Managing Knowledge in Uncertain Times

1-3 September 2021

University of Rome Tre, Rome, Italy
Discord Virtual Platform
9.00-9.10 OPENING OF VIRTUAL SESSIONS

9.10-10.50 VIRTUAL PARALLEL SESSIONS (DISCORD)

ROOM A
Business Healthcare & Digital Transformation
chair: Emanuela Foglia

E. Foglia, L. Ferrari, E. Caraglia, F. Scettini, D. Belavia,
F. Baglio, F. Rossetto, V. Basili
Telemedicine and COVID-19 Pandemic: the Case of
T-CUBE Digital Technology

L. Cannavacciuolo, C. Ponsiglione, S. Primario, I. Quinto
How to Improve the Triage: an Analysis of Factors
Affecting its Accuracy

A.I. Asad, D. Pavelková, T.T. Vy Nguyen
Contemporary Challenges in the EU Pharmaceutical
Industry: A Systematic Literature Review

V. Zazo, M. Bisciglie, F. Schiavone, I. Giannoccaro
A Framework of Indicators to Evaluate the Integrated
Care Pathways in a Cancer Research Centre

ROOM B
Digital Platform & New Technologies
chair: Ciro Troise

A. Shuja, A. Shuja
Planning for Strategic Shift in Shaping a Transformed
Business World

E. Borin, G. Fantini
The Peculiarities of Equity Crowdfunding for Cultural
Heritage: a New Approach to Innovation

M. Boccia, A.M. Ferragina, G. Markabayeva
Agglomeration, Vertical Disintegration and Specialization
in the Knowledge Intensive Business Services: Empirical
Evidence on the Italian Provinces

A. Ricciardelli, N. Raimo, F. Manfredi, F. Vitolla
Sustainability of Urban Regeneration Projects in Resilient
Cities: a Multiple Case Study

ROOM C
Green Innovation & Sustainability
chair: Antonietta Cosentino

F. Ricci, V. Scafarto, G. della Corte, G. Modaffari
Blockchain and Sustainability in the Agri-Food Sector: a
Structured Literature Review

S. Ardunin, F. Losi Campa
The Impact of the Covid-Related Recession on Italian
Wineries

G. Fattoruso, R. Jannelli, M.G. Olivieri, M. Squillante, A. Violi
Circular Economy in the Public Administration: the Case of
Italian University at the Time of COVID 19. A Multicriteria
Approach

V. Formisano, M. Fedele, A. Bashirpour Bonab
Knowledge Management and Circular Economy: Novel
Solutions to Cope with Uncertain Times

ROOM D
Knowledge Management & Higher Education
chair: Biagio Ciao

B. Ciao
Performance Improvement in the Business of Knowledge
Production: a Natural Experiment from Higher Education

I. Pinho
Knowledge Governance in Higher Education Research

L. Cricelli, M. Grimaldi, S. Strazzullo
The Role of Intellectual Capital in Universities: a Review of
the Literature and a Research Agenda

A. Duran-Hernandez, I. Segura-Duran, J.M. Cornejo-
Macías, F.J. Lopez-Cerpa
The Transformation of ICT Education with this New
Normality after Pandemic in the University of Guadalajara,
Mexico

10.50-11.10 Coffee Break

11.10-13.15 VIRTUAL PARALLEL SESSIONS (DISCORD)

ROOM A
Smart Working & Human Resources
chair: Giovanni Schiuma

Y. Khadir
Covid-19: Knowledge Workers in Slippers

N. Carbonara, R. Pellegrino
Italian Smart Working Survey during the Pandemic:
Advantages, Limits, Impacts and Organizational Readiness

F.J. Álvarez-Torres, G.C. López-Torres, G. Schiuma, E.
Álvarez-Rodríguez
Effects of COVID-19 on the Perception of Well-Being,
Work and Entrepreneurship in Mexico

M. Zifar, I. Bonacci
The Sustainability and Flexibility of Work in Times of
Emergency: the Case of PA

Z. Abbas, R. Zamečnik, S. Gulzar, K. Hussain
Thriving in Uncertain Times: Learning Organization on
Employee Resilience via Serial Mediation Analysis of
Adaptability and Self-Efficacy

ROOM B
TR 19: Managing Projects in Uncertain Times
chair: Ernesto De Nito

A. Scotto, M. Cicellin, S. Consiglio
Social Bricolage and Social Business Model in Uncertain
Contexts: First Insights from Minor Cultural Heritage

T.A.R. Gentile, E. De Nito, T. Köhler, M. Mitsuruca, R. Reina
An Overview of the Last 20 years Literature on e-Learning in
an Academic Context

O. Bar-Gil, L. Spigler
Atmosphere of Collaboration during Social Distancing -
Adopting Collaboration Workplace during the Corona
Pandemic

E. De Nito, P. Canonico, V. Esposito, G. Fattoruso, M.Pezzillo,
Laconca, G. Mangio
The Role of Visualization as a Knowledge Translation Tool in the
Automotive Setting

M. Ratia, I. Myllärniemi, N. Helander
Intelectual Capital and Robotic Process Automation (RPA) - a
Capability Perspective

ROOM C
Financial Strategies and Tools
chair: Gaetano della Corte

J. Holland
A Knowledge Strategy for the ‘Greening’ of Financial
Firms

S. Ardunin, M. Celli, F. Nahum
Business Valuation in Emergency Contexts: Crisis
Analysis Impact Due to the Covid-19 Pandemic

C. Drago, G. Hoehlali
COVID-19 and Crisis Management in Business: A
Symbolic Bibliometric Data Analysis

L. Agostini, A. Nosella, M. Holgersson
The Role of Patent Organization for the Successful
Implementation of Patent Strategy

University Patents: an Asset to Communicate

ROOM D
Smart Cities, Culture, Diversity
chair: Letizia Labaronne

I. Labacay
Governance of Sustainable Greentech Value Chains

W. Vesperi, M. Ventura, C.L. Cristofaro, R. Reina, A.M. Melina
Towards Smart City Challenge: an Observed Case

P. Genkova, D. Schäfer
What is Intercultural Competence and who Needs it? - An
Exploratory Study of Attitudes of Students and Professionals
Towards the Content Validity and External Validity of
Intercultural Competence

E. Bonacini, S. Deva
Noto: The Day of Fear (1693). A VR Immersive Project about
the Legacy of Resilience

L. Labaronne, F. Gürke, L. Helmberg, E. Fink-Mennel
Managing Intangible Cultural Heritage in Pandemic Times:
The Case of the Lake Constance region
13.15-14.30  LUNCH BREAK

14.30-16.35  VIRTUAL PARALLEL SESSIONS (DISCORD)

ROOM A
TR 17: Managing Knowledge in Complex Organizations and Networks
chair: Cristina Ponsiglione

E.L. da Silva
Scientific Collaboration Networks in Fiocruz

S. Primario, E. Cozzoni, C. Passavanti, C. Ponsiglione, P. Rippa
The Impact of Responsible Research on Innovation Networks in Additive Manufacturing: an Agent-Based Model

A.M. Melina, W. Vesperi, M. Ventura, C.L. Cristofaro, R. Reina
Knowledge Visualization and Emergency in the Complex Organizations

L. Ponta, G. Puliga, R. Manzini, S. Cincotti
Sustainability-Oriented Innovation, Open Innovation and Performance: an Agent-Based Approach

J. Orjatsolo
Role of Knowledge in Managerial Decision Making

ROOM B
Digitalization & Business Models
chair: Daniela Carlucci

B. Nicolai, S. Tallarico, L. Pellegrini, L. Gastaldi, G. Vella, S. Lazzini
Blockchain Technology in Healthcare: Readiness of Different Types of Stakeholders

A. Annarelli, F. Di Meo
The Impact of Digital Transformation: Managing Skills to Deal with Digitalization

A. Annarelli, P. Guglielmi, G. Polombi
The Influence of Digitization on Organizational Resilience: Black Swans and Antifragility

J. Zatsman
A Model of Goal-Oriented Knowledge Discovery based on Human-Computer Symbiosis

G.A. Dávila, G. Tonial, T. Andreeva
The Role of Knowledge Complexity for Absorptive Capacity: Evidence from ICT Firms

ROOM C
Intellectual Capital
chair: Gianpaolo Iazzolino

C. Daraio, G. Iazzolino, D. Loise, I.M. Coniglio, S. Di Leo
Mapping Intellectual Capital and Performance of Knowledge Organizations: an Enriched Systematic Review

M. Ricci, G.A. Dávila, K. North
Exploring the Role of Entrepreneurial Capital and Leadership in Innovation Performance in High-Tech SMEs in Argentina

P. Hernández García, G.C. López-Torres, M. Hernández Madrigal, M. de Jesús Pérez Ramos
The Impact of Intellectual Capital to Financial, Market and Operational Performance

E. Dinu
Intellectual Capital Management, Technology and Innovation: a Systematic Literature Review

T. Gavrilova, A. Kuznetsova
Why Mind Maps Are so Poor: Analysing the Drawbacks of Generalisation

ROOM D
Circular Economy & Sustainability
chair: Marco Valerio Rossi

G. Ceccarelli, R.M. Dangelico, L. Fraccascia
Products from Industrial Symbiosis: a Survey of Consumer Perceptions and Purchase Intention

P. Jonitz, L. Fraccascia, D.M. Yazan
The Impact of Food Waste Treatment Claims on Consumer Attitudes and Behavioural Intentions

O. Alkanova, V. Basenko
Determinants of Customers’ Propensity to Plan Purchases during Sales: the Role of Customer Knowledge

M. Manu
Customer Satisfaction and Added Value Creation Damaged by Knowledge Barriers

F. Faggioni, M.V. Rossi
Supply Chain Resilience: Preliminary Results from a Systematic Literature Review

16.35-16.45  CLOSING OF VIRTUAL SESSIONS

KEYNOTE SPEECHES (Google Meet: https://meet.google.com/atg-zuaz-inp)

16.50-17.40  JC Spender, Kozminski University, Poland  ||  “Knowledge, Young People, Power”

17.40-18.30  Jay Liebowitz, Seton Hall University, US  ||  “The Next Generation of KM: Perspectives from the Pandemic”

20.00-22.00  WELCOME RECEPTION for ONSITE PARTICIPANTS - Royal Art Cafè, Piazza del Colosseo 1, Rome
9.30-9.45  OFFICIAL OPENING & WELCOME WORDS OF IFKAD 2021
Giovanni Schiuma, LUM University, Italy // Paola Paoloni, Sapienza University of Rome, Italy // Marco Tutino, University of Rome Tre, Italy

9.30-11.10  PARALLEL SESSIONS

**ROOM A**
TR 26: Managing Knowledge in Circular Economy during Uncertain Times
Chair: Salvatore Ammirato

A.M. Felicetti, C. Raso, R. Linzalone, S. Ammirato
Collaboration for Sustainability in the Agri-Food Sector: the Case MEC - Marketplace Ecosostenibile Calabria

T. Ciano, M. Ferrara, R. Mavilla, B.A. Pansera
International Collaboration in Western Balkans: the Impact of EU Enlargements on Science and Innovation

M. Ferrara, G. Falcone, D.S. Merendo, A. Biafore, F. Santoro, A. Violi
MEC – An Eco-Friendly Marketplace in Agri-Food Sector

Eco-Design in the Dairy Industry to Reduce Food Losses in a Circular Economy Perspective

**ROOM B**
TR 26: Strategy & Innovation
Chair: Michal Krčál

L. Dobeslová, D. Janků, M. Krčál, A. Zrareravasan
Knowledge Factors Influencing IS Investment Decision-Making

M. Dietze, M. Kahrens
Transform Knowledge Assets into Reality: How the Purposeful Combination of Knowledge Activities Enables Organisations to Channelise the Knowledge Flow in Software Engineering Development

E. Panetti, M.C. Pietronudo, A. Sabetta
The Venture Capital Deal Sourcing Process in Uncertain Time

L. Claudia, C. Cannavale, M. Simoni
Does Culture Impact the Inversion of the Flow? National Culture and the Reverse Innovation

**ROOM C**
TR 21: Managing Knowledge for Value Creation
Chair: Mauro Romanelli

G. Attanasio, C. Battistella, N. Preghenella
Sustainable Value and Stakeholders: a Conceptual Framework from Multiple Case Studies

A. Zbuchea, M. Romanelli, M. Bira, F. Pinzaru
Creative Neighbours between Creatives and Public Administration

M. Romanelli, D. de Gennaro, F. Buonocore
Rethinking Sustainable and Smart Working Public Organisations

D. Cortese, C. Civera, C. Casalegno, A. Zardini
When Do Ecosystems Facilitate Transformative Social Innovation? A Configurational Analysis of 13 Projects in Developing and Emerging Contexts

11.25-12.00  COFFEE BREAK - Gran Caffè Tenzazioni, Via Silvio D’Amico 115, Rome

12.00-13.40  PARALLEL SESSIONS

**ROOM A**
TR 02: Knowledge to Manage Finance Strategies during Unplanned Events
Chair: Giuseppe Modaffari

G. Modaffari, N. Paoloni, G. della Corte
Crowdfunding in the Crisis Context: an Overview of Covid-19 Era

A. Dello Strologo, N. Paoloni, G. Mattei, E. D’Andrassi
Advancing in Civic Crowdfunding Research: a Systematic Literature Review and Future Agenda

S. Ferri, C. Morrone, A. Tran
The Intellectual Capital of Corporate Governance for Overcoming a Crisis

**ROOM B**
TR 21: Knowledge Heritage, Learning & Innovation
Chair: Zuzana Dohnalová

A.M. Felicetti, D. Rogano, R. Linzalone, V. Corvello, S. Ammirato
SMILE: towards an Automated Methodology for Systematic Literature Reviews

T. Cherkos Kassaneh, E. Bolisani, J.G. Cegarra Navarro
Knowledge Management Practices in Supply Chains: Identification and Categorization of Barriers

M. Monashev, M. Krčál
An Overlap of Knowledge Management and Business Process Management: a Systematic Literature Review

L. Leuschen, P. Laube, F. Eitzenberger, T. Thimm, S. Helbling
Cultural Mapping 4.0 – Participatory Regional Cultural Planning in Theory and Practice

**ROOM C**
TR 01: Diversity Management in Times of Crises: Implications for Diversity Management from the COVID-19 Pandemic
Chair: Mauro Romanelli

H. Schreiber, P. Genkova
Diversity-Oriented Leadership- A Success Factor in the STEM Sector

S. Cincalova, M. Chalupova, J. Voracek, N. Tolksdort, H. Kotouckova
National Performance and Global Dynamics: an Unifying Knowledge-Based Approach

M. Romanelli
Rediscovering Urban Intelligence within Sustainable Cities

P. Genkova, H. Schreiber
Diversity Beliefs and Diversity Climate: Potentials for Organizations? The Case of Germany
## 13.40-15.10  LUNCH BREAK - Restaurant “Modo Roma”, Via Ostiense 415, Rome

## 15.10-17.40  PARALLEL SESSIONS

### ROOM A  Smart Working & Human Resources
- **Chair:** Ettore Bolisani
- **Is Working from Home Really Smart? Perspectives of Knowledge Workers during the COVID Situation**
- **T. Eloranta, O. Vanharanta, M. Vartiainen, T. Olsson, J. Okkonen**
- **Forms of Crafting during COVID-19 Induced Remote Work: Experiences from Finnish Knowledge Workers**
- **D. Karolyová, I. Haider, M. Ratilla, Z. Dohnalová**
- **Nudges and Healthy Food Consumer Choices in Diverse Environments: Extant Knowledge and Research Directions**
- **V. Schiaroli, R.M. Dangelico, L. Fraccascia**
- **Green Consumer Behaviour during Covid-19 Pandemic: a Survey of Italian Consumers**
- **M. Chalupova, H. Kotouckova, S. Rojik, J. Voracek**
- **Understanding Czech Consumers’ (from the Pilsen Region) Regional Food Buying Preferences Using the Decision Tree Method**

### ROOM B  Healthcare in Times of Crisis
- **Chair:** Rossella Onofrio
- **Enhancing Resilience in Healthcare Organisations during COVID-19 Pandemic: the Key Role of Information Systems**
- **F. Betto, P. Garengo**
- **Resilience in Healthcare: an Investigation into the State of the Art**
- **A. Stefanini, L. Agostini, R. Onofrio, C. Piccolo**
- **Blockchain-Driven Process Innovation in Healthcare Ecosystems: a Business Process Management Capabilities Analysis**
- **D. Aloini, E. Benevento, A. Stefanini, P. Zerbino**
- **Managing Change: Exploring Knowledge Sharing Barriers and Channels among NHS Hospital Estates and Facilities Management Departments**
- **C.-M. von Behr, T. Minshall**
- **Healthcare System in the Digital Era: the Telemedicine Contribution to Overcoming the Social Boundaries in an Uncertain Time**
- **P. Paolini, A. Cosentino**

### ROOM C  Digitalization, Business Models & Innovation
- **Chair:** Kevin Reuther
- **Estimating the Impact of Airbnb on Rural Tourism Ecosystem: an Empirical Investigation in Italian “Borghi”**
- **W. Buchholz, H. de Bie**
- **Complementor Relationship Management for Data-Driven B2B Platforms: Towards a Holistic Approach**
- **F. Santarsiiero, D. Carlucci, G. Schiuma**
- **Fostering Tourism Organisations’ Digital Transformation and Business Model Innovation in Times of Uncertainty: Insights from a Case Study**
- **J. Voracek, W. Vorackova, J. Schroeder**
- **Situation Awareness and Governed Trust in Partner Networks: A Hierarchical Conceptual Model**
- **A. Bassi, G. Amorati, D. Bassi, D. Beltrami, J. Bertossa, M. Brouer, L. Buffoni, M. Previdoli, Q. Rexha, A. Rusitt, M. Tunzi**
- **Project Organizations – Evolutions between Theory and Reality**
- **K. Reuther, Y. Dahle, A. Pohle, Ch.-A. Schumann**
- **Excubation Platforms: Enabler of Digital Entrepreneurship Support?**

### ROOM C  TR 13: Disclosing the Impact of Digitalization at Individual, Organizational, and Ecosystem Levels
- **Chair:** Gianluca Murgia
- **Opening the Black Box of Artificial Intelligence Technologies. An Analysis of the Main Determinants of AI Solutions**
- **M. Ingvaldsen, H. Kaur, K. J. Breunig**
- **Individual-Level Impediments to Digital Transformation: a Bibliometric Literature Review**
- **L. Codara, F. Sgobbi**
- **In Search for a Successful Digital Transformation: Three Case Studies in the Valves Industry**
- **E. D’Amico, A. Colombelli**
- **Universities Specialization’s Role in Artificial Intelligence Venture Creation**
- **R. Colomboli, P. Neirotti**
- **Are Team Leaders’ Skill Gaps Hindering the Diffusion of Data-Driven Decision-Making in Manufacturing?**
- **F. Rasool, M. Greco, S. Strazzullo**
- **Is Digital Supply Chain Calling for new KPIs?**

## 17.40-18.30  KEYNOTE SPEECH
- **Paola Demartini - University of Rome Tre, Italy**
- **“Sustainability Reporting & Information in Uncertain Times: New Actors, Meaning and Media”**

## 20.30-23.30  SOCIAL DINNER - Palazzo Naiadi, Piazza della Repubblica 48, Rome
### 10.00-10.30 COFFEE BREAK - Gran Caffè Tenzazioni, Via Silvio D’Amico 115, Rome

### 10.30-12.35 PARALLEL SESSIONS

<table>
<thead>
<tr>
<th>ROOM A</th>
<th>Industry &amp; Digitalization</th>
<th>chair: Laima Gerlitz</th>
</tr>
</thead>
<tbody>
<tr>
<td>F. Santarsiero, D. Carlucci, G. Schiuma</td>
<td>Measuring and Managing the Performance of Organisational Digital Transformation in Industry 4.0</td>
<td></td>
</tr>
<tr>
<td>A. de bem Machado, S. Secinario, D. Calandra, F. Lanzalonga</td>
<td>Knowledge Management, Digital Transformation, and Industry 4.0: Exploring Relationship and Solutions</td>
<td></td>
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<tr>
<td>S. Barile, F. Iandolo, P. Vito</td>
<td>Industrial Symbiosis: Business Models Compared</td>
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</tbody>
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<table>
<thead>
<tr>
<th>ROOM B</th>
<th>TR 05: Knowledge Management and its Role for Addressing Present and Future Societal Challenges</th>
<th>chair: Susanne Durst</th>
</tr>
</thead>
<tbody>
<tr>
<td>F. Ricciardi, A. Bertello, C. Forlano, P. De Bernardi</td>
<td>Knowledge Behaviors and Commons: What We Learn from the Covid-19 Crisis</td>
<td></td>
</tr>
<tr>
<td>L. Davies, S. Durst, W. Gerstberger</td>
<td>The Fragility of SMEs' Supply Chain Risk Management – Insight from six European Countries</td>
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<tr>
<td>S. Durst, M. Zieba, M. Gonzirowska</td>
<td>Knowledge Risks in the COVID-19 Pandemic</td>
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<td>B. Hammodo, S. Durst</td>
<td>The Proposal of a Knowledge Risk Management (KRM) Framework for Healthcare Organizations</td>
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<tr>
<td>E. Domínguez Romero, S. Durst, A. Ainaño</td>
<td>A New State of the Art – a Business Paradigm Led by Knowledge Management</td>
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<table>
<thead>
<tr>
<th>ROOM C</th>
<th>Circular Economy, Agri-Food Sector &amp; Sustainability</th>
<th>chair: Barbara Iannone</th>
</tr>
</thead>
<tbody>
<tr>
<td>P. Del Vecchio, A. Urbinati</td>
<td>An Empirical Investigation of the Enablers for Circular Economy Business Models in the Agri-Food Sector</td>
<td></td>
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<tr>
<td>P. Paoloni, A. Cosentino</td>
<td>Knowledge management and relational capital to support business resilience. Evidence from the Italian agro-food sector</td>
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<tr>
<td>V. Basile, N. Capobianco, F. Loia, R. Vona</td>
<td>Sustainable Decommissioning of Offshore Platforms: a Proposal of Life-Cycle Cost-Benefit Analysis in Italian Oil and Gas Industry</td>
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<td>R. Capurro</td>
<td>Accelerating the Transition towards Sustainability through Green Innovations: an Integrated Framework to Support Business Models Evolution</td>
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<tr>
<td>B. Iannone, A. Penella</td>
<td>Which Intangibles in Agri-Food Sector? The Abruzzo Experience during the Covid-19 Era</td>
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<thead>
<tr>
<th>ROOM D</th>
<th>Entrepreneurship</th>
<th>chair: Enrico Scarso</th>
</tr>
</thead>
<tbody>
<tr>
<td>M. Tutino, G. Mattei, N. Paoloni, M. Manzo</td>
<td>Food &amp; Beverage Female Companies Financial Strategies: How their Choices Influence the Crises’ Reaction?</td>
<td></td>
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<tr>
<td>G. Mattei, G. Grossi, V. Santolamazza</td>
<td>Women in the Public Administration Literature: Past, Present and Future</td>
<td></td>
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<tr>
<td>D. Battaglia, D. Messinese, A. Panelli</td>
<td>Scientific Entrepreneurs using a Scientific Approach to Decision-Making: Evidence from Italy</td>
<td></td>
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<tr>
<td>R. Lagrutta, F. Santarsiero, D. Carlucci</td>
<td>Leveraging Knowledge-Based Dimensions to Implement Entrepreneurship Education (EE) Programs in Higher Education</td>
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<tr>
<td>G. Laptev, D. Shaytan</td>
<td>Knowledge Management in the Early Stage of Collaborative Product Design by the Entrepreneurial Team</td>
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### 12.35-12.50 CONCLUSIONS & CLOSING OF IFKAD 2021 and ANNOUNCING IFKAD 2022

Giovanni Schiuma, LUM University, ITALY & Antonio Bassi - SUPSI, Switzerland

### 13.00-14.30 LUNCH - Restaurant “Modo Roma”, Via Ostiense 415, Rome