Small and Medium Enterprises: Concepts, Methodologies, Tools, and Applications (4 Vols.)

Small and medium enterprises outnumber major corporations by a large margin, and will continue to play an essential role in the innovation and competition of economies around the world.

Small and Medium Enterprises: Concepts, Methodologies, Tools, and Applications (4 Vols.) provides a comprehensive collection of research on current technological developments and organizational perspectives on the scale of small and medium enterprises. This is a reference source suitable for professionals, practitioners, and academics interested in the growth and influence of small and medium businesses on the economy.

Topics Covered:
- Business Strategies
- E-Business
- E-Commerce
- Enterprise Engineering and Integration
- Small and Medium Enterprises
- Strategic Information Systems

Market: This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners and is ideal for classroom use.
<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Framework Entrepreneurship Process</td>
<td>Pires José Adriano Gomes (Polytechnic Institute of Bragança, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Peñaharro Francisco José García (University of Salamanca, Spain)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sampaio Jorge Humberto Matinho (Polytechnic Institute of Bragança, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vázquez Rosa María Martínez (Almeida University, Spain)</td>
</tr>
<tr>
<td>2</td>
<td>Theoretical Foundations for Information Systems in Small- and Medium-Sized Enterprises</td>
<td>Devos Jan (Ghent University, Belgium)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Van Lantschegem Hendrik (Ghent University, Belgium)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deschoolmeester Dirk (Ghent University, Belgium)</td>
</tr>
<tr>
<td>3</td>
<td>SMEs, Institutions, and Performance</td>
<td>Jensen Camilla (University of Nottingham, Malaysia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Peng Low Mei (Universiti Teknologi Malaysia)</td>
</tr>
<tr>
<td>4</td>
<td>Creativity in Action:</td>
<td>Calvey David (Manchester Metropolitan University, UK)</td>
</tr>
<tr>
<td>5</td>
<td>Consumer-Centric Marketing Strategies</td>
<td>Di Pietro Loredana (University of Molise, Italy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pantano Eleonora (University of Calabria, Italy)</td>
</tr>
<tr>
<td>6</td>
<td>SMEs and E-Business</td>
<td>Ferrería Mario Pedro Leite de Almeida (Universidade Católica Portuguesa, Portugal)</td>
</tr>
<tr>
<td>7</td>
<td>E-Procurement Process</td>
<td>Retinat Paolo (University of Basilicata, Italy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Argoneto Pierluigi (University of Basilicata, Italy)</td>
</tr>
<tr>
<td>8</td>
<td>SME as a Service</td>
<td>Delgado José Carlos Martins (Instituto Superior Técnico, Portugal)</td>
</tr>
<tr>
<td>9</td>
<td>Open Innovation in SMEs</td>
<td>Rahman Hakikur (University of Minho, Portugal)</td>
</tr>
<tr>
<td>10</td>
<td>Research and Practices on Open Innovation:</td>
<td>Rahman Hakikur (University of Minho, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ramos Isabel (University of Minho, Portugal)</td>
</tr>
<tr>
<td>11</td>
<td>An Agent-Based Operational Virtual Enterprise Framework enabled by RFID</td>
<td>Üniser H. Ozgür (TOBB-University of Economics and Technology, Turkey)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sadigh Bahram Lotfi (Middle East Technical University, Turkey)</td>
</tr>
<tr>
<td>12</td>
<td>An Exploratory Investigation of the Barriers to the Adoption of Open Source ERP by Belgian SMEs</td>
<td>Ven Kris (University of Antwerp, Belgium)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Van Nuffel Dieder (University of Antwerp, Belgium)</td>
</tr>
<tr>
<td>13</td>
<td>Theoretical Model for a Local Economy Open Innovation Program:</td>
<td>Porath Amiram (Center for Academic Studies in Or-Yehuda, Israel)</td>
</tr>
<tr>
<td>14</td>
<td>A Research Model for Open Innovation:</td>
<td>Rahman Hakikur (University of Minho, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ramos Isabel (University of Minho, Portugal)</td>
</tr>
<tr>
<td>15</td>
<td>Open Innovation Strategies in SMEs:</td>
<td>Rahman Hakikur (University of Minho, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ramos Isabel (University of Minho, Portugal)</td>
</tr>
<tr>
<td>16</td>
<td>Championing SME Collaboration</td>
<td>Jones Michael (University of Wollongong, Australia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Burgess Lois (University of Wollongong, Australia)</td>
</tr>
<tr>
<td>17</td>
<td>Interdisciplinary Design for Collaborative Ontology-Based Innovation Monitoring</td>
<td>Zibuschka Jan (Fraunhofer IAO, Germany)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Laufs Uwe (Fraunhofer IAO, Germany)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Engelbach Wolf (Fraunhofer IAO, Germany)</td>
</tr>
<tr>
<td>18</td>
<td>Adopting ICT in the Montrepreneur Business:</td>
<td>Costin Yvonne (University of Limerick, Ireland)</td>
</tr>
<tr>
<td>19</td>
<td>Semantic Web Applications to Enhance the Market Opportunities of SMEs</td>
<td>Morandi Valentina (University of Brescia, Italy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sgobbi Francesca (University of Brescia, Italy)</td>
</tr>
<tr>
<td>20</td>
<td>Risk-Off Method:</td>
<td>Junior Walter Coelho Pereira de Magalhães (Embrapa Dairy Cattle, Brazil &amp; Federal University of São Carlos, Brazil)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bonnet Marcelo (Embrapa Dairy Cattle, Brazil)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Feijó Leandro Dumanino (Ministry of Agriculture, Livestock and Supply, Brazil)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Santos Marilde Terezhina Prado (Federal University of São Carlos, Brazil)</td>
</tr>
<tr>
<td>21</td>
<td>Structuring Knowledge for Enterprise Resource Planning Implementation through an Ontology</td>
<td>Nach Hamid (Université de Québec à Rimouski, Canada)</td>
</tr>
<tr>
<td>22</td>
<td>ISMS Building for SMEs through the Raws of Knowledge</td>
<td>Sánchez Luis Enrique (SICAMAN NT, Spain)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Santos-Olino Antonio (SICAMAN NT, Spain)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fernandez-Medina Eduardo (University of Castilla-La Mancha, Spain)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Piattini Mario (University of Castilla-La Mancha, Spain)</td>
</tr>
<tr>
<td>23</td>
<td>SME Model Suggestion for SMEs Economic and Environmental Sustainable Development</td>
<td>Calipinar Hatice (The University of Hacettepe, Turkey)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ulas Diller (The University of Ankara, Turkey)</td>
</tr>
<tr>
<td>24</td>
<td>Accessing Knowledge-Assets in Renewable Energy SMEs in Scotland:</td>
<td>Lerro Antonio (University of Basilicata, Italy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Schianna Giovanni (University of Basilicata, Italy)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Huggins Robert (University of Wales Institute Cardiff, UK)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Prokop Daniel (University of Wales Institute Cardiff, UK)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weir Maria (Intellectual Assets Centre, UK)</td>
</tr>
<tr>
<td>25</td>
<td>Section 3: Tools and Technologies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Incorporating Qualitative Information for Credit Risk Assessment through Frequent Subtrees Mining for XML</td>
<td>Ikasari Novita (Curtin University, Australia &amp; University of Indonesia, Indonesia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hadzie Feđja (Curtin University, Australia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dillon Tharam S. (Curtin University, Australia)</td>
</tr>
<tr>
<td>26</td>
<td>A Benchmarking Study on Organizational Creativity Practices in High Technology Industries</td>
<td>Sousa Fernando (INUIAF &amp; CIEO, Portugal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monteiro Ileana (University of Algarve &amp; CIEO, Portugal)</td>
</tr>
<tr>
<td>27</td>
<td>Interference Mitigation in Femtocell using Optimized Power Control</td>
<td>Al-Hmoudi Mutieb I. (International Islamic University Malaysia, Malaysia)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saeed Rashid A. (International Islamic University Malaysia, Malaysia)</td>
</tr>
</tbody>
</table>
Section 5: Organizational and Social Implications

Chapter 53
Green Supply Chain Management:
Lee Ki-Hoon (Griffith Business School, Griffith University, Australia)

Chapter 54
SME Financial Management:
Stan-Maduka Edna (University of Hertfordshire, UK)

Chapter 55
Key Contracts Needed for SMEs Conducting e-Business:
De Silva Sam (Taylor Walton LLP, UK)

Chapter 56
eBusiness among Ethnic Minority Businesses:
Beckinsale Martin (De Montfort University, UK)

Chapter 57
Black Economic Empowerment, ICT, and Preferential Public Procurement in South Africa
Reddy Katunandidi (Durban University of Technology, South Africa)
Rampersad Renitha (Durban University of Technology, South Africa)

Chapter 58
The Effect of Gender on Associations between Driving Forces to Adopt ICT and Benefits Derived from that Adoption in Medical Practices in Australia
Macgregor Rob (University of Wollongong, Australia)
Hyland Peter (University of Wollongong, Australia)
Harvey Charles (University of Wollongong, Australia)

Chapter 59
Protected Health Information (PHI) in a Small Business
Saleman James (University of Southern Maine, USA)
Huston Terry (Health Care Information Technology Consultant, Canada)

Chapter 60
SMEs E-Business Security Issues
Gávio José (Polytechnic Institute of Setubal, Portugal)

Chapter 61
Sustainability for SMEs
Pandy Kaushik V. (Sheffield Business School, Sheffield Hallam University, UK)

Chapter 62
Preparing for Change:
Heavin Ciara (University College Cork, Ireland)
Adam Frederic (University College Cork, Ireland)

Chapter 63
Global Innovators:
Girling Robert (Sonoma State University, USA)

Chapter 64
Crowdsourcing in Small and Medium Sized Enterprises
Meela Nanaha Kanara (Monash University, Australia)

Chapter 65
The Relevance of Customers as a Source of Knowledge in IT Firms
Cantú Laura Zapata (Tecnológico de Monterrey, Mexico)
Pineda José Luis (Tecnológico de Monterrey, Mexico)

Chapter 66
Optimising Customers as Knowledge Resources and Recipients
Heavin Ciara (University College Cork, Ireland)
Adam Frederic (University College Cork, Ireland)

Section 6: Managerial Impact

Chapter 67
The Use of Collaborative Technologies within SMEs in Construction:
Ahmed Iyan (University of Salford, UK)
Abu Saeed Aish (University of Salford, UK)

Chapter 68
The Role of the Consultant in Enterprise Development
Bairdgate Ian K. (University of East London, UK)

Chapter 69
Network Perspective on Structures Related to Communities
Wolfe Alvin (University of Southern Florida, USA)

Chapter 70
The Influence of Social Business Networks of Top Managers on the Financial Performance of UK Biopharmaceutical SMEs:
Guarín Cánín (GSCM – Montpellier Business School, France)
Benkraiem Ramzi (IESEG School of Management, France)

Chapter 71
Knowledge Sharing among Employees in the Manufacturing SMEs:
Eze Uchenna Cyril (BNU-HKBU United International College, China)
Hab Sin Fong (BDC International Ltd, Hong Kong)
Ndubisi Nelson Oly (Griffith University, Australia)

Chapter 72
Human Resource Management in SMEs:
Novo de Melo Pedro Manuel Ribeiro (University of Minho, Portugal)
Machado Carolina Feliciana de Sá Canha (University of Minho, Portugal)

Chapter 73
Behavioural Initiatives
Hughes Claretha (University of Arkansas, USA)

Chapter 74
Socio-Technical Issues in Youth Employment in SMEs:
Kepenen Emek Barış (Science and Technology Policies Research Center (TEKPOL), Turkey)

Chapter 75
Coping with Dynamic Change:
Lijanage Jayanthi P. (University of Stavanger, Norway)

Chapter 76
Strategies for Sustainable Succession Planning in Family Business
Tan-Artichat Lucy (IIS, Ramkhamhaeng University, Thailand)
Aiyeku Joseph F. (Salem State University, USA)

Section 7: Critical Issues

Chapter 77
Open Innovation:
Rahman Hakikur (University of Minho, Portugal)

Chapter 78
Impact of SME Policies on Innovation Capabilities:
Bascavusoglu-Meoreu Elif (University of Cambridge, UK)
Colakoglu Mustafa (TTGV, Turkey)

Chapter 79
Renita, a Case for Open Innovation:
Cardoso Margarida (University of Minho, Portugal)
Ramos Isabel (University of Minho, Portugal)

Chapter 80
Business Agility and Process Agility:
Bruno Giorgio (Politecnico di Torino, Italy)

Chapter 81
Internal Key Factor in the Export Performance of Spanish SMEs:
Turró Lluís Jovell (Autonomous University of Barcelona, Spain)
Eusebio Rossano (Autonomous University of Barcelona, Spain)

Chapter 82
Reflecting on New Business Models for SMEs through Technological Application:
Jamil George Leal (FUMEC University, Brazil)
Balloni Antonio José (Center for Information Technology, Brazil)
Baroni de Carvalho Rodrigo (FUMEC University, Brazil)
Chapter 83
Collaborative Networks:
Cormican Kathryn (National University of Ireland, Ireland)

Chapter 84
Why Select an Open Source ERP over Proprietary ERP?
Huq Nasimul (Jönköping University, Sweden)
Shah Syed Mushfaq Ali (Jönköping University, Sweden)
Mihailescu Daniela (Jönköping University, Sweden)

Chapter 85
Measuring Utilization of ERP Systems Usage in SMEs
Jonas Hedman (Copenhagen Business School, Denmark)
Björn Johansson (Lund University, Sweden)

Chapter 86
How can Corporate Social Responsibility (CSR) and Innovation Enhance Enterprise Performance?
Ionescu Ana Cristina (Chamber of Commerce and Industry of Romania, Romania)

Chapter 87
Investigating the Impact of Entrepreneurship Online Teaching on Science and Technology Degrees on Students: Attitudes in Developing Economies:
El-Gohary Hatem (Birmingham City University, UK)
O’Leary Simon (Regent’s College London, UK)
Radway Paul (Birmingham City University, UK)

Chapter 88
How do Professionals’ Attitudes Differ between what Game-Based Learning could Ideally Achieve and what is Usually Achieved?
Tan Wee Hoe (Sultan Iskandar Education University, Malaysia)
Neill Sean (University of Warwick, UK)
Johnston-Wilder Sue (University of Warwick, UK)

Section 8: Emerging Trends

Chapter 89
Innovating Elite Undergraduate Education through Quality Continuous Improvement:
Var Kam Hou (University of Macau, Macau)

Chapter 90
Sources of Innovation and Success in the Food Service Industry
Juntunen A.T. (University of Helsinki, Finland)

Chapter 91
Trends of Open Innovation in Developing Nations:
Rahman Hakikur (University of Minho, Portugal)
Ramos Isabel (University of Minho, Portugal)

Chapter 92
Resource Based Internationalization from Small Developing Countries:
Williams Nigel L. (University of Bedfordshire, UK)
Ridgman Tom (Institute for Manufacturing, University of Cambridge, UK)
Shi Y S (Institute for Manufacturing, University of Cambridge, UK)

Chapter 93
Building Innovative Business Ideas in Small Business Enterprises:
Murtually Elham (Mist International University, Egypt & The American University in Cairo, Egypt)

Chapter 94
E-Novation and Start-Up Companies
Sood Satesh (University of Technology Sydney, Australia)

Chapter 95
Challenges for Adoption of e-Procurement:
Liljemo Kelly (University of Agder, Norway)
Prinz Andreas (University of Agder, Norway)

Chapter 96
Next Generation Collaborative Information Platforms
Pattinson Hugh M. (University of Western Sydney, Australia)
Low David R. (University of Western Sydney, Australia)

Chapter 97
With 2.0 and Opportunities for Entrepreneurs:
Azab Nahed (American University in Cairo, Egypt)
Khalifa Nermine (Arab Academy for Science and Technology, Egypt)

Chapter 98
Mining User-Generated Content for Social Research and Other Applications
Bianchi Rafael E. (Institute for Infocomm Research, Singapore)
Penagos Carlos G. Rodriguez (Barcelona Media Innovation Centre, Spain)

Chapter 99
The Redefined Role of Consumer as a Prosumer:
Rusko Rauno (University of Lapland, Finland)

Order Your Copy Today!

Name: ________________________________
Organization: __________________________
Address: ______________________________
City, State, Zip: _________________________
Country: ______________________________
Tel: _________________________________
Fax: _________________________________
E-mail: ______________________________

Enclosed is check payable to IGI Global in US Dollars, drawn on a US-based bank

Credit Card □ Mastercard □ Visa □ Am. Express

3 or 4 Digit Security Code: ________________________________

Name on Card: ________________________________
Account #: _________________________________________
Expiration Date: ________________________________