About the Contributors

Ahmet Cakir is Director of the ERGONOMIC Institute for Occupational and Social Sciences Research Co., Ltd., Berlin, and the Editor-in-Chief of the journal *Behaviour and Information Technology*. He is the Convenor of the ISO-Standardization Committee dealing with computer input devices and workplace organisation. Ahmet Cakir is also the chairman of the German Standardisation Committee on ergonomics in informatics. His research interests focus on computer ergonomics, human reliability and health and safety. He has served as an expert member to the German Nuclear Safety Commission, health and safety authorities, commissions of the German Parliament, and Federal Ministries. Dr. Cakir has published numerous books, research reports, academic papers in refereed journals, and conference proceedings. He has organised and chaired more than 20 national congresses, and two international congresses of the series Working With Visual Displays. Together with Tom Stewart and David Hart, he has written the textbook *The VDT Manual* that has been published in five languages.

Patricia Ordóñez de Pablos is a Professor in the Department of Business Administration and Accountability in the Faculty of Economics of the University of Oviedo, Spain. Her teaching and research interests focus on the areas of strategic management, knowledge management, intellectual capital measuring and reporting, organisational learning and human resources management. In recent years she started a new stream of research: Asia. She serves as Editor in Chief of *International Journal of Asian Business and Information Management*. She serves as Executive Editor of the *International Journal of Learning and Intellectual Capital* and Associate Editor of *Behaviour and Information Technology*.

* * *

Adel S. Aldosary is a professor and chairmen of two departments: City and Regional Planning Department and Architecture in King Fahd University of Petroleum & Minerals (KFUPM), Saudi Arabia. He is an active member of several editorial boards and many scientific and professional councils (e.g., Eastern Province Tourism Council). He is currently in charge of many national projects, and the Director of the National Atlas of Saudi Arabia (KFUPM Centre). He has served as an advisor to many organizations and officials including the Minister of Higher Education, the Tourism Ministry, the Dammam Mayor’s Office and SK Telecom, Saudi Arabia’s latest economic city developer.

B. Cristina Pelayo G-Bustelo is a Lecturer in the Computer Science Department of the University of Oviedo. Ph.D. from the University of Oviedo in Computer Engineering. Her research interests include Object-Oriented technology, Web Engineering, eGovernment, Modeling Software with BPM, DSL and MDA.
**Leong Chan** is a doctoral student in the Department of Engineering and Technology Management at Portland State University, USA. He holds a Master of Science degree from the same department. His current research interests are in the areas of technology transfer, technology foresight, R&D management and innovation policy.

**Yap Kueh Chin** did his PhD at Georgia University in Science Education. He did his masters at Surrey University and his bachelors degree and diploma in education at University of Malaya. He has widely taught and consulted in the field of Science Education. His research interests include alternative conceptions in science, multiple representations in science and integration of ICT in science teaching and learning. He has published his research findings in leading journals and at international conferences and also received research awards.

**Ricardo Colomo-Palacios** is an Associate Professor at the Computer Science Department of the Universidad Carlos III de Madrid. His research interests include applied research in Information Systems, Software Project Management, People in Software Projects and Social and Semantic Web. He received his PhD in Computer Science from the Universidad Politécnica of Madrid (2005). He also holds a MBA from the Instituto de Empresa (2002). He has been working as software engineer, project manager and software engineering consultant in several companies including Spanish IT leader INDRA. He is also an Editorial Board Member and Associate Editor for several international journals and conferences and Editor in Chief of International Journal of Human Capital and Information Technology Professionals.

**Angel García-Crespo** is the Head of the SofLab Group at the Computer Science Department in the Universidad Carlos III de Madrid and the Head of the Institute for promotion of Innovation Pedro Juan de Lastanosa. He holds a PhD in Industrial Engineering from the Universidad Politécnica de Madrid (Award from the Instituto J.A. Artigas to the best thesis) and received an Executive MBA from the Instituto de Empresa. Professor García-Crespo has led and actively contributed to large European Projects of the FP V and VI, and also in many business cooperations. He is the author of more than a hundred publications in conferences, journals and books, both Spanish and international.

**Ruben González Crespo** is a research manager in accessibility and usability in web environments for people with severe disabilities. BS in Computer Management from the Politecnical University of Madrid and Computer Engineering from the Pontificial University of Salamanca. Master in Project Management from the same university. PhD from the Pontificial University of Salamanca in 2008 and PhD Extraordinary Award given by the UPSA where is professor at the School of Computing (Madrid Campus) since 2005. Currently is the Director of the Master in Project Management, is professor of doctoral programs organized by the University and Master’s programs in GIS, Software Engineering and Security.

**Tugrul Daim** is an Associate Professor and PhD Program Director in the Department of Engineering and Technology Management at Portland State University. Prior to joining PSU, he had worked at Intel Corporation for over a decade in varying management roles. His recent focus has been in the energy sector where he has been helping regional agencies develop technology roadmaps for their future investments. He is also a visiting professor with the Northern Institute of Technology at Tech-
About the Contributors

Rossano Eusebio is Associate Professor of Marketing and Advertising at the Autonomous University of Barcelona (Spain), BA in Commerce (University of Turin –Italy) and Business (Autonomous University of Barcelona), MIM (ESC-France) and PhD (Autonomous University of Barcelona -Spain). Sub-Director of the Masters Programme in Marketing, Commerce and Distribution of the Autonomous University of Barcelona. In his professional career it has taken part in numerous research projects and consultancy for multinational companies of consumption and services (Danone and General Electric between others). We emphasize the launch of the hotel chain “Si Dorme” and the research works for Barberà del Vallès’s hall and for the Chamber of Commerce of Terrassa and COPCA’s. He is co-author of marketing cases textbook. Recent paper study the internationalization process of the Spanish and Italian manufacturing firm and marketing decision in the international context, marketing organization and measurement of marketing performance.

Ciro Campos Christo Fernandes is a Public Manager at the Brazilian Ministry of Planning, Budget and Management and a researcher at the e:lab – Research Laboratory on e-Government and e-Business at the Brazilian School of Public and Business Administration at Getulio Vargas Foundation. He holds a B.Sc. in Economics from Minas Gerais Federal University, and an MBA and DBA from the Brazilian School of Public and Business Administration at Getulio Vargas Foundation. His research interests lie on IT for Development, Information Systems Resistance, e-Government and Procurement in the Public Administration.

Luiz Antonio Joia is an Associate Professor and Principal of the e:lab – Research Laboratory on e-Government and e-Business at the Brazilian School of Public and Business Administration at Getulio Vargas Foundation. He is also an Adjunct Professor at Rio de Janeiro State University. He holds a B.Sc. in Civil Engineering from the Military Institute of Engineering, Brazil, and an M.Sc. in Civil Engineering and a D.Sc. in Production Engineering from the Federal University of Rio de Janeiro. He also holds an M.Sc. in Management Studies from the Oxford University, U.K. He was a World Bank consultant in Educational Technology and is an invited member of the Technical Board of the Working Group WG 8.5 (Informatics in the Public Administration) of the IFIP (International Federation for Information Processing). His research interests lie on IT for Development, Information Systems Resistance, e-Government, e-Business, Strategic Use of IT, Intellectual Capital, and Actor-Network Theory.
Lluís Jovell is Associate Professor of International Economic at the Autonomous University of Barcelona (Spain), BA in Economics and Commercial Sciences and studies in Law (University of Barcelona), Master in Applied Economics (Autonomous University of Barcelona) and Phd in Administration and Business Management (Ramon Llull University). He was a sub-director of the Business Management School (Autonomous University of Barcelona at Sabadell) during 5 years. Founder and Director of the Masters Programme in Marketing, Commerce and Distribution of the Autonomous University of Barcelona (since 1999). Director of Citius Programme (Autonomous University of Barcelona and Autonomous University of Madrid) and member of its academic commission. Member of the Academic Commission of the Postgraduate University Institute of Madrid and Director of the Master in Commercial Direction and Marketing. Director of different UAB Masters and trainings programme blended in company in International Business Management, Marketing and Retailing. He has taken part in numerous research projects and consultancy for multinational companies. Recent papers include works on applied economic and Innovation technology, effects of the innovation in the export performance. Member of the Editorial Review Board of the International Journal of Asian Business and Information Management (IJABIM). Member of the Scientific Committee of the International Applied Economics Congress.

Xi Li (Jacky) is Associate Professor of Faculty of International Tourism, Macau University of Science and Technology. Dr. Li’s research interests are Destination Management and Event Management. Since 2000, Dr. Li has participated in over 20 research projects as the team member and published over 30 academic papers in refereed journals and conference proceedings.

Ioannis Karavasilis is the Administrator of Administration of Primary Education of Serres, Greece. He is a teacher and he holds a master degree in administration of education. Currently he is PhD student in the Department of International and European Studies, University of Macedonia. He is the author of one book and has published many articles. His research interests include e-governance practices, TQM and reform of education.

Przemysław Kazienko received his MSc and PhD degrees in computer science with honours, both from Wrocław University of Technology, Poland, in 1991 and 2000, respectively. He obtained his habilitation degree from Silesian University of Technology, Poland, in 2009. Recently, he serves as a professor of Wrocław University of Technology at the Institute of Informatics, Poland. He was also a Research Fellow at Intelligent Systems Research Centre, British Telecom, UK in 2008. For several years, he held the position of the deputy director for development at Institute of Applied Informatics. He was a co-chair of international workshops RAAWS’05, RAAWS’06, MMAML’10 and a Guest Editor of New Generation Computing and International Journal of Computer Science & Applications. He regularly serves as a member of international programme committees and the reviewer for scientific conferences and prestige international journals. He is a member of Editorial Board of International Journal of Knowledge Society Research. He has authored over 100 scholarly and research articles on a variety of areas related to social networks, social network analysis, knowledge management, collaborative systems, multiple model classification, data mining, recommender systems, Information Retrieval, data security, and XML. He also initialized and led over 20 projects chiefly in cooperation with commercial companies, including large international corporations.
Aikaterini Kokkinou holds a first-class Ph.D. Degree from the University of Aegean, a first-class Master of Science Degree in Business Analysis and Finance from the University of Leicester, a first-class Graduate Degree in Economic Sciences from the University of Crete, as well as a first-class Graduate Degree in Public Administration from the National School of Public Administration, Greece. During the last 5 years, Dr. Aikaterini Kokkinou worked for the Public Debt Management Agency, Ministry of Finance, Greece. She is currently a researcher in the Department of Economics, University of Glasgow, United Kingdom.

George M. Korres holds a doctorate in Economic Sciences (Economics of Innovation) from University of London (QMW) and an M.Sc from Essex University. He is currently a visiting fellow at the University of Newcastle, Centre of Urban and Regional Development Studies (CURDS) and an associate professor at the University of the Aegean, Department of Geography. Over the last 12 years, during both his academic and professional career, he has gained an in depth experience in the fields of economics, business and politics in the area of European Economics and Innovation Systems. His main areas of interest and specialisation include: European Integration, Social Policy and Social Inclusion, Economic and Innovation Policies, EU enlargement and the Euro-Mediterranean partnership.

Ping Lan received his Ph.D from the University of Strathclyde, UK in 1995 and is currently the director of MBA program and a Professor in Business Management at University of Alaska Fairbanks (UAF) USA. Prior to joining UAF, Dr. Lan worked in Canada, Australia, Thailand, Britain and China as an academic, a journalist, and an entrepreneur. Dr. Lan has been published widely; his articles have appeared in International Journal of Technology Management, International Journal of E-business, Asia Pacific Business Review, Regional Studies, Transnational Corporations, Journal of Euromarketing, Technovation, International Journal of Information Technology Management, International Journal of Technology Marketing among others and more. His current teaching and research interests include technology/innovation management, and change management.

Kumar Laxman graduated with a PhD in instructional design and technology from Macquarie University, Australia. His other qualifications include a masters degree in educational technology from the National Institute of Education (Singapore), a bachelors degree in civil engineering from the National University of Singapore and a postgraduate diploma in education from the National Institute of Education (Singapore). He is knowledgeable in the field of instructional design and learning technologies, having published widely in reputable journals and presented at numerous international conferences. He has also independently carried out high quality research in learner-centric instructional design and technology and achieved cutting-edge research outcomes.

Aliana M W Leong is the Dean of the Faculty of International Tourism and the Director of School of Continuing Studies in Macau University of Science and Technology. Her research interests are Tourism Management and Adult Education. Aliana has published 3 monographs, edited 3 books and published over 80 papers in refereed journals, books, international and regional conferences proceedings in Europe, East Asia, China, and America. She is also the editor of the Journal of Macau Adult Education. As a chief investigator, Aliana has conducted over ten research projects funded by public institutions and Macau foundation in the recent five years.
About the Contributors


Juan Manuel Cueva Lovelle is a Mining Engineer from Oviedo Mining Engineers Technical School in 1983 (Oviedo University, Spain). Ph. D. from Madrid Polytechnic University, Spain (1990). From 1985 he is a Professor at the Languages and Computers Systems Area in Oviedo University (Spain). ACM and IEEE voting member. His research interests include Object-Oriented technology, Language Processors, Human-Computer Interface, Web Engineering, Modeling Software with BPM, DSL and MDA.

Marcos Ruano Mayoral is a consultant at EGEOIT, Spain. Formerly he was a Research Assistant of the Computer Science Department at Universidad Carlos III de Madrid. He holds a BSc in Computer Systems from Universidad de Valladolid and a MSc in Computer Science from Universidad Carlos III de Madrid. He has been involved in several research projects as information management engineer and software consultant.

Radoslaw Michalski is a PhD student at the Institute of Informatics, Wroclaw University of Technology, Poland. He received his MSc in computer science from the Wroclaw University of Technology. His scientific interests include social network analysis and the problems of trust between users in complex networks. He also holds IT manager position by a private manufacturing company.

Kh. Md. Nahiduzzaman is a faculty at the Department of City and Regional Planning in King Fahd University of Petroleum and Minerals (KFUPM), Saudi Arabia. He is a member of several professional organizations, such as Western Regional Science Association (WRSA), USA, European Network for Housing Research (ENHR), Bangladesh Institute of Planners (BIP), etc. He has extensive research and teaching experience in a number of countries, including Saudi Arabia, Sweden, Norway and Bangladesh. He is currently involved in a number of projects, funded by the university and national research financier, in the areas of ‘third’ place and sustainable development, GIS and photogrammetry application in sustainable planning, ICT influencing the city structure and planning strategies, and flood simulation modeling.

Sebastian Palus is a MSc student at the Computer Science faculty, Wroclaw University of Technology. He is interested in the complex social networks and their analysis. He is especially involved in social network approach to corporate management. Currently he is working on research and development project GRASP#, which is financed by Polish Ministry of Science and Higher Education.
Pedro Soto-Acosta is a Professor of Management at the University of Murcia (Spain). He holds a PhD in Management Information Systems (MISs) and a Master’s degree in Technology Management from the University of Murcia. He received his BA in Accounting and Finance from the Manchester Metropolitan University (UK) and his BA in Business Administration from the University of Murcia. He attended Postgraduate Courses at Harvard University (USA). His work has been published in journals such as the European Journal of Information Systems, the International Journal of Information Management, the Information Systems Management, and the Journal of Enterprise Information Management, among others.

Vasiliki Vrana is a mathematician and holds a PhD in Computer Sciences, Aristotle University of Thessaloniki, Greece. She is an education consultant in secondary education and she teaches information systems at the Department of Business Administration, Technological Education Institute of Serres, Greece. Her research interests include the study of web 2.0, of IT in tourism and hospitality industries and e-governance. She has published one book and many articles in international and Greek journals.

Kostas Zafiropoulos is an Assistant Professor at the Department of International and European Studies, University of Macedonia. He holds a PhD in applied statistics and has published articles in international and Greek journals. He is the author of three books about marketing research and research methodology (in Greek). His research interests include sampling and data analysis and research methods.