About the Contributors


Syed Noh Syed Ahmad is a Professor of Accounting with the Faculty of Accounting, Universiti Teknologi MARA. He holds PhD (Accounting) and MSc (Accounting and Finance) from University of Stirling, Scotland, United Kingdom. He has held professorial positions at Ohio University, United States of America and University Utara Malaysia. He is active as a consultant and has conducted seminars and workshops on Forensic Accounting techniques for various agencies including the Malaysian Anti-Corruption Agency, Income Tax Department, Accountant General’s Department, Bank Negara Malaysia and the Royal Malaysian Police (PDRM). He is also being appointed by the government to be a member of the Operations Review Panel of the Malaysian Anti-Corruption Commission. His teaching areas include financial and managerial accounting, corporate governance, professional development and business ethics and forensic accounting. His main research interest includes corporate governance, fraud, financial statement reporting and analysis and knowledge management.
Kamla Ali Al-Busaidi is an assistant professor of information systems at Sultan Qaboos University in Oman. She received her PhD in management information systems from Claremont Graduate University in California in 2005, MSc in information systems management from Duquesne University in Pennsylvania in 1999, and BSc in information systems from Sultan Qaboos University in Oman in 1997. Her research interests include knowledge management systems, decision support systems, learning management systems, e-government and the deployment of information and communication technologies in Arab countries. She has published several conference proceedings and journal papers, and served as a reviewer for several conference proceedings.

Rose Alinda Alias. With over 20 years of experience in the academic field of Information Systems, Professor Dr Rose Alinda Alias is a strong proponent of a multiple perspectives approach in Information Systems research and teaching in Malaysia. The multiple perspectives approach guides her research, teaching and supervision, that focus on the topics of IS Quality, IS Strategy, and Knowledge Management. In 2005 she was appointed by Universiti Teknologi Malaysia as a full Professor for Information Systems Management. She is currently the Dean of Graduate Studies at the university, a post that she has held since 2007. She recently completed a contract research on Adoption, Appropriation and Impact of Mobile Phones in Malaysian Society, funded by the Malaysian Communications and Multimedia Commission. Her previous research projects funded by Malaysia's Ministry of Science, Technology and Innovation (MOSTI) earned a Silver Award at National Science & Technology Expo 2003 for SQSP: A Toolkit for IS Strategic Planning and Service Quality Assessment and a Special Award from PIKOM for A Methodology and Toolkit for IS Planning during IPTA R&D Exposition 2003. She has graduated seven PhD students and currently supervising 15 doctoral candidates at UTM.

Sueli Angélica do Amaral has a PhD in information science and she works as an associated professor at the Information Science Department of the University of Brasília. From 2000 to 2004 she coordinated the graduate course on information science at University of Brasília. She is the leader of a research group on information marketing in the broad area of information and knowledge management. She authored and co-authored books about marketing in libraries as well as several papers on information and knowledge management in journals and conferences. She was member of the standing committee of the Section on Latin America and the Caribbean of International Federation of Library Associations and Institutions (IFLA). She also worked as head librarian of the Administration Section at the Brazilian Library of Senate and as specialized librarian at other libraries in Rio de Janeiro, Brazil.

Ryan Atkins is currently a PhD student at Queen’s University Belfast in Northern Ireland. His research focus is supply chain management, with an emphasis on knowledge in supply chain management. He holds a Bachelor’s degree in Business Logistics and International Business and a Master’s of Manufacturing Management from Penn State University. Ryan has several years of industry experience in various aspects of supply chain management.

Neeta Baporikar is a Professor in the area of Strategic Management and Entrepreneurship. Currently with College of Applied Sciences, Salalah, she holds PhD in Management, MBA (Distinction) and Law (Hons.) degrees. With more than a decade of experience in industry, consultancy and training, she made a lateral switch to research and academics in 1995. Apart from this, she is an Accredited Management
About the Contributors

Teacher, Qualified Trainer, Doctoral Guide and Board Member of Academics and Selection Committee in accredited B-Schools. At University of Pune, she supervises a number of doctoral research students and currently collaborates with colleagues and outside on multidisciplinary research projects. Reviewer for international journals, she has to her credit more than 40 research papers and authored books in the area of Entrepreneurship, Strategy and Management Education.

Jean-Paul Van Belle is associate professor and Head of the Department of Information System at the University of Cape Town. In the last 8 years, he has authored or co-authored about 15 books/chapters, 15 journal articles and more than 60 peer-reviewed published conference papers. His key research area is the social and organisational adoption of emerging information technologies in a developing world context, including M-commerce, e-government and open source software.

Richard Brunet-Thornton, FIM, FBA, MIM, MBA, FRSA, is a doctoral candidate and a management practitioner. While in Montréal, he is a partner at one of the world’s largest IS/IT providers where he is responsible for an international business practice that caters to a niche industry. In the Czech Republic, besides collaborating in research with a number of academics, he is also a visiting lecturer at the University of Economics in the Czech capital, Prague. He is also a member of the Academy of International Business (Michigan State University) and the European Institute for Advanced Studies in Management. Richard is a Fellow of the prestigious Royal Society for the encouragement of Arts, Manufactures, and Commerce.

Vladimír Bureš, is associate professor that specialises in areas such as Knowledge Management, Ambient Intelligence, or Systems Theory. Alongside the Department of Information Technologies at the faculty of Informatics and Management of the University of Hradec Králové Vladimír cooperates with Faculty of Military Health Sciences, University of Defence. He has participated and holds experience on a couple of European research projects (e.g. 6th and 7th Framework Program of the EU - Enhanced Learning Unlimited (ELU) and VitalMind, or projects from Socrates/Minerva, and Leonardo da Vinci programmes) and the Czech Science Foundation projects (406/04/2140 KONOMEDIAS, 402/06/1325 AMIMADES, or 403/10/1310 SMEW). He is also a member of international professional organisations (ACM SIGCSE, IADIS) and conference programme committees (Hradec economic days, International Congress on Pervasive Computing and Management, IADIS Web-Based Communities and Ambient Intelligence Forum).

Manodip Ray Chaudhuri is Professor and Dean at the Future Business School, Future Institute of Engineering and Management, Kolkata, India. He holds a M.Sc. (Economics) from the University of Calcutta, a MBA in Human Resources from Visva-Bharati, and a MA in International Development from the University of Guelph, Ontario, Canada. His interest areas cover a broad variety of management approaches in emerging economies. They include among others knowledge management, strategic management, human resources management, organizational development, change management and employee training. He is an active editor of the Bhavishya, Journal of Future Business School.

Mladen Čudanov got his magister degree at Faculty of Organizational sciences in 2006 and is finishing his PhD thesis. Currently he is in assistant position at Faculty of Organizational Sciences, University of Belgrade. He has been visiting for one semester as an assistant professor in China. He (co)authored
About the Contributors

3 books and more than 40 journal and conference articles. His major research interests are influence of ICT on organizational design, restructuring of business systems and organizational change.

**Ylenia Curzi** is Post-doc fellow at the Department of Business Administration of the Faculty of Economics of the University of Modena and Reggio Emilia (Italy). Visiting scholar at Cardiff Business School (Wales, UK), in 2009. Her research interests encompass: organization theory, organizational change and Information Communication Technologies, the methodology of the social sciences, with a particular interest in the social research methodology put forward by Max Weber. Her current projects concern an original approach to the action research aiming at improving organizational efficiency and wellbeing. She’s also teaching assistant to the courses of Organization Theory and Human Resources Management delivered within first and second level degree courses at the Faculty of Economics of the University of Modena and Reggio Emilia, and within the international PhD programme in Labour Relations of the Marco Biagi Foundation.

**Tatiana de Almeida Furquim** has a PhD degree in Information Science. She works at the Brazilian Federal Data Processing Agency (SERPRO) since 1997 and she has more than 15 years of experience in the software industry. At SERPRO she worked as a software engineer, project manager, and consultant as well as a member of the corporative Software Engineering Process Group (SEPG). She also collaborated with the corporative Software Quality Assurance (SQA) group and participated on SERPRO's Project Management Committee. She coordinated one of SERPRO's business units' Project Office and she recently joined the company's newly created P&D unit. She authored and co-authored papers in conferences and journals.

**Biswaip Ghosh** is Assistant Professor of Computer Information Systems at Metropolitan State College of Denver, USA. He received his Ph.D. in Information Systems from the University of Colorado in 2007. His research interests are in Healthcare information systems, knowledge management and decision support systems. Prior to joining Metro State in 2007, he worked on global process/technology management at AT&T Bell Laboratories/Lucent/Avaya on the research, design, development and implementation of telecommunications systems and expert systems for global service delivery. He has also consulted with the Veterans Health Administration, USA for their National Surgical Quality Improvement Program. He has published over 40 papers in ACM, AIS and IEEE sponsored conferences and Information Systems journals such as MIS Quarterly executive, IEEE Transactions, IEEE Networks, Information Systems Management, Information Systems Education, and International Journal of Information Technology Management. He has received numerous awards including the best paper award at the 12th AMCIS conference (AIS).

**Haryani Haron** is an associate professor in the Center for Systems Sciences at the Faculty of Computers and Matematical Sciences, Universiti Teknologi MARA (UiTM) Malaysia. Dr. Haryani has over 20 years of experience in teaching computer science and information technology. Her doctoral dissertation is on tacit knowledge exploration in Malaysian academia. She has been actively performing research with grants from the university in information technology and knowledge management discipline for the past 15 years. Her research and development interest include knowledge management in academia, knowledge management technologies, organization intelligence and e-learning. She has authored and co-authored over 30 publications nationally and internationally.
Ian Hipkin teaches strategic and operations management. Recent institutions include École Supérieure de Commerce de Pau, France and the University of Exeter, UK. His first degree was in electrical engineering. He obtained his PhD at Aston University, UK. He has wide working experience in the power utility industry and has worked as a management consultant for many large companies in the Europe, US, Canada, the Far East, the Middle East, Russia and Africa. He teaches in a number of top business schools as a visiting professor. He has published in a wide range of international journals on topics relating to strategy, technology and knowledge management, and technology transfer. His current research interests include management in conflict environments, the strategic management of technology, and the use of knowledge in strategic decision-making, technology transfer and strategic alliances.

Syed Omar Sharifuddin Syed Ikhsan is the Head of Leadership Program for Leadership Center in National Institute of Public Administration of Malaysia. He holds PhD in Knowledge Management from Loughborough University, United Kingdom and Master of Business Administration (MIS) from University of Dallas, Irving, Texas, U.S.A. His field of specialization is on knowledge management in public sector. He is actively involved as a training or workshop facilitator to government officers who attended leadership programs organized by National Institute of Public Administration of Malaysia. He had published a few papers for international and local refereed journal and book chapters on KM in public sector organizations.

Mohd Bakhari Ismail is currently a PhD Candidate at the Department of Information Science, Faculty of Information Science and Technology, Universiti Kebangsaan Malaysia. He obtained his M.Sc in Strategic Information Management from Luton Business School, University of Luton, United Kingdom. His research interests are in Information Management, Knowledge Management, and IT & Society.

Khairul Shafee Kalid is doing his PhD in Information systems at Universiti Teknologi PETRONAS. His thesis is on the use of stories to support knowledge transfer in organization. The research covers issues on the practices of knowledge-embedded storytelling and the construction of such stories. He received his Masters degree in Information Technology from Queensland University of Technology, Australia in 2001. His research interest includes knowledge management and information systems.

Juha Kettunen is the Rector of the Turku University of Applied Sciences in Finland and Adjunct Professor at the University of Jyväskylä in Finland. He was previously the Director of the Vantaa Institute for Continuing Education of the University of Helsinki and Director of the Advanced Management Education Centre of the University of Jyväskylä. He holds a Ph.D. from the University of Bristol in the UK, a DSc (Economics and Business Administration) from the University of Jyväskylä and a DSc (Technology) from the University of Oulu, Finland. His interest areas include knowledge management, strategic management, change management and quality assurance in higher education.

Kathrin Kirchner finished her studies in computer science in 2000 and in adult education in 2006. She completed her doctorate in 2006 on spatial decision support systems for the rehabilitation of gas pipeline networks in Jena. Since then, she has held a post-doctoral research and teaching position in the Department of Business Information Systems at Friedrich Schiller University Jena. Her research includes domains such as Data Mining, Business Process Modelling, Decision Support and Knowledge Management. Previous work includes around 30 refereed journal articles, book chapters and conference papers.
José Manuel Cárdenas Medina, M.Sc. is a PhD student at São Paulo University – Department of Production Engineering. He is a graduate in Industrial Engineering from the University of San Agustin. He earned his bachelor's degree by an analytical study of the behavior of small enterprises and how these ones develop emerging strategies. Those small firms were intended into the sector of agricultural services. Later, he earned master's degree at the University of São Paulo for a comparative study on innovation within small firms from Brazil and Peru. Part of this experience was used in the chapter. Nowadays, he is interested on knowledge management aspects that include IT tools and metrics of IT success.

Jacobo Ramírez Núñez holds a Doctor of Business Administration, U. of Newcastle upon Tyne, England in collaboration with Grenoble School of Management, France. He is assistant professor of Human Resource Management at the Tecnológico de Monterrey (Mexico). Dr. Ramirez holds the research Chair in European Studies. Currently, Dr. Ramirez is Assistant Professor at the Copenhagen Business School (CBS), Copenhagen, Denmark, where he is attached to the graduate program on cross-cultural management. His current research focuses on cross-cultural studies of the formulation and impact of human resource strategy in workplaces. Since 2008, he is member of Mexico's National Researchers System.

Abdul Kadir Othman is a senior lecture at the Faculty of Office Management and Technology, Universiti Teknologi MARA, Puncak Alam Campus, Selangor, Malaysia. He has just completed his PhD on the topic of the Influence of Emotional Intelligence on Job Performance in Service Businesses at the Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Shah Alam, Selangor, Malaysia. He has produced numerous articles for local as well as international journals and book chapters on various themes such as Human Resource Management, Quality Management, Knowledge Management and others. He has conducted a number of research projects on the area of employees’ attitudes and behaviors, organizational culture, leadership, training effectiveness, and knowledge management practices in private as well as government offices. Currently, he is conducting a research project funded by Malaysian Fundamental Research Grant Scheme (FRGS) on Multiple Intelligences and Career Orientation.

José Luis Pineda is associate professor at the Department of Marketing, within the Business School of the Tecnológico de Monterrey, Monterrey Campus, in Mexico. His experience in mass media includes a term as a journalist and cartoonist in newspapers. In radio and television he has produced and conducted several shows within promotional strategies for non-profit institutions. He has been involved in the management of public relations events for academic institutions. As a full time professor, his teaching activities are related to advertising, marketing communications and business ethics. He was awarded a PhD from the Universitat Autonoma de Barcelona and his research interests have been focused on mass media consumption and domestication of new technologies, and recently on the impact of the academic research in the business practice.

Rosana Silveira Reis is Professor and Consultant in Human Resources. She has 22 years of experience in Human Resources, 15 of them she has been a Manager in large companies. Since 2000 she has been teaching Human Resources Management and Organizational Behavior in graduate and MBA courses. Currently, she works in collaboration with professors in the fields: organization studies at the University of Bologna, Italy; organization behavior at Positivo University, Curitiba, Brazil; and, creativity & in-
novation at HEC – Paris, France. Her research focuses on Human Resources, Organization Behavior, Management, Creativity and Innovation. Her current projects concern unfolding and understanding several aspects (i.e. trust, knowledge integration, cultural diversity) involved in the creative process of Globally Distributed Teams.

Kalsom binti Salleh is a senior lecturer in the Faculty of Accountancy, Universiti Teknologi MARA, Malaysia. She obtained her PhD (Accountancy) from Universiti Teknologi MARA and Master in Business Administration from Ohio University, USA. She is also a registered Chartered Accountant as well as an appointed council member with Malaysian Institute of Accountants. Besides her teaching focus on auditing and public sector accounting, her research areas of interest include knowledge management, intellectual capital, electronic government and corporate governance. She has published a few papers for journal articles and book chapters on KM in public sector organizations. She was invited to become a co-chairman of a mini track conference for ECKM 2010 and appointed as the committee member and paper reviewer for the ECKM 2009 and ECKM 2010. She was appointed as an editorial board member and paper reviewers for UiTM’s Journal of Administrative Science and Social and Management Research Journal.

Mohd Wira Mohd Shafiei is a senior lecturer at the School of Housing, Building and Planning, Universiti Sains Malaysia. He studied quantity surveying formally in Sheffield Hallam University, before obtaining his MSc (Eng), and PhD in Construction Management from the School of Civil Engineering, University of Leeds. He has been deeply involved in teaching and developing new teaching materials in quantity surveying and construction management related subjects. His main research interests are marketing, green buildings, and strategic management in the quantity surveying profession and construction industry. He has also been involved in several research and consultancy projects within the fields of construction marketing and quantity surveying.

Mauro de Mesquita Spinola, Ph.D. and Associated Professor, has obtained his electronic engineering undergraduation at ITA – Instituto Tecnologico da Aeronautica, Computer Systems Master Degree at INPE – Instituto Nacional de Pesquisas Espaciais, Engineering Ph. D. and Associated Title at Escola Politecnica da USP. His main research and education focus is IT process management. He is undergraduate and graduation Professor since 1995. He developed relevant IT research and development projects related to traffic control system development and systems engineering process improvement. Recent researches are focused on implementation effectiveness of IT models and knowledge management modeling and measuring.

Lynnda Wagner was an honours student in information systems at the Department of Information Systems. She did her research whilst in South Africa during her stint as operations director for “Affordable Medicines for Africa”. Her first degree was a Bachelor of Science in Business Administration majoring in both Human Resources and International Business at the California Polytechnic University, Pomona. Her professional IT experience is in ERP and HR systems.

Nor’Aini Yusof is an associate professor and a deputy dean at the School of Housing, Building and Planning, Universiti Sains Malaysia (USM). She has a Diploma in Valuation and a Bachelor of Surveying (Hons) in Property Management from Universiti Teknologi Malaysia, an M.Sc. in Project
Management and a Ph.D in housing from USM. Her research interests are housing development and management, and sustainable tourism development. She has published in national and international journals and conference proceedings. She is a member of Editorial Board for Journal of Construction in Developing Countries and an Assistant Editor for International Journal of Organizational Innovation. She regularly reviews technical papers for international and local journals, and conferences. At present she supervises 5 Master by research and 5 Ph.D students. Two of her research students had successfully completed their Master by research and Ph.D degrees respectively. She is also a member of expert panel for NAPREC Grant Scheme and a committee member of USM’s tourism cluster.

**Zawiyah M. Yusof** is currently an Associate Professor at Department of Information Science, Faculty of Information Science and Technology, Universiti Kebangsaan Malaysia. She obtained her PhD in Records Management from Department of Information and Library Science, Aberystwyth, United Kingdom. Her research interests are in Records and Information Management, Knowledge Management, Information Policy; and IT and Society. She is the author of Issues in Records Management book published by The Universiti Kebangsaan Malaysia Press.

**Laura Zapata-Cantú** is associate professor of Organizational Learning and Business Consulting at Tecnológico de Monterrey (Mexico). Dr. Zapata holds the research Chair in European Studies. Among her main research interests are knowledge management in small and medium enterprises, intellectual capital and organizational learning. She has presented her research work at international conferences and has several publications in international journals such as International Journal of Manpower, Estudios de Administración (Universidad de Chile), European Journal of International Management, Journal of Knowledge Management. Since 2006, she is member of Mexico’s National Researchers System.