

SHIRLEY BLUVSTEIN

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EDUCATION

Ph.D.	Stern School of Business, New York University - Marketing, 2022
Brain & Cognition Program	Tel Aviv University – Psychology, 2014
M.A.	Tel Aviv University – Social Psychology, 2012
B.A, Cum Laude	Tel Hai College – Psychology, 2008

ACADEMIC AWARDS & HONORS

2022	ACR/Sheth Dissertation Award Honorable Mention
2022	Israel Institute Faculty Development Grant
2018	Best Working Paper Award, Society for Consumer Psychology
2018	TAU-IRC Research Grant Award
2013	Psychology Department Merit Tuition Scholarship (Tel Aviv University)
2012	Master Thesis Excellence (Tel Aviv University)
2007	Academic Leadership during the 2nd Lebanon War Award (I.D.B)
2006	Social Involvement Award (Tel Hai College)

RESEARCH INTERESTS

Choice Architecture, Context Effects, Behavioral Economics, Pricing, experiential Marketing, Tipping, Prosocial Behavior, Artificial Intelligence.

PUBLICATIONS

Bluvstein Netter, Shirley and Priya Raghurir (2020), “Tip to Show Off: Impression Management Motivations Increase Consumers’ Generosity,” *Journal of the Association for Consumer Research*, 6 (1), 120-129.

Bluvstein, Shirley, Xuan Zhao, Alixandra Barasch, and Juliana Schroeder (2024), “Imperfectly Human: The Humanizing Potential of (Corrected) Errors in Text-Based Communication,” *Journal of the Association for Consumer Research*, Volume 9, Issue 3

Raghurir, Priya and Shirley Bluvstein (2024), “From Bribes to Bequests and Gifts to Gratuities: The Black, White, and Shades of Grey of How and Why Consumers Pay What They Want,” *Consumer Psychology Review*, forthcoming.

WORKING PAPERS AND PAPERS UNDER REVIEW (selected abstracts in appendix)

Bluvstein, Shirley and Priya Raghurir, “Absolutely Higher Tips: Framing Choice Alternatives in the New Age of Voluntary Payments Economy,” https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3919206
Under review at the Journal of Marketing Research.

Bluvstein, Shirley and Priya Raghbir, "Nothing Matters: Zero Opt-Out Increases Consumers' Voluntary Payments", https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4538649
Under review at the Journal of Marketing Research.

RESEARCH IN PROGRESS (selected abstracts in appendix)

Bluvstein, Shirley, Dafna Goor, Alixandra Barasch, and Vicki G. Morwitz, "Using Tainted Money to Mitigate Overhead Aversion."

Bluvstein, Shirley, Jacob Goldenberg and Moshik Miller, "The Effect of Within the Hour Time Landmarks on Consumers' Motivation, Effort, and Purchase Behavior."

Bluvstein, Shirley and Yaacov Trope, "Stuck in the Out of Stock: The Effect of Construal Level on Consumers' Substitute Decisions."

ORGANIZED CONFERENCES & SYMPOSIA

Bluvstein, Shirley, Xuan Zhao, Alixandra Barasch and Juliana Schroeder. "Human or Bot? The Humanizing Power of (Corrected) Errors."

- *Technology, Mind & Society* Conference, Washington, DC (2019)
- *Association for Consumer Research*, Atlanta, GA (2019)

Bluvstein, Shirley and Priya Raghbir, "Nothing Matters: Zero Opt-Out Increases Consumers' Voluntary Payments"

- *Society for Consumer Psychology, Puerto Rico (2023)*

CONFERENCE PRESENTATIONS

Bluvstein Netter, Shirley and Priya Raghbir. "Tip to Show Off: Impression Management Motivations Increase Consumers' Generosity."

- *Journal of the Association for Consumer Research*, online Webinar (2021)

Bluvstein, Shirley and Priya Raghbir. "When a Nudge Backfires: The Effect of Default Choice Alternatives on Consumers' Voluntary Payments."

- *Society for Consumer Psychology conference*, Huntington Beach, CA (2020)
- *ESADE Pricing Symposium*, Barcelona, Spain (2019)
- *Society for Consumer Psychology Conference*, Dallas, TX (2018)
 - ❖ Awarded Best Working Paper
- *Society for Judgment and Decision-Making Conference*, New Orleans, LA (2018)

Bluvstein, Shirley, Dafna Goor, Alixandra Barasch, and Vicki G. Morwitz. "Using Tainted Money to Mitigate Overhead Aversion."

- *Society for Consumer Psychology conference*, Huntington Beach, CA (2020)
- *Association for Consumer Research conference*, Atlanta, GA (2019)

Bluvstein, Shirley, Xuan Zhao, Alixandra Barasch and Juliana Schroeder. "Human or Bot? The Humanizing Power of (Corrected) Errors."

- *Society for Consumer Psychology*, Savannah, Georgia (2019)
- *Society for Consumer Psychology*, Nashville, Tennessee (2024)

- Bluvstein, Shirley and Priya Raghbir, “Nothing Matters: Zero Opt-Out Increases Consumers’ Voluntary Payments”

- *Association for Consumer Research, Denver, Colorado (2022)*

INVITED PRESENTATIONS

11/9/2021	Yeshiva university, Sy Syms School of Business
10/5/2021	University of Texas at Austin, McCombs School of Business
9/29/2021	ESADE Business School, Barcelona, Spain
9/28/2021	IESE Business School, Barcelona, Spain
6/22/2021	Tel Aviv university Coller School of Business, Tel Aviv, Israel

INVITED MEDIA INTERVIEWS

8/10/2023	Arirang News, Korea
7/19/2023	Reuters
7/28/2023	Le Point , France
4/1/2024	Bon Appétit
4/5/2024	Wallet Hub

TEACHING EXPERIENCE- INSTRUCTOR

Principles of Marketing (YU)	Fall 2022 Fall, Spring 2023 Spring 2024
Global expansion of Israeli Products	Fall 2023
Introduction to Marketing (NYU)	Summer 2018

TEACHING EXPERIENCE- TEACHING ASSISTANCE

Introduction to Marketing (NYU) EMBA Course	Spring 2017
Experimental Lab (Tel Hai Collage)	Spring 2008

TEACHING INTERESTS

Marketing core, Consumer behavior, Digital marketing, Marketing analytics, Marketing research

SERVICE

Journal of Economic Psychology - reviewer	Since 2024
Association for Consumer Research- reviewer	Since 2023
Society for Consumer Psychology –reviewer	Since 2019
Journal of Consumer Research –reviewer	Since 2017

WORK EXPERIENCE

MBA Center Group, Yeda Plus, Israel	
Vice President	2011 - 2014
Lotem LTD, Israel	
Organizational Consultant Internship	2009 - 2010
Leading management consulting firm	
MarketTest, Israel	
Project Manager and Market Analyst	2009 - 2011
Multi-discipline research and consulting firm	
Dr. Gary Trigger Institution, Israel	2007 - 2008
Industrial Psychology Internship	
Tel Hai College, Israel	2006 - 2007
Undergraduate Fellow and Research Assistant	
Bluvstein Engineering, LTD.	2002-2006
Supply Chain Manager, at engineering defense firm for the Israeli Ministry of Defense	
Israel Defense Forces, Intelligence corps	2000 - 2002
Data Analyst Sergeant, Special Forces	

VOLUNTEER EXPERIENCE

Dogs in the Shade	2010 - 2014
Co-founder of nonprofit organization	
American Jewish Joint Distribution Committee, Israel	2007 - 2008
Social leadership course instructor	
Jewish Agency, Israel	2005 - 2006
Volunteer and event organizer	

REFERENCES

Vicki G. Morwitz (Co-Chair)
Professor of Marketing
Columbia University
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Priya Raghubir (Co-chair)
Professor of Marketing
New York University
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Alixandra Barasch
Associate Professor of Marketing
University of Colorado Boulder
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Jacob Goldenberg
Professor of Marketing
Arison School of Business/ Columbia University
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Yaacov Trope
Professor of Psychology
New York University
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DOCTORAL DISSERTATION

Choice Architecture and Context Effects in Voluntary Payments: Three Essays

Chair: Vicki Morwitz (Co-Chair), Priya Raghurir (Co-Chair)

Committee Members: Alixandra Barasch, Jacob Goldenberg, Minah Jung, Yaacov Trope

I examine how context effects and the choice architecture of default payment options used in the marketplace affect voluntary payments such as tips and donations. In today's digital world, consumers are constantly encountering screen-based default payment collection systems. I examine the effect of these systems on consumers' tip rate as well as on the amount they choose to leave. I also examine how contextual factors, such as dining companion and mode of payment influence tip amount decisions through impression management goals. The findings make theoretical contributions to several streams of literature, including prosocial behavior, behavioral pricing, choice architecture, and labor economics, and have important managerial implications for the voluntary payments in for-profit organizations.

Essay 1 – Framing Choice Alternatives in the New Age of Voluntary Payments Economy

Modern and gig economy businesses collect voluntary contributions (i.e., tips) from consumers via screen-based payment systems (i.e., \$1, \$2, \$3; 10%, 15%, 20%). The use of these systems has been criticized by the popular media for leading consumers to leave large tips in places where they had not felt they had to in the past or when they would have tipped smaller amounts. We employ a multi-method approach, including an analysis of secondary data (N = 51,825), a field experiment (N = 1,810), and laboratory experiments (N = 2,321), and show that an absolute dollar frame leads to higher tip payments than a relative percentage frame for low bill amounts. These effects are moderated when (1) tips are presented in fractional cents (e.g., \$0.50) leading consumers to infer that it is acceptable to leave smaller dollar tip amounts and (2) tip options start at absolute high levels (e.g., \$100), as consumers face sticker shock for high tip amounts in the dollar condition. Countering conventional wisdom, we further show that open-ended formats lead to higher tip payments compared to closed-end response formats for low bill amounts. Theoretically, these results add to the behavioral pricing, consumers' prosocial behavior, and labor economics literatures. Managerially, they are relevant for the multi-billion-dollar service industry.

Essay 2 – “Nothing Matters: Zero Opt-Out Increases Consumers' Voluntary Payments”

This work examines how the choice architecture used in tipping systems affects consumers' tipping behaviors. One field experiment and three lab experiments show that having an explicit numerical zero-tip option (0%) in the choice set, either replacing the default No-Tip option or adding it as an additional opt-out option, counterintuitively shifts consumers' choices towards higher tip options, resulting in their giving more generous tips compared to having all non-zero tip options. This effect is observed for different bill sizes and ranges of tip alternatives, as well as when the zero-tip option is compared to the smallest numerical option of a 1% tip and across different service contexts. The effect is stronger for those with self-image concerns, helping to explain why the zero option nudges consumers towards greater generosity. These results have theoretical implication for the literatures on choice architecture, prosocial behavior, and behavioral pricing. The findings also have practical implications for businesses in the service industry.

Essay 3 – “Tip to Show Off: Impression Management Motivations Increase Consumers' Generosity.”

Tipping is ubiquitous in countries such as the United States. Given the importance of examining the experiential side of marketing, we examine tipping—an overlooked participative pricing context and introduce it to the behavioral pricing literature. We propose that consumers use tips as an impression management strategy, tipping more when their goal is to impress others. We examine the robustness of these impression management goals when overall bill totals are small (vs. large, study 1), customers pay using credit cards (vs. cash, study 2), and hold different denominations of cash (study 3), as bill size, and payment modes could attenuate the effect of impression management goals on tipping intentions. These findings allow us to better understand the underlying antecedents of tipping behavior and the consequences of impression management motivations. As such, the article cross-fertilizes the hospitality, economic psychology, and behavioral pricing literatures with applications to consumer research.

Bluvstein Netter, Shirley, Xuan Zhao, Alixandra Barasch, and Juliana Schroeder. "Imperfectly Human: The Humanizing Potential of (Corrected) Errors in Text-Based Communication," *JACR 2024*

Today more than ever before, online text-based interactions have become a common means of communication between consumers and companies. But with the advent of AI-powered chatbots, customers sometimes struggle to ascertain the humanness of their online interaction partners (e.g., customer service agents). The current research investigates the humanizing potential of one common feature in text communication—typographical errors ("typos"). Across five experiments reported in the main text, two supplemental experiments, and pilot data (total N = 3,399), participants perceived customer service agents who made and subsequently corrected a typo to be more human—and more helpful—than agents who made no typos or made but did not correct a typo. These findings provide novel insights into how conversational features influence customers' perceptions of online agents. In an era where AI frequently surpasses human performance in a variety of domains, consumers may perceive the act of making (and correcting) errors to be a hallmark of humanness.

Bluvstein, Shirley, Dafna Goor, Alixandra Barasch, and Vicki G. Morwitz, "Using Tainted Money to Mitigate Overhead Aversion."

Tainted donations have received large media coverage in the past few years as charities were forced to return money donated from sullied sources (i.e., Harvey Weinstein, the Sackler Family, those involved in the college admission bribery scandal), causing charities to face monetary challenges. Charities yet face another challenge with overhead aversion where donors avoid charities with relatively large overhead expense proportions, causing charities to not spend enough on overhead to efficiently run their organizations. This research helps address both problems as it offers a novel way to alleviate overhead aversion using tainted donations. In this research, we posit and find that donors prefer charities that allocate money received from tainted donors to overhead expenses versus program expenses. Charities that communicate this allocation strategy receive more donations and are able to overcome donor overhead aversion. This research has theoretical implications for the literature on the psychology of prosocial behavior and managerial implications for nonprofits that have found it challenging to overcome "overhead aversion."