About the Contributors

**Sheryl Buckley** is an Associate Professor in the School of Computing at the University of South Africa (UNISA). She holds a Primary Teacher’s Diploma, Further Diploma in Education, National Diploma in Computer Practice, BEd in Computer-Based Education, Med in Computer-Based Education, Postgraduate diploma in Information Management, and DLitt et Phil in Information Science. Sheryl previously taught at a high school and at a technical college for 10 years, respectively. Sheryl has been teaching, researching, practicing, and supervising students engaged in research at both doctoral and masters level for more than 25 years. Sheryl is a member of the Computer Society of South Africa and an Examiner for the Gauteng Department of Education. In addition, she is a peer reviewer for local, national, and international conferences and journals.

**Maria Jakovljevic** is currently an Associate Professor in the Department of Economics at the University of Zadar, Croatia. She was an academic staff member at the University of the Witwatersrand and the University of Johannesburg. She has been teaching, researching and supervising students in various business colleges and educational institutions over the past 22 years. Maria has initiated international educational and business collaborations between universities and institutions in Croatia and South Africa. She has authored and managed a number of winning innovative R & D projects. She led the Commission for Quality Assurance at the Department of Economics, University of Zadar. Maria is the Editor-in-Chief of the journal, *Oeconomica Jadertina*, at the University of Zadar. She is a member of the Publishing body at the University of Zadar. She has undergone extensive training at various prestigious banking and SMEs companies in South Africa in Project Management and Software Engineering fields. She has been a highly active peer reviewer for international journals and conferences as well as an invited speaker and presenter.

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**Alina Mihaela Dima** is Associate Professor at the Bucharest Academy of Economic Studies, School of Business Administration, and Director of UNESCO Chair for Business Administration. She earned a PhD. in Economics in 2007 with a specialization in International Business and Economics. The main fields of interest are: international business, competition policy, European integration, and higher education. She coordinated two national projects related to competition policy and higher education in Europe, and she is a member of the scientific board of the journal *Management and Marketing*, indexed.
in international databases (Cabell’s, Index Copernicus, CEEOL, EBSCO, RePEc, DOAJ, Ulrich, and ProQuest). She has presented various papers at international conferences in Europe and USA, and she is an active member of different international associations.

**Roberto Biloslavo** is a Professor of Management at the University of Primorska, Faculty of Management. His research work is focused on management and leadership, knowledge management, strategic management, and sustainable development. In the last four years, he was a Vice-Rector for Academic Affairs at the University of Primorska. Besides teaching and researching, he consults to different domestic and international companies about vision and mission statement development, knowledge management, and leadership improvement.

**Sladjana Cabrilo** holds a PhD in Industrial Engineering and Engineering Management and a M.Sc. in Electrical Engineering from the University of Novi Sad (Serbia). Her major areas are Knowledge Management (KM), Intellectual Capital (IC), innovation, and change management. Her experience includes participation in numerous scientific and industry-related projects, publishing many scientific articles and papers, and lectures and presentations worldwide. Some of these were held at the George Washington University (Washington DC, USA), the World Bank (Paris), and the Global Forum (Washington DC, USA). She is a member of the New Club of Paris, Committee Member of the European Conference on Intellectual Capital, and a Member of the IC Group at the Regional Chamber of Commerce (Serbia).

**Livio Cricelli** works as an Associate Professor in Industrial Engineering in the Faculty of Engineering at the University of Cassino. He graduated in Aeronautical Engineering from the University Federico II of Naples and received his PhD in Industrial Engineering from the University of Rome Tor Vergata. He is the author and co-author of several scientific papers presented at national and international conferences or published on national and international reviews. His research interests include issues related to business management and strategy.

**Kristina Ćrnjar**, PhD, was born in 1976 and is an Assistant Professor of the Department for Knowledge management at the Faculty of Tourism and Hospitality Management in Opatija, University of Rijeka, Croatia. She earned her Master degree in 2006 and her PhD in 2010. “Knowledge Management in the Function of Sustainable Tourism Development in Primorsko-Goranska County” and “Knowledge Management Strategy in Increasing the Competitive Ability of the Hotel Industry” are the titles of her Master and PhD theses, respectively. She has participated in many international exchange programs and projects. She took part in the yearlong program “JOSZEF Program for Young Management in Middle and East Europe” at Wirtschaftsuniversitat Vienna, Austria, and a yearlong program of student exchange in Florida, USA. She was a researcher in the projects: “Management of Knowledge and Personnel in Tourism as a Feature of Croatian Identity,” “New Knowledge and Development in Croatian Hospitality Management,” “Master Plan of Tourism Development in Primorsko-Goranska County,” etc. Her fields of interest are knowledge management, HRM, and education for sustainable tourism.

**Marié Cruywagen** is a researcher specializing in knowledge management, strategy management, and information technology. Her research focus is on the nature of a knowledge-centric capability and its contribution to an organisation’s long-term competitiveness. She has more than 15 years of experi-
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ence in the information technology industry as a business analyst and business architect. Her consulting business, Connaissance Solutions, specializes in business analysis and knowledge-centric solutions. She completed both her MBA and PhD at the University of Stellenbosch Business School (USB) in South Africa and is a member of the Business Architects Association (BAA).

**Tiit Elenurm** is Head of the Entrepreneurship Department at the Estonian Business School. He earned his Ph. D. in 1980 for the dissertation “Management of the Process of Implementation of New Organizational Structures.” He is the author of more than 110 research publications. He acquired entrepreneurial experience in 1990s as the main owner of EM-International, a training and consulting company. The vision of Tiit Elenurm is to develop synergy between knowledge management and entrepreneurship training, consulting, and research activities in entrepreneurship. The research interests of Tiit Elenurm include knowledge management, change management, international transfer of management knowledge, and developing cross-cultural fluency of SMEs for growing through international business. He tries to link virtual learning communities with using case studies, self-assessment tools, and team projects that enhance innovative learning.

**Wim Gevers** is the Associate Director of the University of Stellenbosch Business School (USB) in South Africa. He was trained as a civil engineer, and after seven years in the consulting engineering industry, he joined the USB, where he completed his PhD in Finance. His current teaching responsibility at the USB is in Decision Analysis, where he focuses on modeling for decision support. He is a fellow and past president of ORSSA, the Operations Research Society of South Africa.

**Apostolos (Paul) Giannakopoulos** was born in Greece, Pyrgos Ilias, and after matriculating, his parents immigrated to South Africa, where he received his B.Sc degree majoring in Mathematics, Applied Mathematics, and Physics. After his diploma in Machine Design, he worked as a designer for more than ten years. After graduating, he turned to education in 1980. He has since obtained a diploma in Higher Education and Computer Science, B.Ed and M.Ed, and he is currently busy with his Ph.D. He has taught in high schools, teachers training colleges, and at the present university since 1990. A few years back, he developed a passion about knowledge management, and since then, he has tried to “knock some sense” into management styles by using his mathematical pragmatic logic. He is a believer of pragmatism driven by mathematico-logical passion, giving rise to what he calls “a psycho-pragmatic” approach to everything. He has presented his creative ideas to a number of international and national conferences on mathematics, information technology, and knowledge management. He has also written mathematics textbooks and co-authored others.

**Katjuša Gorela** is a Research Assistant at the Faculty of Management, University of Primorska (Slovenia). She graduated in Political Science – Public Administration at the Faculty of Social Sciences and in Italian Language and Literature at the the Faculty of Arts, University of Ljubljana (Slovenia). She is currently a Ph.D. student at the Faculty of Education, University of Primorska. She focuses her research interests on knowledge management.

**Michele Grimaldi** received his first-class honor degree and a Master in Industrial Engineering. He received his Doctorate in Industrial and Management Engineering from the University of Rome Tor
About the Contributors

Vergata. He is an Assistant Professor at the Faculty of Engineering of the University of Cassino (Italy). He teaches MBA and Undergraduate courses on the Economics of Industrial Systems and Knowledge Management. He has published several papers in international journals and conference proceedings. His current research field is focused on knowledge management strategies and intellectual capital assessment.

Leposava Grubic-Nesic holds PhD from the University of Novi Sad, Novi Sad-Serbia. Her major areas include human resource management, leadership and work motivation. She has published few books and numerous scientific articles. She participates in numerous industry-related projects related to the development of human capital in working processes. She is the Head of the Department for Human Resources Management at the Faculty of Technical Sciences (Industrial Engineering and Management) in Novi Sad (Serbia).

Musadaq Hanandi is a PhD candidate in the University of Rome Tor Vergata, Italy. He holds a Master degree in e-Business Management from the e-Business Management School – ISUFI – University of Lecce, Italy, and a Bachelor degree in Accounting from the Yarmouk University, Jordan. His primary research interests are intellectual capital and knowledge management, business performance evaluation, business process improvement models, and frameworks.

Ivanka Avelini Holjevac, Ph.D., Full Professor, has been on the Faculty of Tourism and Hospitality Management in Opatija, University of Rijeka, since 1976. Prof. Avelini Holjevac has built a specialization for controlling and total quality management abroad (France, Botswana, USA) and has published 280 scientific and expert papers in domestic and international publications and several books (mainly on controlling and total quality management in the tourism and hospitality industry). In 1998, Prof. Avelini Holjevac received the Lifetime Achievement Award from the City of Opatija, in 1999 a National Award for Science, in 2003, the “Antun Štifanić” Award from the Croatian National Tourist Board, in 2005, the Award for Education and Science from the University of Rijeka, and in 2006, a Lifetime Achievement Award from the Croatian Society for Quality. Prof. Avelini Holjevac is a member of the AIEST, Scientific Council of Tourism, at the Croatian Academy of Science and Arts, CHRIE, ATLAS, IHRA, Croatian Society of Quality Managers, Croatian Controller Association, and the International Inner Wheel Club (Rotary Club).

Ana-Marija Vrtođušić Hrgović, PhD, was born on 1971 and is an Assistant Professor of the Department for Quality and Controlling at the Faculty of Tourism and Hospitality Management in Opatija, University of Rijeka, Croatia. In 2003, she finished her postgraduate study with the Master thesis, “Quality Management and Business Results in the Hotel Industry,” and in 2010, her Doctoral study with the PhD thesis, “Total Quality Management and Business Excellence in the Croatian Hotel Industry.” Her previous job experience is in the field of auditing. Her work specializes in the field of controlling and quality management (CEEPUS scholarship at the Wirtschaftsuniversität Wien – Institut für Tourismus und Freizeitwirtschaft, Quality Management Development Program - ISO 9001:2008 Quality System Auditing). She is actively participating as a researcher in the following projects: “Management of Business Results in the Croatian Hotel Industry,” “Models and Standards of Quality and Business Excellence for the Hotel Industry,” and “Personnel Standards.” She is a member of the Croatian Society of Quality Managers and Croatian Controller Association.
**About the Contributors**

**Martina Königová** holds a M.Sc. in the field of Economics and Management and a Ph.D. in Management granted by the Czech University of Life Sciences in Prague. Since 2005, she has been a member of the Department of Management of the Faculty of Economics and Management of the Czech University of Life Sciences in Prague. She lectures on Human Resource Management and Crisis Management as well as leads Bachelor and diploma theses. She is a main researcher and a co-researcher of several significant projects. The main areas of her research cover human resource management, risk management, and crisis management.

**Ana Martins** has submitted a PhD in Intellectual Capital Management and Organisational Sustainability; she has a Postgraduate diploma in Management and BA Hons in Communication Science. She is currently a Lecturer at Xi’an Jiaotong-Liverpool University, in the Department of Business, Economics, and Management. Her research areas are: leadership and emotional intelligence and strategic HRM and knowledge management. She is an associate reviewer of various international academic journals.

**Isabel Martins** has submitted a PhD in Human Capital and Knowledge Management. She has a Postgraduate diploma in Management, a MA in Communication Science, and a BA Hons. in Communication Science. Currently, she is a Consultant in Strategic Knowledge Management. Her research areas are: HRM and knowledge management, intellectual capital—developing human capital and tacit knowledge in high performance working organizations and learning organizations. She is an associate reviewer of various international academic journals.

**Fiona Masterson**, B.Sc., M.App.Sc., is a Researcher at the National University of Ireland, Galway. She has twelve years industry experience as a senior quality engineer in a number of multinational corporations. She is currently working on her Doctorate of Biomedical Engineering. Her thesis focuses on the successful commercialisation and regulation of innovative medical technologies. Fiona has delivered a wide range of courses at undergraduate and postgraduate level including product design and development, operations engineering, project management, quality management, innovation, and entrepreneurship. She has a particular research interest in the use of innovative learning technologies in education.

**Sari Metso** has a MSc. (Econ.) and is a Postgraduate Student of Knowledge Management in the School of Business at Lappeenranta University of Technology, Finland. Her research focus is on knowledge management and professional skills learning. She has several years of experience developing and planning vocational education.

**Clemente Minonne** is a Management Advisor, Researcher, and Senior Lecturer in the School of Management and Law at the Zurich University of Applied Sciences, where he is also the Director of the Center for Knowledge and Information Management. He concentrates on the topics of strategic, process, knowledge, and information management. Dr Minonne has more than 21 years of business experience and has held senior business and project management positions in multinational companies including Hewlett-Packard, Zurich Financial Services, and Ascom Telecommunications, as well as in several management consulting organisations. Using an inductive approach in his Doctoral research, he investigated managers’ perceptions regarding an “integrative” (synchronised) approach to managing
knowledge and information in support of organisational processes. Dr. Minonne lives in Switzerland and speaks fluent Italian, German, and English.

Ezra Ondari-Okemwa’s interest in research lies in knowledge management in its broadest terms. Within the broader field of knowledge management, he has research interests in organizational learning, knowledge management in government-owned organizations in sub-Saharan Africa, knowledge production through scholarly publishing, management of indigenous knowledge systems, open access as a publishing mode of enhancing knowledge production, and distribution of knowledge in the sub-Saharan Africa region. He also has research interests in knowledge management education in departments of library and information science in institutions of higher learning in South Africa.

Orlando Petiz Pereira holds a PhD in Economic and Business Sciences. He is an Assistant Professor at the University of Minho, School of Economics and Management, Department of Economics, Portugal. His research areas are innovation and knowledge economics, economics of the firm and human resources, labour and education economics, management and economics of competitiveness and creativity, social economics, and entrepreneurship.

Milly Perry has been employed since 1999 with The Open University of Israel, holding management positions. Through her positions, as well as her PhD. on Information Science and Knowledge Management (Bar-Ilan University, Israel) and Post Doc periods, Dr. Perry has gained strong expertise in higher education knowledge management and ICT change management. She was a member of the steering committee of Israel’s National Science Council, a member of The World Bank Knowledge-Management Research and Policy GDN, and serves as an external expert at the OECD IMHE, The European-Mediterranean University policy forum, and a Board Director at the European Association for Research managers and Administrators (EARMA). Dr. Perry served as the initiator and facilitator of aKadeMya, (CoP for managers and scholars implementing knowledge management in higher education) a member of the editorial committee of The Israeli KM book, a Chief Knowledge Officer of the Israeli Knowledge Managers’ Association, and a management committee member of the European Network for Science and Technology Research in a Knowledge-Based Economy (STRIKE). Dr. Perry is a member of several scientific committees and a speaker at KM conferences worldwide.

Juani Swart specializes in knowledge management and the management of knowledge workers. She is Head of the Organization Studies group and Director of the Work and Employment Research Centre (WERC), which has world-class expertise in knowledge, change and leadership. Her research is focused on the management of knowledge in professional services firms. This research develops an understanding of the transfer of human capital into intellectual capital, thereby linking the intellectual capital, HRM, and performance debates. She has published widely in the area of people management in knowledge intensive firms, intellectual capital structures, and systems approaches to knowledge management.

John Tull, held CEO, regional MD, and SVP roles in his 25 years of technology business across Asia before applying that experience to entrepreneurship development in developing economies. Since 2009, he has worked extensively in Rwanda, Kenya, Tanzania, and Mozambique to create and implement industry transformation programs in agriculture-related businesses by applying an “inclusive”
social investor approach. John is the founder of Inclusive Capital, a capability effectiveness consultancy focused on Africa and Asia. Inclusive Capital identifies three interacting forms of organisational capital (financial, intellectual, and social, and calls them the “Capital Triple Play”) that combine to create the adaptive strategic capabilities essential to delivering sustainable value in uncertain environments. John is a graduate of Johns Hopkins University, has published academic papers on intellectual capital and strategic change management, authored numerous practitioner articles, and is returning to part-time PhD completion at the University of Sydney.

Geoff Turner is the Executive Director of the European Centre of Knowledge Management Research, which is hosted by the University of Nicosia, Cyprus, where he is an Associate Professor in Accounting. He holds a BA in Accountancy and an MBA and PhD in Accounting. Prior to embarking on an academic career, Geoff was a practicing financial manager in Australia, holding senior positions at various times in British Aerospace, Avery Dennison, and TI Automotive Systems. Since then, and for more than 20 years, he has been researching, teaching, practicing, and advising internationally in the fields of accounting, financial management, and performance measurement, as well as supervising students engaged in research at both Doctoral and Masters level. In addition, he is the Editor of the Electronic Journal of Knowledge Management, a member of the executive committee for a number of European and international conferences, and Treasurer of the Cyprus Cricket Association.

Hana Urbancova graduated in 2008 with a Master’s degree in the field of Business and Business Administration at the Faculty of Economics and Management at the Czech University of Life Sciences in Prague, where she continues her Ph.D. studies in the field of Management. In her Ph.D. studies, she focuses on Knowledge Management and Knowledge Continuity Management. In her pedagogical and scientific-research work, she focuses mainly on the area of Strategic Management. She is a researcher and co-researcher of several projects and grants and regularly publishes the results of her work in scientific journals and at conferences.