About the Contributors

José Antonio Ariza-Montes is Professor in the Department of Business Organization at Loyola Andalucia University (Spain). He has given seminars at MBA and Ph.D. levels in several Spanish Universities. He has supervised two Doctoral Theses in the area of Social Science. His research interests include Organizational Behavior, Human Resources Management, Volunteerism, and Social Innovation. He has published a large number of papers in the most important Spanish business reviews and journals. He has also published in relevant international journals: JCR, SCOPUS.... In addition, his work has appeared in several books and the proceedings of numerous conferences. He serves in the editorial board of various journals and he is also a blind referee for several important journals at an international level: Journal of Business Ethics (JCR), The International Journal of Human Resource Management (JCR), INNOVAR (JCR), Management Decision.

Ana María Lucia-Casademunt is a PhD. Professor in the Department of Business Organization at Loyola Andalucia University (Seville-Cordoba, Spain). She is Director of the Master of Human Resources Management at Loyola Andalucia University. She has a degree in Business and Administration Management at University of Seville (2001-2005), with two Masters’ Degrees in Financial Economy and in Social Psychology in Organizations and Work in 2006 and 2009, respectively. She has undertaken various courses specializing in Business Organizations and Psychology in Organizations and work in several Spanish universities. She also participated in pedagogical training courses such as the Course on Pedagogical Aptitude (CAP) in 2009 at University of Málaga (Spain). She has been a visiting Professor at Quinlan Business School at Chicago Loyola University from October to December 2013 and at Nottingham Business School (UK). Her research interest covers different aspects of Human Resource Management in profit and non-profit organizations, the configuration of workplace environment to ensure the availability of motivated and involved employees, well-being at work, emotional involvement, female managers, knowledge management, leadership with slightly different methodologies such as artificial neural network techniques, geographical information systems, logistic regression, or partial least squares. She has published articles in journals of the Journal Citation Reports (JCR) and Latindex and presented several reports in congresses and scientific meetings of her speciality. She serves in the editorial board a blind referee for some scientific journals at an international level: The International Journal of Human Resource Management (JCR), Revista Latinoamericana de Administración (ACADEMIA) among others.

* * *
Juan Antonio González Aguilar holds a degree in Psychology from the University of Seville, a Masters in Family Guidance and Counselling (Pontificial University of Salamanca), a Masters in Community Integration (University of Salamanca), and an International Coaching Certification. He is an expert on Coaching (IEC). Currently, he works as a manager at Aprosub (organisation for people with intellectual disabilities in Córdoba) and is a contributing expert working with groups from different institutions: Institute on Community Integration (University of Salamanca), Director General of People with Disabilities (Junta de Andalucía), Network Quality of Life (FEAPS).... He has made several presentations related to models of organisational change in NGOs in national and international conferences as well as having articles and contributions featured in various publications such as Century Zero.

Mohammad Badruddozza, after completion of PhD in Information Systems from the Open University, Milton Keynes, UK, returned to his previous job in MIS department of Proshika, one of the largest development organisations of Bangladesh. Badruddozza did his MS degree from Asian Institute of Technology, Thailand. He also did masters and bachelor degrees from the University of Dhaka. Badruddozza has been working in the field of MIS in national and international development and research organisations for about 20 years. He worked in IDS, University of Sussex, World Fish Center, and PIACT, Bangladesh. Badruddozza has also taught MIS and Management in Buckingham Business School, University of Buckingham, UK, and Bangladesh University of Business and Technology. He provided consultancy services for a number of national and international organisations in the field of information systems for a considerable period of time.

João Barata is the manager of CTCV-Microsoft Innovation Center, at RECET – Network of Technological Centers of Portugal, with an experience of over 15 years in cooperative development of ISO management systems and information systems. He is also an invited lecturer of IS Quality at ISMT – Instituto Superior Miguel Torga, Coimbra, since 2005. Prior to this he was lecturer at the Catholic University of Portugal, in the discipline of Informatics, from 2002 to 2005. He is an Industrial Engineer, holds a M.Sc. in Informatics Engineering, and is a Ph.D. student at CISUC, Department of Informatics Engineering, University of Coimbra, Portugal. His main research interests are information systems and quality management systems synergies.

Sofia Barata is the head of ICT development team of the Technological Centre for Ceramics and Glass Industries of Portugal. She is a senior consultant of information systems in non-profit organizations, combining the knowledge of this specific sector with an extensive experience in project management and ICT development for highly regulated contexts. She is an Industrial Engineer and holds a M.Sc. in Information Systems.

María del Carmen Caba-Pérez is an Assistant Professor in the Public Management Sector at the University of Almeria and Vice Dean in the Economics and Business Faculty. Her research is concerning to transparency of public, nonprofit organizations, and venture capital sectors. She is author of several articles published in JCR publications including The American Review of Public Administration, International Review of Administrative Science, Online Information Review, Government Information Quarterly, Voluntas, Latin American Research Review, and Public Administration and Development.
About the Contributors

Paulo Rupino da Cunha, PhD is Assistant Professor of Information Systems and the head of the IS Group at the Faculty of Science and Technology of the University of Coimbra, Portugal, is Director of Informatics and Systems Lab in the Instituto Pedro Nunes (IPN), a non-profit association for Innovation and Technology Transfer. He has been Adjunct Associate Teaching Professor in the School of Computer Science at Carnegie Mellon, USA and Visiting Associate at Brunel University, UK. He has been the Vice-President of the Board of Instituto Pedro Nunes and of IPN-Incubadora, a Business Incubator. For a period of three years, he was the elected Coordinator of the Informatics Engineering Chapter for the center region of Portugal of the Portuguese Engineering Association, and for a two-year term, he was a member of the Executive Committee of the Department of Informatics Engineering of the University of Coimbra. His current projects look into service systems, cloudification, business models, and joint design of quality management systems and information systems. Paulo is author of several papers and serves in the editorial board of various papers and journals.

Juan de Dios García is an international researcher, speaker, and consultant on social innovation, local development, social and solidarity economy, third sector, and leadership for change. He is a professor at different universities in Latin America, Europe, and North Africa, an international expert on projects for UNDP (United Nations), European Union (EU), Interamerican Development Bank (IDB), Central American Bank for Economic Integration (BCIE), Andean Development Corporation (CAF), and national-regional-local governments, among others. He is General Coordinator “Nomadic Network for Social Innovation” (INNÓMADES).

Craig Hume is a PhD candidate at Griffith University (Queensland, Australia) and professional management consultant with over 20 years professional consulting experience across public, private and non-profit sectors in Australia. Craig developed a professional and academic interest in knowledge management while working in operational service planning and delivery consulting assignments. Craig has undertaken his PhD by publication and has published in the International Journal of Non-Profit and Voluntary Sector Marketing and the International Journal of Organisational Behaviour and a book chapter in Transcultural Marketing for Incremental and Radical Innovation, (Christiansen, B., Yıldız, S., & Yıldız, E. (eds), IGI Global). Craig has also co-authored a number of conference papers in knowledge management in the NFP sector and a book chapter in Healthcare Informatics and Analytics: Emerging Issues and Trends (Ghapanchi, A; Tavana, M; Talaei-Khoeif, A (eds); forthcoming 2014, IGI Global).

Margee Hume is an Associate Professor academic in the school of Management and Enterprise at the University of Southern Queensland. Dr Hume joined the academic sector 15 years ago after working extensively in the health, professional services, process mapping and service innovation. She has also functioned as principal of a management consulting firm and offers extensive skills in business operations/marketing strategy, interactive technology and strategic marketing. Dr Hume’s academic interests include services operations and management, non-profit marketing and management and interactive marketing/IT/digital futures. Dr Hume has an impressive and extensive list of publication in prestigious journals and outlets. Dr Hume’s teaching interest includes services and digital technology in particular healthcare interactive/digital technology marketing, service operations and internal marketing. Dr Hume specialized in novel methods including application of operations management techniques in a services paradigm.
José María Herranz de la Casa has a PhD in Journalism from Complutense University in Madrid (Spain). He has been a reporter at the most widely read sports newspaper in Spain, *Marca*, and has also taught at the Catholic University of Ávila (UCAV), where he was the head of the Department of Communication. He was also a lecturer at the Faculty of Humanities and Information at the European University Miguel de Cervantes in Valladolid, teaching courses in Journalism, Advertising, and Public Relations. At this university, he was also the director of the Office of Communication and Marketing for four years. Currently, he is a professor at the School of Journalism in the University of Castilla-La Mancha (Cuenca Campus), where he lectures on Sports Journalism, Specialized Reporting, Feature and Editorial Writing, and Institutional and Corporate Communication. His research interests are in the areas of communication and transparency in social organizations and NGOs, business and organizational communication, social responsibility, and environmental journalism. At present, he is part of a research project funded by the Spanish government, analyzing the news coverage of energy policies in Spain, the reception of such news, and the participation of non-profit organizations in the public discourse of energy policies.

María del Mar Gálvez-Rodríguez is a Ph. D. Student of the Economics and Business Faculty at the University of Almería (Spain). Her thesis is focused on the online transparency and accountability in Non-Profit Organizations (NPO). Regarding this, she has published JCR articles in *VOLUNTAS* and *Latin American Research Review* and articles in others journals such as *CIRIEC – España Revista de Economía Pública, Social y Cooperativa* and *Revista Española del Tercer Sector*.

Lauri Goldkind has a longstanding interest and practice background in nonprofit leadership, capacity building, and technology implementation. Her practice experience has been centered in the youth development, education, and juvenile justice realms. Prior to joining the faculty at Fordham’s Graduate School of Social Service, she served as the Director of New School Development and the Director of Evaluation at The Urban Assembly (UA), a network of new specialized public schools located in the Brooklyn, the Bronx, and Manhattan. At UA, she supported principals through the new school process, helping them earn start-up grants valued at over $500,000 per school; additionally, she provided technical assistance to principals and school-based staff on data-driven decision making, development and maintenance of data management structures and the effective use of data to improve student achievement. Dr. Goldkind holds an M.S.W. from SUNY Stony Brook with a concentration in planning, administration, and research and a PhD from the Wurzweiler School of Social Work at Yeshiva University.

Oscar Gutierrez is the Senior National Dean of the College of Business and Management and the Keller Graduate School of Management at DeVry University. Prior to joining DeVry, Gutierrez was Associate Dean for Graduate Programs in the College of Management at the University of Massachusetts Boston. He also served as Associate Provost for Academic Affairs, Associate Dean of the College of Management, and Chair of the Management Science and Information Systems Department at UMass Boston. He was a senior fellow with the Center for Social Policy of the McCormack Graduate School of Policy Studies at the University of Massachusetts and collaborated in numerous evaluation, technical assessment, and technical assistance projects for the U.S. Department of Housing and Urban Development, the States of Massachusetts and New Jersey, and the Cities of Boston and Seattle. He has over 25 years of experience in creating and implementing automated information systems with business, government, and non-profit organizations. In the years from 1996 to 2009, Dr. Gutierrez substantially collaborated
with the Greater Boston Manufacturing Partnership in assisting medium and small manufacturers with Information Technology strategy and implementation as well as with Lean Manufacturing Practices. His publications on information analysis, methodology, project management, and assessment have appeared in numerous national and international proceedings. In addition, as an academic scholar, he has more than 35 referred publications to his credit. Gutierrez earned his master’s degree and Ph.D. from the London School of Economics and Political Science, and completed his undergraduate work at the Monterrey Institute of Technology.

**Mark A. Hager** is associate professor of nonprofit studies in the School of Community Resources and Development at Arizona State University, in the United States. Before joining the faculty at ASU, he was a Senior Research Associate in the Center on Nonprofits and Philanthropy at the Urban Institute, a Washington DC think tank, where he spearheaded what is still the United States’ only national study of volunteer management practices. Hager’s research includes studies of the scope, dimensions, administration, and financial operations of and reporting by nonprofit organizations. He earned his Ph.D. in organizational sociology at the University of Minnesota (U.S.) with a study of the causes of nonprofit organization closure.

**Ashok B. Kulkarni** joined the University of Technology, Jamaica, in Kingston on September 15, 2008 as Deputy President (Academic Affairs and Quality Assurance). He is a member of several scientific and professional organizations. He has successfully supervised 14 PhDs, 30 MPhil, and more than 600 M.Sc. students, published approximately 90 research papers in journals, and 130 in conferences. His major research interests include but are not limited to nuclear electronics, reactor engineering, pc-based instrumentation, modern control engineering, fuzzy logic controller, microwave antennas, and propagation.

**Manuel López-Godoy** is an Assistant Professor in Financial Market and Financial Management at the University of Almeria in the Economics and Business Faculty. His line of research is focus on the Third Sector, and especially in cooperatives. He has published JCR articles in *VOLUNTAS* and *Latin American Research Review* and other journals including, *Revista de Contabilidad, CIRIEC – España, Revista de Economía Pública, Social y Cooperativa, Revista Europea de Dirección y Economía de la Empresa*.

**M. Carmen López-Martín**, PhD in Business Administration and professor at the University Loyola Andalucía, teaches Macroeconomics, Financial Markets, and Financial System. Her main areas of expertise are Financial Economy and Regional Economy, within which she has published different papers related to monetary union, monetary policy, financial markets, and financial institutions. In addition, in relation to these subjects, she teaches at masters and specialization courses, and she collaborates with the ETEA Foundation for Development and Cooperation. She has participated in various local, regional, and international research, which has analyzed issues related with labour market, social economy, and the activity of the Spanish autonomous communities, in addition to those mentioned above. She is currently editor of *Revista de Fomento Social*, published by Universidad Loyola Andalucía.

**Magdalena Cordobés Madueño** studied Business Administration at ETEA Business Centre at Córdoba University (Spain) (1980-1985) and got the degree in Business Administration at the Pontifical Comillas University (Madrid, Spain) in June 1985. After finishing her studies, she worked 14 months (1985-1986) in a medium-size company as management responsible, and 2 months (1987) in a
About the Contributors

Department Store, doing a stage within the financial and economical department. In October of 1987, she started working at the ETEA Business Centre, where she got her PhD in Mach of 1996. Now, she is a Financial and Management Accounting Professor at the Loyola University of Andalusia and she has been teaching different courses in postgraduate courses and Masters, related to Financial Accounting, Cost Accounting, and Management Accounting, in Córdoba, Granada, and Seville (Spain) and also at the Havana University of Cuba. She has published several papers in the field of financial accounting related to non-profit organizations and agricultural cooperatives (international accounting standards) and in the field of management accounting related to non-profit organizations (management control, management, and social marketing), franchises (budget, management control), and other applications to manufacturing industries of olive oil. She has also written different books and chapter of books about financial accounting in cooperatives, non-profit organizations management, financial accounting handbook, among others.

John McNutt is Professor in the School of Public Policy and Administration and Coordinator of the Nonprofit Concentration in the MPA Program at the University of Delaware. Prior to coming to the university in 2007, he was Associate Professor and Coordinator of the Advanced Practice Concentration in Organizations and Communities at the University of South Carolina College of Social Work. He has over 30 years of higher education experience including posts at Boston College Graduate School of Social Work and Indiana University School of Social Work. Before becoming an academic, Dr. McNutt worked in social services, beginning his professional practice career as a VISTA Volunteer in Birmingham, Alabama in 1975. Dr. McNutt’s research efforts are in the areas of political use of the Internet and the use and adoption of technology by nonprofit organizations. He has co-authored or co-edited four books and many articles, book chapters, and other works on advocacy, the digital divide, volunteerism, community development technology and nonprofit organizations, and technology and public participation. His practice specialties are criminal justice and child welfare. He regularly presents at national and international conferences. Dr. McNutt is also a member of the editorial boards of several scholarly journals.

Teresa Montero-Romero, PhD in Economics and Business Administration from the University of Córdoba, Master in Corporate Finance (ESIC), is Professor in the area of Financial Economics and Accounting in the Universidad Loyola Andalucía (Spain). Her research work has focused on studies of economic and financial viability, analysis, and modeling of credit deterioration in financial institutions, analysis of the Spanish and Andalusian, SME, financing structure optimum, etc. In the field of finance, she is co-author of various publications. In regards to the non-profit entities, her research has focused in recent years on how the economic and financial crisis has affected them as well as on the detection of the strengths of the same compared to other companies in a corporate way. She has participated in various master’s courses, training courses, and projects from advising companies in relation to financial management.

Valeri Pougatchev is a Senior Lecturer in the School of Computing and Information Technology, University of Technology, Jamaica. He has a Master degree in Mathematics from the Voronezh State University, USSR, and is currently a PhD candidate at the University of Technology, Jamaica. He has been working in the area of Information and Communication Technology (ICT) for approximately 30 years in Russia, Jamaica, and the United States. He is the author of 2 books, published in the Russian
About the Contributors

Federation, and more than 30 publications (including an invited paper) in reviewed international journals and conference proceedings. During the period 2004-2005, he served as a consultant for UNESCO on applications of ICT in Tertiary Education and Vocational Training for the Caribbean Region and a principal investigator of the UNESCO Project on Standards for ICT-Based Education in the Caribbean Region. His research areas include but are not limited to information science, software engineering of enterprise-wide systems, research, design, and development of an Integrated Management System for educational institutions and organizations and compression and encrypting information.

Kelly Proulx works as a Research Specialist at Arizona State University’s Prevention Research Center. She also holds a Master’s degree in Nonprofit Studies from Arizona State University. Her research interests include volunteer management and collaboration between nonprofit organizations.

Magnus Ramage is a Lecturer in Information Systems in the Computing and Communications Department, The Open University. His research is concerned with the evaluation of information systems, the interdisciplinary nature of information, and the history of systems thinking and cybernetics. He is editor-in-chief of Kybernetes: The International Journal of Cybernetics, Systems, and Management Sciences. His books include Systems Thinkers (Springer 2009, with Karen Shipp), Online Communication and Collaboration: A Reader (Routledge 2010, with Helen Donelan and Karen Kear), and Perspectives on Information (Routledge 2011, with David Chapman). He has authored distance learning course materials (and chaired course teams) in sociotechnical approaches to information technology, environmental management, online collaboration, information systems evolution, and systems thinking. He holds a PhD in computer science from Lancaster University, UK.

Denise A. Wittstock, MNpS, CAVS. A name highly acclaimed in the industry, Denise Wittstock currently serves as the Manager of Volunteer Services and Animal Assisted Therapy at Phoenix Children’s Hospital in Phoenix, Arizona. Phoenix Children’s, ranked in U.S. News & World Report’s Best Children’s Hospitals, is Arizona’s only licensed children’s hospital. Denise received her Bachelor of Arts Degree from the University of Wisconsin and studied Design, History, and Spanish. She has a Master of Nonprofit Studies Degree from Arizona State University. She is an active member in the Association for Healthcare Volunteer Resource Professionals (AHVRP) and is President of the Arizona Society of Volunteer Administrators in Healthcare (AzSVAH). She is a past member of the Phoenix Regional Sports Commission and American Resort Development Association (ARDA).

Ying Xu is Assistant Professor in the Department of Social Work at the Chinese of Hong Kong. Her publications include 14 international or national refereed journal articles, a book review, 16 conference papers, a background research brief, a single-author textbook, and 6 book chapters. Most of the publicans are relevant to the volunteerism and civil society. Moreover, she was honored as one of three “Young Scholars in Asia” at the 80th Annual Conference of Japanese Sociological Society on 18 November 2007. In addition, she was the Associate Editor (IBYR Website) of the International Sociology Association (ISA) RC34 (Sociology of Youth) in 2007.