About the Contributors

Deogratias Harorimana, a proud British-Rwandan completed his PhD in Knowledge Management around the topic of the Role of Gatekeepers in the Knowledge creation and Transfer Process at Southampton Solent University and Nottingham Trent University following an earlier undergraduate at Southampton Solent University-then, called Southampton institute. As I was editing this book, I became the Deputy Chief Executive Officer (CEO) in charge of Human Capital and Institutional Development within the newly created Rwanda Development Board (RDB). Key responsibilities there include (a) instituting mechanisms of increasing National Expertise and Capacity and (b) Instituting mechanisms of evaluating and monitoring services rendered by foreign National to Rwanda by developing knowledge transfer strategy as well as the monitoring mechanism for the country. (c) Further responsibilities include developing national institutions’ capacity and instituting mechanisms that support the development of the public and private sector partnership. Reporting to the president of Rwanda, His Excellency Paul Kagame; Rwanda Development Board employs more than 700 employees and it was inspired by the Economic Development Board (EDB) of Singapore. It has the mission of fast racking the development of Rwanda beyond aid. RDB was created from merging seven other existing agencies, namely former Rwanda Investment and Export promotion (RIEPA), Rwanda office of Tourism and Conservation (ORTPN), The Human and Institution Development Agency (HIDA), Rwanda Information Technology Authority (RITA), Centre for Business Registration, The Centre for Support to Small and Medium Enterprises in Rwanda (CAPMER), Rwanda Environment Management Agency (REMA); its division for Environmental Impact Assessment and the Secretariat for Privatisation. Previously I was a lecturer on Knowledge and competitiveness, information management at Southampton Solent University (UK). Prior to that, Deo worked in the Viva Group in its arm of healthcare insurance. I was chair of the Royal Geographical Society of Great Britain research group (Post Graduate Forum) since 2006. I became a committee member on the Research and Higher Education Division of the Society in 2007. In 2006, I became an Executive committee member (ACL Ltd) and programme co-chair for the 9th European Conference on Knowledge Management (Southampton, UK). I have published books, journal articles and I regularly speak on internationally respected academic and practitioner’s knowledge management conferences in the area of knowledge management in general, particularly on knowledge networks, knowledge gatekeepers, Identity and culture, Impact of culture on knowledge transfer and indigenous knowledge management.

Nekane Aramburu is a PhD in Economics and Business Administration and faculty member of the Organization and Business Policy Department of ESTE School of Management (University of De-
usto, Spain). Her teaching areas are: Business Organization, Organizational Change, Organizational Learning, Knowledge Management and Innovation, and her current research focus is on the last three domains. Her research work has been published in specialized journals such as the Journal of Knowledge Management, The Learning Organization and the Journal of Intellectual Capital. She has collaborated in different research projects with diverse institutions which are focused on the aforementioned areas, such as the Knowledge Cluster of the Basque Region (Spain) and the Research Centre on the Knowledge Society (CIC–Autonomous University of Madrid, Spain). Finally, she is a connection member of the Society for Organizational Learning (SOL), an international network in the field of Organizational Learning promoted by Peter Senge.

**Dr. Roberto Biloslavo** is an associate professor in the fields of Management, Knowledge Management, and Strategic Management at the University of Primorska, Faculty of Management Koper. He is currently in a position of Vice-Rector for Study. His work experience includes the development of executive information systems, marketing and leading small business systems. His research work focuses on knowledge management, strategic decision-making, organizational culture, and strategic management of professional service firms and SMEs.

**Peter Bond** has enjoyed a varied career in the private and public sectors, industry and commerce, and ten years in academia (1990-2000) as Head of Technology Management Group at Liverpool John Moores University and Director of Studies for Manufacturing and Technology Management (John Moores and University of Liverpool). He has advised local economic development agencies on technology and enterprise support policy and acted as a consultant, coach and mentor, and as business analyst with a venture capital provider. His first consultancy and advisory business was established in 1989. Learning Futures (Consulting) was created in 2004. He adheres strongly to the belief that learning is the primary source of organizational performance improvement and competitiveness, and is a committed systems thinker. He has published several articles and papers on the nature of technology and on the application to organization development of the work of biologists and cyberneticians Humberto Maturana and Francisco Varela. He is currently exploring the connections between Maturana and Varela’s theory of the biology of cognition and Robin Dunbar’s Social Brain Hypothesis as possible elements of a new approach to improving organizational performance.

**Christopher D. B. Burt** (PhD. Canterbury) is an Associate Professor of Industrial and Organizational Psychology at the University of Canterbury. His current research centers on employee recruitment issues. As well as research on recruitment, he is conducting work on the relationship between trust and safety, and the influence of organizational context on time management outcomes. He has published over 40 papers in various international journals.

**A/Prof Dean Carson**, Associate Professor Dean Carson is the Head of Population Studies at Charles Darwin University. He has twenty years experience researching human mobility, with a focus on tourism. Dean has conducted research in regional and remote contexts across Australia, and published widely on how information and communications technologies help regional areas manage mobile populations. Dean took up his current role at the end of 2007, with the specific charter to develop theoretical models of the emergence of population dynamics in remote Australia.
Kalotina Chalkiti, PhD Candidate Kalotina Chalkiti investigates staff turnover in the Australian accommodation sector. Her work looks at how hospitality businesses that operate in dynamic labour environments can remain both operational and competitive. She contributes to academic discourse by researching turnover from a qualitative perspective aiming to draw out the knowledge management and social networking effects staff turnover has on remaining employees. She is supervised by researchers from both Charles Darwin University (Australia) and the University of Melbourne (Australia); while sustains active co-authorship ties with researchers from the University of the Aegean (Greece). Her work has been published in international peer reviewed scientific journals (e.g. Advances in Hospitality and Leisure, Current Issues in Tourism) co-authored with exceptional researchers from both Greece and Australia. Her research interests are social networks, knowledge sharing and staff turnover in hospitality businesses located in remote and peripheral tourism destinations.

Yanqing Duan, PhD, is a Professor of Information Systems at The University of Bedfordshire Business School. Her principal research interest is how the emerging Information and Communication Technologies (ICT) can be effectively used in, and their impact on, supporting decision making, facilitating knowledge transfer, and improving skills development. This research focus is reflected in the context of ICT-based knowledge management and transfer, use of intelligent systems in supporting organizational and individual decision making, Small to Medium Sized Enterprises’ (SMEs) adoption of e-commerce/e-business, and web-based training systems for SMEs. She has co-ordinated many research projects funded by the European Commission and published over one hundred papers in journals, books and international conference proceedings.

Annette H. Dunham is a Doctoral candidate in Industrial and Organizational Psychology at the University of Canterbury, where she is investigating the relationship between organizational memory and mentoring variables, including the willingness to mentor, and expected costs and benefits of mentoring. Her research interests include organizational learning and development, and a life span approach to the career, with particular interest in issues surrounding mid-to-late career.

Cláudio Reis Gonçalo is an associate professor of Management at the University of the Sinos Valley - UNISINOS, São Leopoldo, Brazil. He holds an MBA in Management Science from Federal University of the Rio Grande do Sul, and a PhD in Production Engineering from Federal University of Santa Catarina on which he started being a fellow researcher at Monash University in the Knowledge Management Research Program, School of Information System, Melbourne, Australia. He has extensive experience of management in the sector of Electric Services before joining the research work in the academe profession. He served as assistant director for UNISINOS being responsible for the research projects in the latest two years, including 200 projects in the 20 doctoral programs. He coordinates a research project in the health care management field on which different hospitals of Brazil participate and can access the performance measures in the hospital organizational sector, facilitating the actions of management improvements based on other hospitals’ managerial outcomes. His current research interests include organizational services strategy, knowledge management, organizational behavior in relation to information development and performance improvement.

Stuart Graham is a Senior Lecturer in the School of Business, Enterprise and Management at Queen Margaret University in Edinburgh. Prior to this current position he held academic teaching/
research and management posts in a number of other UK university business schools and management centres. Before pursuing a career in higher education, he gained considerable business and management experience working within both multinational corporations and the SME sector, including family businesses. The management and operational practices adopted by family orientated businesses has become a key research interest, particularly in respect to their approach to strategy formulation and ongoing development.

**Markus Haag** holds a BA in Information Management from Stuttgart School of Media, Germany, and an MA in Intercultural Communication from the University of Bedfordshire, UK. His areas of interest are international information management, knowledge management, knowledge organization, cross-cultural psychology, the effective use of media in a multicultural setting and cross-cultural differences in e-learning. He was a researcher at KIeM Institute for Intercultural Management, Values and Communication at Konstanz University of Applied Sciences, Germany, and is a PhD researcher at the Centre for Research in ICT Business Applications, University of Bedfordshire. He is investigating knowledge development processes and learning outcomes in e-learning from a cross-cultural and personal value perspective.

**Ms. Johanna Heikkinen** is currently working as a service manager for a consulting company specializing on change management, coaching and project management and its subsidiary that is a fast growing, already leading open source company in Finland. In her previous work at Technology Business Research Center at Lappeenranta University of Technology she concentrated on studying the establishment of the relationships and the evolution of the collaboration between MNCs and Chinese universities. Her theoretical interest lied on the evolution of Ba and development of absorptive capacity in cross-cultural university-industry collaboration.

**Dr. Jianzhong Hong** is a senior lecturer of knowledge management in the School of Business at Lappeenranta University of Technology. He is docent of psychology particularly in cross-cultural research in Department of Psychology at University of Joensuu. His articles have appeared in several international journals, including those in the areas of Psychology, Education and Management. His prime teaching is related to organizational learning and competence development, and his current research focuses on the impact of culture on cross-border knowledge interaction and collaborative innovation.

**Jacques Edison Jacques** is a medical professional specialized in Clinical and Cardiology Services. He holds two MBA: the MBA of Production Engineering in integrated system of hospital costs at Federal University of Rio Grande do Sul, Brazil and the MBA of Management in knowledge management in hospitals at UNISINOS – University of Sinos Valley, São Leopoldo, Brazil. He was a lecturer at UNISINOS in the hospital management. He served as consultant of hospital management for Emergency Hospitals. He was the Coordinator during 10 years of the Intensive Treatment Unit of the well-known hospital in specialized care treatment, Porto Alegre, Brazil (Hospital Mãe de Deus). His current research interest is knowledge management, hospital costs and strategic management in hospitals.

**Caroline Kamau** obtained her PhD in Social Psychology in 2005 at the University of Kent in Canterbury, England, where she had obtained a BSc (Hons) in Psychology with Clinical Psychology in 2001. During her PhD, Caroline was also a Fellow (now alumnus) of the International Graduate College (based
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in Jena, Germany), which is an association of group process researchers in Europe. After working as a postdoctoral research associate in the Kent Department of Psychology until 2006, exploring intergroup evaluations of compunction emotions, Caroline taught General Psychology at Florida State University’s London centre. In 2007 she joined Southampton Solent University, UK, as a Lecturer in Psychology and is based in the School of Human Sciences. Caroline conducts both experimental and applied social psychology research and is a member of the International Association for Cross-Cultural Psychology. Caroline’s research interests include group processes, in particular social identity strategies, the severe initiation effect, compunction emotions (i.e. guilt or shame) in intergroup contexts, cross-national comparisons of group phenomena, group decision-making in industry, impression management strategies, and related aspects of experimental as well as applied social psychology.

John Beaumont Kerridge is the Sub Dean for Quality Enhancement for the Business School at the University of Bedfordshire and also teaches marketing and e-business related subjects. His doctorate from the Middlesex University in 2001, focused upon Market Orientation and Service Quality whilst his Masters in management studies (marketing option) was gained at the University of Greenwich in 1985. Prior to this, his B.Sc. in Biological Chemistry was awarded in 1975 from the University of Essex. He joined the University in 1988 as a senior lecturer in marketing, and has also been a Principal Teaching Fellow since 1999. Teaching and research areas include: Marketing, E Business Management, Internet Marketing Management, and Brand Management.

Dr. Beate Klingenberg is Assistant Professor of Management at Marist College, with a focus on Operations Management and Decision Sciences, and the Director of the Master of Science in Technology Management Program. Her areas of research expertise include knowledge management in technology transfer settings, environmental management and financial performance of firms as well as operations management issues in real estate. Her publications appear in academic as well as practitioner publications. Beate’s credentials include a Master in Chemistry and Ph.D. in Physical Chemistry (both University of Erlangen-Nuernberg, Germany) as well as an MBA from Marist College. Furthermore, she has extensive industry experience in technology transfer and project management.

Epaminondas Koronis has obtained his PhD from University of Warwick, UK, where he is currently an associate fellow while he is the Director of the MBA Coordinator of the Business School of Mediterranean University College, Greece. He is working as a business consultant, he is a partner of Reputation Lab Ltd, a research and consultancy firm, and is a member of board of several firms. His research interests involve the nature and challenges of knowledge, crises and reputation management in organizations.

Brian Mathews, B.Tech MBA PhD, is Professor of Marketing and Head of Department of Marketing and Entrepreneurship at the University of Bedfordshire Business School. His research career has spanned more than a quarter of a century and in that time he has published more than 130 research papers and journal articles in both leading academic journals (e.g. Industrial Marketing Management, International Journal of Research in Marketing) and those with a greater practitioner focus (e.g. the TQM Magazine). His early research focused on sales forecasting but developed into more interdisciplinary areas, including issues of service quality and SME internationalisation and more recently applications of knowledge management.
Elly Philpott is a Senior Research Fellow at the University of Bedfordshire, a visiting lecturer at the University of Hertfordshire UK and the visiting lecturer at the Cracow University of Technology. She has a BSc in Physical Science, a Masters in IT for Manufacture and a PhD in Concurrent Engineering and Design Ethos. Elly has worked in international supply chain management in the telecommunications sector and with various aerospace and automotive OEMs to improve new product introduction processes. More recently, Elly has been engaged in the support of UK SMEs. She is currently involved in regional and European innovation projects and consults on projects with the aim of improving processes of knowledge exchange between universities and small businesses. Teaching responsibilities have included Quality, Concurrent Engineering, Supply Chain Management, Knowledge Management, Design Tools and Techniques, and E-business. Her current research interests include holistic approaches to business strategy, knowledge transfer and the implementation of innovation in small companies.

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Mojca Prevodnik is a teaching assistant in Strategic Management and Management Decision Making. Her area of expertise is general management and leadership, knowledge management, and sport management. She has completed Master degree in Entrepreneurship at the University of Ljubljana, Faculty of Economics. She joined the University of Primorska, Faculty of Management in autumn 2003 having previously spent four years in a small firm as a marketing executive. Through this work, she developed an interest in organizational processes. Currently she is a PhD candidate at the University of Primorska.

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Olga Rivera is Professor of Organization and Business Policy at ESTE School of Management (University of Deusto, Spain). She has been a member of the Steering Group of the Knowledge Cluster of the Basque Region and now she conducts the Business Competitiveness and Regional Development course in the Basque Country. This course has been designed by Professor Michael E. Porter of Harvard University. Her research focus is currently on Organizational Learning, Knowledge Management and Innovation. Her research work has been published in several international journals, such as the Journal of Knowledge Management, The Learning Organization and the Journal of Intellectual Capital.

Dr. Helen N. Rothberg is a Professor of Strategic Management, School of Management, Marist College, Poughkeepsie, NY, and has been the principal consultant for HNR Associates “a network of knowledge” since 1987. Her noted specialty is in the fields of knowledge management and competitive intelligence. Her publications appear in both academic and practitioner publications. Her co-authored book with G. Scott Erickson: “Knowledge to Intelligence: Building Advantage in the Next Economy”, was published by Butterworth-Heinemann, 2005. Helen’s credentials include an MBA from Baruch College, CUNY, and M.Phil. from City University Graduate Center, and a Ph.D. in Business specializing in both Organization and Policy Studies from the City University Graduate Center, NY.

Josune Sáenz is a PhD in Economics and Business Administration and faculty member of ESTE School of Management (University of Deusto, Spain). She is also a senior researcher at Orkestra, the Basque Institute of Competitiveness, which belongs to the network of Institutes associated with Harvard University’s Institute for Strategy and Competitiveness. She specializes in Management Accounting and Strategic Management Control, and her research focus is currently on Knowledge Management, Intellectual Capital, and Innovation. Her research work has been published in several international journals, such as the Journal of Intellectual Capital, the Journal of Knowledge Management, The Learning Organization and the International Journal of Learning and Intellectual Capital.

Mrs. Mia Salila works as project manager in The Linde Group, a world leading gases and engineering company. Her project is about integrating country specific information in local languages into a crossnational intranet tool. Previously she worked as project manager in Technology Business Research Centre at Lappeenranta University of Technology. The project’s aim was to understand, model and measure the critical factors for collaborative innovation and networked R&D. She was then in charge of managerialization of the research results, and she also assisted in the research work.

Christian-Andreas Schumann, born 1957 in Chemnitz (Germany), studied Industrial Engineering at the ‘Chemnitz University of Technology’ (CUT), doing his first doctor’s degree in 1984 and second doctor’s degree in 1987. He was appointed associate professor for plant planning and information processes at CUT in 1988. In 1994 he became professor for business and engineering information systems at the ‘University of Applied Sciences Zwickau’. Since March 2003 he is dean of the faculty ‘Business and Management Sciences’ at Zwickau. Currently he is also director of the ‘Centre for New Forms of Education’ and director of the ‘Central German Academy of Further Education’.
Claire Seaman, Now a senior lecturer based in the School of Business, Enterprise and Management at Queen Margaret University in Edinburgh, Claire developed an interest in family businesses by a somewhat circuitous route! Originally a researcher in agriculture, the businesses involved tended to be family owned and run. Working as Knowledge Transfer Partnerships manager alongside a role running the Scottish Centre for Enterprise and Ethnic Business research, she developed projects with businesses as diverse as food manufacturing companies and funeral directors but one common factor became clear - the family component tended to be a major influence on the business but only half-acknowledged! Thus was a research interest born, which now forms the basis for an active research area and a direct link to the teaching being developed within Queen Margaret University.

Dipl.-Inform. Claudia Tittmann, born in 1972, studied from 1992 to 1996 information sciences with economics at the University of Applied Sciences Zwickau, worked from 1996 to 1997 at the data-service department in the bank Sparkasse Zwickau. Since 1997 she is busy at the University of Applied Sciences Zwickau with information and knowledge management systems and also works on research projects. Additionally she works on receiving a doctor’s degree in the domain of knowledge management.

George Vagenas is a Mechanical Engineer of the National Technical University of Athens (NTUA), specialized in Industrial Engineering. He is also a Doctoral Researcher in the Sector of Industrial Management and Operational Research of the NTUA’s Mechanical Engineering School. His current research interests include the areas of Supply Chain Management and Knowledge Management, with an emphasis on Web based technological support.

Dr. Laura Zapata-Cantú (Doctor of Business Administration, U Autónoma de Barcelona) is professor of Management at Tecnológico de Monterrey (Mexico). Among her research interests are: knowledge management in small and medium enterprises, intellectual capital and organizational learning. She has presented her research work at national and international conferences. Since 2006, she is a member of Mexico’s National Researcher’s System, e-mail: laura.zapata@itesm.mx.