturbed sleep in the workplace](#)—Brian Gunia

[Conditional spectral methods](#)—Federico Bandi and Yinan Su

[Clarifying the effect of biodiversity on productivity in natural ecosystems with longitudinal data and methods for causal inference](#)—Paul Ferraro

[A strategic model of software dependency networks](#) --Angelo Mele

[More faculty research](#)

CAREY RESEARCH IN THE NEWS

Associated Press, [Arkansas malpractice bill restricts trans youth medical care](#)--Stacey Lee

Baltimore Sun, [Baltimore researchers say AI could help reduce disparities, improve access in health care](#)-Ritu Agarwal

Newsweek, [Banking crisis gives Putin something to smile about](#)--Alessandro Rebucci

New York Times, [Kroger-Albertsons merger faces long road before approval](#)--Jeff Hooke

Washington Post, [A four-day workweek in Maryland? Maybe. Bill would set up a pilot program](#)--Michelle Barton

Wall Street Journal, [The AI boom that could make Google and Microsoft even more powerful](#)--Tinglong Dai

AWARDS AND RECOGNITION

[Sudip Gupta](#), associate professor of practice, received "Best Paper for 2022" honors from the *Quarterly Journal of Finance* for the publication, "[Public and private information: Firm disclosure, SEC letters, and the JOBS Act.](#)"

[Suntae Kim](#), assistant professor, was named to the [Responsible Research in Business & Management Honor Roll](#) for his study "[Going viral or growing like an oak tree? Towards sustainable local development through entrepreneurship.](#)"

[Kwang Soo Cheong](#), associate professor of practice, was elected president of the Korea-America Economic Association.

[Louise Schiavone](#), senior lecturer, was recognized by the National Organization of Italian American Women with its Wise Women Award for 2023.

UPCOMING OPPORTUNITIES

The Evolving Role of CMOs in Modern Organizations

April 21, 2023

The Hopkins Business of Health Initiative hosts a panel discussion on the new and innovative solutions chief medical officers are using to address the health of employees and stakeholders far beyond occupational safety and wellness programs.

[Learn about the HBHI event](#)

Conference on Health IT and Analytics

May 4-6, 2023

The Conference on Health IT and Analytics is an annual summit that brings together prominent scholars from more than 40 research institutes with policy leaders and practitioners to discuss opportunities and challenges in the design, implementation, and management of health information technology and analytics.

[See CHITA Conference details](#)

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