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<td>11.30 – 15.30</td>
<td>REGISTRATION</td>
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<td>12.30 – 13.00</td>
<td>CONFERENCE OPENING</td>
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<td></td>
<td>Jurica Pavicic - Vice-Dean, University of Zagreb, CRO</td>
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<td>Boris Cota - Representantive from President, CRO</td>
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<td>Giovanni Schiuma - University of Basilicata, ITA</td>
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<td>Ante Pulic - University of Zagreb, CRO</td>
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<tr>
<td>13.00 – 14.00</td>
<td>KEYNOTE SPEECH</td>
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<td></td>
<td>Nicolas Gorjestani - World Bank, USA</td>
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<td>“Mindsets for Smart Growth”</td>
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<td>14.00 – 15.40</td>
<td>PARALLEL SESSIONS</td>
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<td>HEALTHCARE                  chair: Andrew Johnston</td>
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<td>Daniela Carlucci, Roberto Linzalone, Giovanni Schiuma</td>
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<td>Organisational climate and its role in HC service delivery: perception in a large public hospital</td>
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<td>Matteo Mura, Giovanni Radaelli, Nicola Spiller, Emanuele Lettieri, Mariolina Longo</td>
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<td>The effect of social capital on exploration and exploitation: Modelling the moderating effect of environmental dynamism</td>
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<td>Luca Gastoldi, Antonio Ghezzi, Emanuele Lettieri, Mariano Corso, Antonella Martini</td>
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<td>Smart Growth of Healthcare Systems: Is ICT an Effective Lever?</td>
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<td>Petr Cernohorsky, Jan Voracek</td>
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<td>Towards Public Health Policy Formulation</td>
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<td>TRACK - Linking knowledge management and entrepreneurship  chair: Susanne Durst</td>
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<td>Giustina Secundo, Aldo Romano, Giuseppina Passiante, Pasquale Del Vecchio</td>
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<td>Entrepreneurship and Engineers: developing an entrepreneurial mindset in High Technology Industry</td>
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<td>Concetta Cristofaro, Assunta Lacroce, Rocco Reina, Marzia Ventura</td>
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<td>The role of Knowledge Management in business succession: empirical analysis on local SMEs</td>
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<td>George Tovstiga, Henning Grossmann</td>
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<td>Shaping factors and dynamic capabilities in the context of entrepreneurial high-technology start-up enterprises</td>
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<td>Jukka Mattila, Pierre Brolin, Sampo Tukiainen</td>
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<td>Understanding the reciprocal nature of client- consultant relationship in management consulting</td>
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<td>15.40 – 16.20</td>
<td>COFFEE BREAK</td>
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16.20 – 18.25

PARALLEL SESSIONS

TRACK - Reinventing management: smart organizations through social innovation
chair: Emanuele Lettieri

- Ginevra Gravili
  Healthcare social media for a social innovation: "the key to improve a collaborative model of organizing, transforming doctor-patient communication"

- Giancarlo Giudici, Cristina Rossi Lamastra
  Why Crowdfunding Projects can Succeed: The Role of Proponents’ Individual and Territorial Social Capital

- Paolo Neirotti, Emilio Paolucci, Elisabetta Raguseo
  Telework practices and the firm’s need for external orientation: An empirical study

- Naiara Altuna, Claudio Dell’Era, Roberto Verganti
  Meaning as the driver for understanding the potentiality and scalability of social innovations

- Donatella Ettorre, Nicola Bellantuono, Barbara Scozzi, Pierpaolo Pontrandolfo
  Towards a new definition of social innovation

TRACK - Knowledge management research and practices for the development of smart communities
chair: Gianluigi Mangia

- Pamela Palmi, Pierfelice Rosato
  A lab of creativity and smart communities: The Apulia case

- Mauro Romanelli
  E-city councils within Italian smart cities

- Maria Laura Toraldo, Gianluigi Mangia
  ‘Smart growth’ increasing the smartness of cities through smart healthcare solutions

INTELLECTUAL CAPITAL chair: Aino Kianto

- Gianpaolo Iazzolino, Domenico Laise, Giuseppe Migliano
  Measures of Value Creation: a comparison between VAIC and EVA

- Domenico Celenza, Fabrizio Rossi
  Intellectual Capital and Performance of listed Companies: Empirical Evidence from Italy

- Alberto Cortés Hernandez, Joel Bonales Valencia
  Competitive advantage brand through common graphic elements

- Nick Clifton
  Regional Culture as a Knowledge Asset? branding of the region, branding from the region

- Manfred Bornemann, Roswitha Wiedenhofer
  Intellectual Capital in education - a value chain perspective

20.00 – 22.00

WELCOME RECEPTION - Dverce Palace, Katarinin trg 6, Zagreb
# IFKAD 2013 – FINAL PROGRAM

## Thursday 13 June 2013

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<tr>
<th>Time</th>
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| 09.00 – 09.50 | **KEYNOTE SPEECH**                                                    | JC Spender - ESADE and Lund University, USA  
"Knowledge and the Theory of the Managed Firm"  

| 09.50 – 11.05 | **PARALLEL SESSIONS**                                                                 | Terhi Yliniemi  
Development Practices and Work Engagement - Case Study in Three University Units  
Yasmina Khadir-Poggi, Mary Keating  
A dynamic view of knowledge-intensity in organisations: a study of small organisations in Irish financial services  
Anja Jannack  
IDEAGENESIS - Lifecycle of Ideas  

| 11.05 – 11.40 | **COFFEE BREAK**                                                                 |                                                                                                                                  |
| 11.40 – 13.45 | **PARALLEL SESSIONS**                                                                 | Antonio Messeni Petruzzelli, Angelo Natalicchio  
Innovation requests and search for knowledge in markets for ideas - A simulation approach  
Andrew Johnston, Robert Huggins  
Knowledge Intensive Business Services, University Linkages and the Localisation of Collaboration  
Sladjana Cabril, Leposava Grubic Nesic, Slavica Mitrovic  
Study on Human Capital Gaps for Effective Innovation Strategies in the Knowledge Era  
Roberto Palmieri, Carlo Giglio  
Seeking the stakeholder-oriented value of innovation: a CKI perspective  
Jyrki Koskinen  
Corporate Citizenship for next Generation Service Innovations and Welfare  

| 11.40 – 13.45 | **LEARNING/EDUCATION**                                                                 | Marlene N. M. Filipe, Fernando A. F. Ferreira, Sergio P. Santos  
A multiple criteria information system for pedagogical evaluation and development of teachers  
Eleonora Gabriela Baban  
The Impact of New Information and Communication Technologies in Education: Implications and Trends in the Context of Knowledge-Based Economy  
Christian Bouret  
Training as a lever for territorial resilience in disadvantaged urban areas: examples in Ile-de-France  
Aleksandra Gojkov Rajic, Jelena Ptrljaga  
Foreign Language as a Necessary Precondition for Modern Communication  
Sutinan Pukdeewut, Chalard Chantarasombat  
Creative Thinking Development for Learning Activities Management of Secondary School Teachers  

| 11.40 – 13.45 | **PUBLIC SECTOR**                                                                 | Antti Lönqvist  
Does Knowledge Management Save the European Public Sector from Collapse?  
Harri Laihonen, Virpi Sillanpaa  
What is the Role of Knowledge Management in Capturing the Effectiveness of Public Welfare Services? |
IFKAD 2013 – FINAL PROGRAM

TRACK - Knowledge management research and practices for the development of smart communities  
chair: Gianluigi Mangia

- Emma Puerari, Grazia Concilio  
  Innovating public services in urban environments: a SOC inspired strategy proposal

- Cristina Maria Morariu  
  Intellectual capital performance in the case of Romanian public companies

- Roberto Linzalone, Antonio Lerro  
  Between solidarism and business management: assessing management factors for Social Enterprise. A survey in Italy

13.45 – 15.30  
14.40 – 16.20

LUNCH (Domagoj Restaurant)

PARALLEL SESSIONS

TRACK - Knowledge assets, knowledge sharing and intermediate organizations (clusters, industrial associations, etc.) in the creative sectors  
chair: Diane-Gabrielle Tremblay

- Amina Yagoubi  
  The fashion sector and the role of intermediate organizations in knowledge sharing, social innovation and careers/communities’ development

- Patrizia Ingallina, Alexandre Mikolajczak  
  Building innovative clusters: the role of universities in knowledge economy projects in the global metropolis

- Laure de Verdalle  
  Organisational and relational embeddedness of project-based careers: the case of French independent film production

- André Gräning, Simone Roettger, Jörg Rainer Noennig  
  Triggering Open Innovation in a High-Tech Cluster: A German Cluster Design and Development Project

- Angelo Battaglia  
  Rome and its economic creativity: the emerging knowledge neighbourhood of Pietralata

PHD CONSORTIUM  
chair: Harri Laihonen

- Isabel Alvarez, Romilio Labra Lillo  
  Identifying the role of natural resources in knowledge-based strategies of development

- Jussi Mylläriemi  
  Knowledge processes in healthcare network - a case study

- Henri Inkinen  
  Creating value through intellectual capital - a systematic review of the empirical literature

- Mila Hakanen  
  Building interpersonal trust in business network Case: Network in health, exercise and wellbeing (HEW) markets

TRACK - Linking knowledge management and entrepreneurship  
chair: Susanne Durst

- Susanne Durst, Guido Bruns, Ingi Runar Edvardsson  
  Creating knowledge in small firms: The case of the German construction industry

- Angela Poulakidas  
  The role of knowledge in reducing uncertainty in the decision to internationalize by small and medium sized SMEs

- Kaja Prystupa-Rzadca  
  Processes of knowledge acquisition in born global companies from the example of game development companies

KNOWLEDGE MANAGEMENT  
chair: JC Spender

- Richard C M Yam, Esther P. Y. Tang, Cliff C H Chan  
  Trust and Knowledge Management in New Product Development
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| 17.35 – 18.30| **DISCUSSION PANEL**  
moderator: Giovanni Schiuma  
Susanne Durst - University of Liechtenstein, LIE  
Tan Yigitcanlar - Queensland University of Technology, AUS  
JC Spender - ESADE and Lund University, USA  
Antti Lonnqvist - Tampere University of Technology, FIN  
Nicolas Gorjestani - World Bank, USA  
Roberto Grandinetti - University of Padua, ITA |
| 20.30 – 23.00| **SOCIAL DINNER**  
- Kezele Restaurant, Zagreb (bus transfer) |
**Friday 14 June 2013**

**09.00 – 09.50**

**KEYNOTE SPEECH**

Karim Moughstafir - Al Akhawayn University, MAR

"Exploring the smart world of intelligent organizations: a human behavior journey"

**09.50 – 11.30**

**PARALLEL SESSIONS**

**TRACK - Knowledge management research and practices for the development of smart communities**

*Chair: Gianluigi Mangia*

- Roberto Micera, Simone Splendiani, Angelo Presenza, Giacomo Del Chiappa
  - Smart Destinations: new strategies to manage tourism industry
- Lucia Varra, Lucia Buzzigoli, Chiara Buzzigoli, Roberta Loro
  - Knowledge management for the development of a smart tourist destination: the possible repositioning of Prato
- Corinne Rochette
  - The diffusion of new practices in public organizations with the role of stakeholders as a starting point: the case of the territory marketing
- Nawattakorn Homsin, Chalard Chantarasombat
  - A Model of Knowledge Management for Public Mind Development of Secondary School Students

**INTELLECTUAL CAPITAL**

*Chair: Antti Lonnqvist*

- Aino Kianto, Henri Inkinen, Paavo Rititala, Mika Vanhala
  - The interaction of intellectual capital stocks and knowledge management practices in organizational value creation
- José Maria Viedma Martí
  - On achieving entrepreneurial excellence in the Knowledge economy. The ICBS (Intellectual Capital Benchmarking System) way
- Holger Kohl, Ronald Orth, Sven Wuscher, Markus Will
  - Challenges for an Integrated IC-Monitoring System: a multi-stakeholder perspective
- Paola Paolini, Paola Demartini
  - Managing Sustainability Through The IC Practice Lens

**TRACK - Knowledge Networks: management and policy-making**

*Chair: Enrico Scarso*

- Ana Aleksic Miric
  - Inter-organizational Design Fit: Implications for Inter-organizational Learning Theory
- Ettore Bolisani, Marco Paiola, Enrico Scarso
  - Knowledge-based Networking Strategies: Characterisation and Case-Study Research
- Natasa Rupcic
  - Building socially responsible learning systems - implications for the European Union
- Ilona Ivonen, Vilma Vuori
  - Balancing between risks and benefits of knowledge sharing in co-competitive knowledge networks

**11.30 – 12.10**

**COFFEE BREAK**

**12.10 – 13.50**

**PARALLEL SESSIONS**

**SMART GROWTH**

*Chair: Shanker Seetharam*

- Paola Demartini, Mara Del Baldo
  - An Intellectual Capital Perspective For Territorial Competitiveness And Sustainability
- Liudmila Gridneva, Jörg Rainer Noennig
  - The City as a Knowledge Ecosystem: A Conceptual Matrix for Creative Environments
- Aurobindo Ogra
  - Mobile Solutions and Applications for Smart Government
- Cvetko Smilevski, Daniela Velkova, Natasa Nikolovska, Andrijana Apostolova
  - Organizational learning for Smart organization
SMART CITIES  chair: Tan Yigitcanlar

- Rosa Maria Dangelico, Vito Albino, Umberto Berardi
  Smart cities: definitions, dimensions, and performance
- Adamu Ahmed, Faisal Umar, Yakubu Aliyu Bununu
  ICT Solutions for Smart Urban Governance: Lessons from GIS Applications in Monitoring Development Control Violations in Hanwa Neighborhood of Zaria, Nigeria
- Tatiana Gavrilova, Giovanni Schiuma, Daniela Carlucci
  Art of Visual Thinking for Smart Business Education
- Milena Vukmirovic, Mira Milakovic
  Intelligent pedestrian environment. Lessons from Parisian experience

SME’s  chair: Robert Huggins

- Lara Agostini, Roberto Filippini, Anna Nosella
  The impact of corporate and product trademarks on SMEs performance in the fashion sector
- Peter Lindgren, Ole Horn Rasmussen, Kristin Falck Saghaug
  Business model relations Intellectual Capital: How to release Intellectual Capital from SME’s BM’s relations?
- Daria Sarti
  Managing knowledge through human resource management practices in SMEs.
- Minna Saunila
  Innovation capability for SME success: Perspectives of financial and operational performance

13.50 – 15.30  LUNCH (Domagoj Restaurant)

15.30 – 17.35  PARALLEL SESSIONS

INNOVATION  chair: George Tovstiga

- Karl Joachim Breunig, Tor Helge Aas, Katja Maria Hydle
  Innovation incentives or performance measures for improved innovation practices? The case of scale-intensive service firms
- Sebastian Gurtner, Jörg Rainer Noennig, Anja Jannack
  Programming Creativity: Methods for Empowering Innovation in Interdisciplinary Teams
- Kristin Falck Saghaug, Ole Horn Rasmussen, Peter Lindgren
  The Death of God in Theology - the Growth of God in Economy
- Lorn Sheehan, Angelo Presenza
  "Albergo Diffuso": A Cultural Tourism Asset or Niche Accommodation?
- Davide Aloini, Valeria Mininna, Riccardo Dulmin, Simone Ponticelli
  Innovative value chain patterns through organizational transformation: cases from the project industry

KNOWLEDGE MANAGEMENT  chair: Karim Moustaghfir

- Peter Schmiedgen, Jörg Rainer Noennig
  ImmuniCation: Resilient Communication Structures for Smart Growth of Organizations
- Tuula Mittila
  Individual exploitation of knowledge
- Ming Qu, Ramana Reddy, Sumitra Reddy, Shufen Liu, Mingyang Liu
  A Behavior Centric Approach for Building Semantic Service Discovery for the Knowledge Advantage Machine
- Valentina Lazzarotti, Giacomo Di Foggia
  Assessing the link Between Revenue Management and Performance: Insights from the Italian Tourism Industry.

TRACK - Knowledge assets, knowledge sharing and intermediate organizations (clusters, industrial associations, etc.) in the creative sectors  chair: Diane-Gabrielle Tremblay

- Diane-Gabrielle Tremblay
  Creative clusters in Montreal: the Film and Audiovisual production and its challenges for knowledge sharing
- Marianna D’Ovidio
  Local roots of a global economy: knowledge (re)production in the city
- Argelia Munoz Larroa
  Boundary Spanner Roles in the Film Industry The case of Wellington, New Zealand
Martine Gadille, Alena Starheyeva  
Limits to the construction of an open innovation network: the case of pre-setup of a living lab in a small urban area  

Barbara Iannone  
Sustainability as competitive advantage. A framework for analyzing corporate impacts in wineries’ companies

SMART GROWTH  chair: Milena Vukmirovic

Tan Yigitcanlar  
Sustainable knowledge community precincts: lessons from global best practices

Shanker Seetharam  
The Development and Protection of Intellectual property with the rise of BRIC countries and impacts of some landmark judgements and cases in BRIC countries

Ivan Todorović, Mladen Ćudanov, Stefan Komazec, Jovan Krivokapić  
Improvement of Organizational Knowledge Transfer through Integration of Functional Silos in Smart Network: Case Study of Public Enterprises

Janet Bagorogoza, H. J. van den Herik, A.A. de Waal, B.A. Van de Wa  
Advancing Financial Institutions to HPOs through Knowledge Management: The Case of Uganda

Chalard Chantarasombat  
Development of Innovative Community for Self-Reliance through Sufficiency Economy

17.35 – 18.00

CONFERENCE CONCLUSIONS & CLOSING REMARKS

Giovanni Schiuma – University of Basilicata, ITA

Ante Pulic – University of Zagreb, CRO