

Wednesday 15 June 2011

12.00 – 13.00

REGISTRATION – TUT Tietotalo Lobby

13.00 – 15.00

FORUM OPENING

Giovanni Schiuma – University of Basilicata

Antti Lönnqvist – Tampere University of Technology

WELCOME ADDRESS

Mika Hannula – Dean of Faculty of Business and Technology Management (TUT)

KEYNOTE SPEECHES

Leif Edvinsson – Universal Networking Intellectual Capital

“IC and Service Innovation with a Longitude Perspective”

Tommi Rasila - Tampere Chamber of Commerce and Industry

“Transformation of Tampere Region from Brick and Mortar to Knowledge and Services”

15.00 – 15.30

COFFEE BREAK

15.30 – 17.10

PARALLEL SESSIONS

(TB219) **KNOWLEDGE BASED DEVELOPMENT** (chair: Robert Huggins)

Tan Yigitcanlar, Muna Sarimin

Contributions of Knowledge-Based Foundations of Universities in Knowledge City Formation: A Malaysian Case Study

Marjaneh Farhangi

The Role of Knowledge Workers in Knowledge-Based Development in Isfahan, Iran

Nick Clifton, Høni Kalsø Hansen

Creative Knowledge Workers Across Varieties of Capitalism: Evidence from Sweden and the UK

Alessandro Margherita, Gianluca Elia, Giustina Secundo, Giuseppina Passiante

Designing a Sustainable Mobility System in Intelligent Cities: A Framework Based on Collective Intelligence

(TB222) **DOCTORAL CONSORTIUM** (chair: Harri Laihonen)

Yasmina Poggi

The Influence of the Industrial Era Paradigm on Knowledge-Intensive Firms Constructs

Clauda Carduck

Investigating the Relationship between Basic Assumptions and Dynamic Capabilities: Development of an Instrument

Kyllikki Taipale-Eräväla, Hannele Lampela

A Literature Overview of Competence Identification in SMEs

(TB223) **LEARNING** (chair: W. B. Lee)

Karim Moustaghfir

Entrepreneurial Learning: an Organizational Capability for Effective Higher Education Services - a Conceptual Framework and Empirical Evidence

Fausto Di Vincenzo, Jens Hemphälä, Mats Magnusson, Daniele Mascia

Exploring the Role of Structural Holes in Learning an Empirical Study of Swedish Pharmacies

Bastiaan Rosendaal, Maarten Aukema

Barriers and Boosters for Organisational Learning

Mariolina Longo, Matteo Mura, Nicola Spiller

Intellectual Capital Architectures and Ambidextrous Learning. Evidence from the Healthcare Public Sector.

(TB224) **KM PRACTICES** (chair: JC Spender)

Tatiana Gavrilova, Tatiana Andreeva

Knowledge Elicitation Techniques in KM context

Paolo Canonico, Ernesto De Nito, Gianluigi Mangia

R&D Project Teams: Control Mechanisms and Knowledge Management Practices

Heljä Franssila, Jussi Okkonen, Reijo Savolainen

Building an Explanation Model for the Formation of Collaborative Knowledge Practices

Susanne Durst, Stefan Wilhelm

Knowledge Management or the Missing Piece of SMEs Succession Planning

17.15 – 18.30

WELCOME RECEPTION - Lobby of Tietotalo TUT

Thursday 16 June 2011

08.30 – 09.00

OPENING DAY TWO – MORNING COFFEE

09.00 – 10.40

PARALLEL SESSIONS

(TB219) **KNOWLEDGE BASED DEVELOPMENT** (chair: *Surinder Kumar Batra*)

Rosa M. Dangelico, Francesca Iacobone, Antonio Messeni Petruzzelli, Daniele Rotolo

Technology Clusters Performance Indicators: a Review of the Literature and a Study of Italian Clusters

Jonna Käpylä, Paula Kujansivu, Antti Lönnqvist

Multidimensional Measurement of National Intellectual Capital Performance: Case Finland in 2000-2007

Robert Huggins

Knowledge and Regional Growth: A Network Perspective

(TB222) **DOCTORAL CONSORTIUM** (chair: *Harri Laihonen*)

Lidia Gryszkiewicz

Sustainable Development of Service Innovation Capabilities in Knowledge-Intensive Organisations: Evidence from Research & Technology Organizations and Business Consultancies

Pirjo Syysnummi, Harri Laihonen

Knowledge-Based Management Challenges of Vocational Education and Training (VET) Organization

Gilberto Olavarrieta Treviño, Francisco Javier Carrillo

Intelligence Capital for a Technology Development Centre

(TB223) **KNOWLEDGE TRANSFER** (chair: *Harri Jalonen*)

Maria Rosaria Marcone

Knowledge Transfer between Internationalised SMEs

Miia Kosonen, Kirsimarja Blomqvist

Critical Factors in Inter-Organizational Transfer of Service Business Knowledge

Nicola Spiller, Giovanni Radaelli, Emanuele Lettieri, Matteo Mura

Exploring the Linkage between Knowledge Assets and Knowledge Sharing Behaviour: the Role of Psychological Safety, Role Ambiguity and Team Stability

Willard Price

Service Process Knowledge: Justifying Intervention and Improvement

(TB224) **MANAGING KNOWLEDGE ASSETS** (chair: *Stephen Selby*)

Antonio Lerro, Giovanni Schiuma, Maria Weir, Rober Huggins

Assessing Knowledge Assets in Renewable Energy SMEs in Scotland: a Methodological Framework

Cherie Lui, W.B Lee

A Bottom-Up Approach of Intellectual Capital Management for Strategic Business Planning

V K Gupta

Flexible Strategic Framework for Knowledge Management in Supply Chain with the perspective of Continuity and Change: Study of KM in Supply Chain of Lighting Industry

Wei Yan, Maria José Álvarez Gil

Luxury Brands and eWOM Using Online Reviews: Hospitality Management on the Edge

10.50 – 12.15

PARALLEL SESSIONS

(TB219) **KNOWLEDGE BASED DEVELOPMENT** (chair: *Tan Yigitcanlar*)

W.B. Lee, Ricky Ma, Cherie Lui

The Design of Future Center as Innovation Engine for Intellectual Capital Creation - A Case study of InnoNest at the Hong Kong Science and Technology Parks

Surinder Kumar Batra, Ruchi Pyal

A Case for Defining Knowledge Village as a Unit of Analysis: A Study in the Indian Context

Josef Dobřický

The Role of Regional Chamber of Commerce in Building an Intelligent Region and its Prosperity

(TB222) **IC METRICS** (chair: *Aki Jääskeläinen*)

Paola Demartini, Mauro Paoloni, Paola Paoloni

Technologically Advanced and Custom-Made Service Industries: How to Measure Intellectual Capital?

Marco Giuliani

Intellectual Capital Dynamics: Accounting for Time

Markko Samuli Aho, Pirjo Stähle, Sten Stähle

Critical Analyse of Calculated Intangible Value (CIV) Method

(TB223) **HUMAN CAPITAL** (chair: Tuula Mittilä)

Mira Hajdic, Renato Jerončic

Proposal of Model of Adjustment of Unemployed Persons on Changing Conditions in Labour Market Through Activity of Volunteering

Daniela Carlucci, Giovanni Schiuma, Francesco Sole

Employees' Innovative Work Behaviour and Organisational Climate in Healthcare

Marcos Algorta, Fernando Zeballos

Human Resources Management and Knowledge Management. Best Practices Identification and Assessment in High Performance Organizations

(TB224) **IC IN PUBLIC SERVICES** (chair: Jussi Okkonen)

Anna-Maija Nisula, Aino Kianto

Developing Dynamic Intellectual Capital in the Public Sector

Maurizio Rija, Giovanni Bronzetti

Intellectual Capital Report in the Italian Public Service Sector: Empirical Evidences and Influence on Management and Governance

Giovanni Bronzetti, Romilda Mazzota, Graziella Sicoli

The Intellectual Capital and its Management in the Local Public Utility

12.15 – 13.00

LUNCH

13.15 – 14.00

KEYNOTE SPEECH

Göran Roos - VTT Technical Research Centre of Finland

“Integrated Innovation Management in a Knowledge-Based Service Economy”

14.20 – 16.00

PARALLEL SESSIONS

(TB219) **INNOVATION** (chair: Enrico Scarso)

Gabriel A. Ramirez

The Key Knowledge Asset. The Ability to Maintain Learning Processes that Foster Innovation and Long Term Resilience

Harri Jalonen

Creative Abrasion as Grounds for Innovation in a Complex Welfare Service System

Minna Saunila, Juhani Ukko

Intangible Aspects of Organizational Innovation Capability in Finnish SMEs

Stephen McLaughlin

Profiling Factors that Impact Innovation Capability in UK Service Industry SMEs

(TB222) **PERFORMANCE MANAGEMENT** (chair: Juhani Ukko)

James Kaagari

Performance Management Practices and Managed Performance: The Moderating Influence of Organizational Culture and Climate in Public Universities in Uganda

Aki Jääskeläinen, Harri Laihonen, Antti Lönnqvist, Virpi Sillanpää, Sanna Pekkola, Juhani Ukko

Analytical Framework for Assessing Performance Measurement Practices in Service Operations

Vanja Bevanda, David M. Currie, Giorgio Sinkovic

Closing The Circle From IT to the BSC to IT: A Case Of Implementing A Performance Measurement System In Croatia

(TB223) **KNOWLEDGE ASSET DYNAMICS** (chair: Francesca Iacobone)

Jan Hemlin

Measuring the Relationship between R&D and Performance: an Economic Resource in Annual Accounts?

Eggert Claessen, Susanne Durst

Knowledge Assets and Risk in Early Stage Firms

Kerry J. Tanner

The Three Faces of Human Capital and the Analysis of Knowledge Asset Dynamics

Aino Kianto, Tatiana Andreeva

Does KM Really Matter? Linking KM Practices and Organizational Performance

IFKAD 2011 – FINAL PROGRAM

(TB224) **IC/KM IN DIFFERENT SECTORS** (*chair: Daniela Carlucci*)

Lucia Varra

KM and IC in the Processes of Value Creation within the Tourist Industry and Mountain Tourism Destinations: a Research on Abetone, in the Pistoiese Mountain

Assunta Lacroce, Rocco Reina, Marzia Ventura

The Use of Intellectual Capital in the Organizational Health System: the Electronic Clinical Record in the ASPs District

Fabio Landini, Alessandro Arrighetti, Andrea Lasagni

The Determinants of Intangible Assets in Manufacturing Firms: Evidence from Italy

Cameron Watt, Nicholas Ind, Jannis Angelis, Phoebe Sherry-Watt

Living the Brand, Innovation Diffusion and the NHS

16.00 – 16.30

COFFEE BREAK

16.30 – 17.30

ROUND TABLE

Chair: Giovanni Schiuma

Keynote speech (virtual):

Jay Liebowitz – University of Maryland University College

“Knowledge-Based Research: Lessons Learned and Future Directions”

Panel discussion

19.30 – 23.30

GALA DINNER - *Restaurant Tammer, Tampere*

Friday 17 June 2011

08.30 – 09.00

OPENING DAY THREE – MORNING COFFEE

09.00 – 10.40

PARALLEL SESSIONS

(TB219) **IC ANALYSIS** (chair: *Anssi Smedlund*)

Salvatore Ammirato, Heli Aramo-Immonen, Francesco Sofo, Tarja Toikka

Thinking about Geography: the Effect of Socio-Economic and Cultural Differences on Styles of Thinking

Marcellin Yovogan

Human Capital, Financial Ratios and the Resource-Based View A case Study of Firms Listed at Bulgarian Stock Exchange (BSE)

Stephen Selby

A Walk on the Dark Side

(TB222) **IC MANAGEMENT** (chair: *Antti Lönnqvist*)

José Maria Viedma Martí

ICBS Intellectual Capital Benchmarking System. A Practical Methodology for Successful Strategy Formulation in the Knowledge Economy

Roberta Costa, Tamara Menichini

A Fuzzy Logic Multi-Criteria Approach to Assess Intellectual Capital

Julia Brunold, Susanne Durst

Intellectual Capital Risk Management: An Explorative Study in a Multinational Company

Arijit Sikdar

Managing Knowledge Flow between Parent and Offshore Campuses of Academic Institutions

(TB223) **KNOWLEDGE-INTENSIVE SERVICES** (chair: *Ingj Runar Edvardsson*)

Laurent Manderieux, Simone Gasperoni

Knowledge-Intensive Services and TTOs: How to Manage Research Assets and Outputs Effectively

Ettore Bolisani, Marco Paiola, Enrico Scarso

Knowledge Protection in Knowledge-Intensive Business Services

Paloma Sanchez, Oihana Basilio

Evaluating the Innovation Capacity of KIBS by Using an Intellectual Capital Based Model

Marco Bettiol, Eleonora Di Maria, Roberto Grandinetti

Creativity vs. Standardization? Knowledge Management in KIBS Firms

(TB224) **STAKEHOLDER VALUE** (chair: *Antonio Lerro*)

Tuula Mittilä

From Customer Intelligence to Customer Understanding in Industrial Service

Paavo Ritala, Mikko Pynnönen, Jukka Hallikas

Creating Customer Value in Complex Service Offerings Empirical Evidence from Two Industries

John Holland

Behaviour and Investment Actions within Fund Managers and their Markets - The Role of Knowledge in Fund Management.

Maria Teresa Nardo, Stefania Veltri

Integrating Social and Intellectual Issues: Theoretical Needs and Empirical Evidences

10.50 – 12.15

PARALLEL SESSIONS

(TB219) **SOCIAL MEDIA** (chair: *Maria Weir*)

Vilma Vuori, Jussi Okkonen

Knowledge Sharing Motivational Factors of Using Intra-Organizational Social Media Platform

Zeljko Panian

The Growth of Interpersonal Knowledge Accelerated by Web 2.0 Technologies

Heikki Karjaluoto, Aarne Töllinen

Managing the Co-Creation of Marketing Communication: Social Media and Non-Profit Organizations

(TB222) **DOCTORAL CONSORTIUM** (chair: *Harri Laihonen*)

Chiao-Ting Chang

Intellectual and Venture Capital of Taiwans Bio-Pharmaceutical Industry

Virpi Sillanpää

Performance in Welfare Service Organizations: What is it and How is it Measured?

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(TB223) **VALUE CREATION** (chair: *Aino Kianto*)

Ingi Runar Edvardsson, Gudmundur Kristjan Oskarsson

Knowledge Management and Value Creation in Service Firms

Sanna Pekkola, Juhani Ukko

Exploring Added Value through the Service Process: a Comparative Multiple Case Study

Kristin Falck Saghaug, Peter Lindgren

Business and Theology: the Idea of Value

(TB224) **NETWORK PERSPECTIVE** (chair: *José Maria Viedma Marti*)

Blanca Martins, Francesc Solé Parellada

The Dilemma of Managing Trust to Affect Inter-Firms Collaboration

Marcello Martinez, Mario Pezzillo Iacono, Gianluigi Mangia, Caterina Galdiero

Knowledge Creation and Inter-Organizational Relationships: the Development of Innovation in the Railway Industry

Alexander Taniev

Modeling of Value Creation Process in Complex Service Networks

12.15 – 13.00

LUNCH

13.20 – 14.10

KEYNOTE SPEECH

JC Spender – ESADE and Lund University

“What's ahead in Knowledge-Land?”

14.10 – 14.30

CONFERENCE SUMMARY, AWARDS & CLOSING

Giovanni Schiuma –University of Basilicata

Antti Lönnqvist – Tampere University of Technology
