

HATIM A. RAHMAN

Stanford University

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EDUCATION

- Ph.D. **Stanford University**, Center for Work, Technology, and Organization 2018
Department of Management Science & Engineering (expected)
with *Certificate in Computational Social Science*
- M.S. **Stanford University**, Organizations, Technology, Entrepreneurship 2014
Department of Management Science & Engineering
- B.A. **University of Illinois-Urbana Champaign**, Business Process Management 2009
College of Business, with *Minor in Technology and Management*

DISSERTATION

Title: Don't Worship the Stars: Understanding Relational Dynamics in Online Labor Markets
Committee: Stephen Barley, Melissa Valentine, Woody Powell
Abstract: My dissertation explores the nature of work in the emerging 'gig' economy. In contrast to research that characterizes digital, online work by their automated matches and prespecified contracts, my research theorizes work in online labor markets as collaborative, relational, and imperfectly defined in nature. I integrate a digital ethnography of an online labor market with a field experiment to demonstrate the process by which market actors build relational contracts, utilize ratings to facilitate collaboration within a project, and how each actor uses features of the market to exert power. My dissertation contributes and extends our understanding of external labor markets, coordination, relational contracts, reputation, and the emerging nature of work, which is increasingly characterized by digitization, automation, and artificial intelligence.

PEER REVIEWED PUBLICATIONS

Rahman, H.A., Barley, S.R., 2016. "Situated Redesign in Creative Occupations – An Ethnography of Architects", *Academy of Management Discoveries*, <https://doi.org/10.5465/amd.2016.0039>.

REFEREED CONFERENCE PRESENTATIONS

Rahman, H.A., Valentine, M.A. (2017). "Working in the Shadow of the Future: Provisional Contracting in Online Labor Markets." *Academy of Management*.

- *Best Student Paper Award Finalists (OCIS Division)*

Rahman, H.A. (2017). "Building Relational Resilience in Online Labor Markets" *Academy of Management*.

- *Selected as AOM Showcase Symposium: "Employment Relations in the Gig Economy"*

Rahman, H.A. (2017). "An Exchange Theory of the Nature and Quality of Client-Contractor Relationships in Online Labor Markets." *Academy of Management*.

- Rahman, H.A. (2017). “Don’t Worship the Stars: Opening the Black Box of ‘Algorithmic Management’.” *Society for Social Science Research*.
- Rahman, H.A. (2017). “Developing Generative Relationships in Digital Work: Relational Resilience in Online Labor Markets.” *University of Michigan POS Research Conference*.
- Rahman, H.A. (2016). “Online Labor Markets – Fad, Fringe, or the Future of Work?” *Academy of Management*.
- Rahman, H.A., Valentine, M.A. (2016). “Navigating Unsettled Waters in Online Labor Markets.” *Conference on Collective Intelligence*.
- Rahman, H.A. (2015). “Orchestrating Project Work – A Meso-Level Study.” *Organization Science Winter Conference*.

PAPERS UNDER REVIEW AND WORK IN PROGRESS

- Rahman, H.A., Valentine, M.A., “Working in the Shadow of the Future: Provisional Contracting in Online Labor Markets” (Manuscript Under Review)
- Rahman, H.A., “Don’t Worship the Stars: The Reality behind Ratings in the Gig Economy” (Writing Manuscript; Analysis Complete)
- Rahman, H.A., Valentine, M.A., “An Exchange Theory of the Nature and Quality of Client-Contractor Relationships in Online Labor Markets” (Manuscript Completed)
- Rahman, H.A., “Building Relational Resilience in Online Labor Markets” (Writing Manuscript; Analysis Complete)
- Rahman, H.A., “Contractors Strike Back: Understanding How Low-Skilled Contract Workers Assert Power in their Work” (Writing Manuscript; Analysis Complete)

GRANTS, HONORS AND AWARDS

2017. Stanford Student Projects for Intellectual Community Enhancement (SPICE) Innovation Grant
2015. Computational Social Science Fellowship – Stanford Institute for Research in the Social Sciences
2014. Stanford Management Science and Engineering Fellowship
2013. Stanford Humanities and Science Fellowship
2009. Dean’s Scroll Award (Annual award presented by the Deans of the College of Business to ten graduating seniors at the University of Illinois-Urbana, Champaign)

TEACHING AND COURSE ASSISTANT EXPERIENCE

- **Organizations: Theory and Management**, MS&E 189, Stanford University
- **Global Work and Teams**, MS&E 180, Stanford University

PROFESSIONAL EXPERIENCE

AIRBNB, Data Science Internship, 2016

HURON CONSULTING, 2009-2012

Worked with doctors, nurses, and staff at *UCLA Medical System, Intermountain Healthcare System, and Virginia Hospital Center* to decrease length of stay and increase patient satisfaction.

OTHER INDUSTRY EXPERIENCE, 2004-2009

Merrill Lynch (Financial Planning), *Kraft Foods* (Supply Chain), and *Eaton* (Accounting).