

*Waikato Management School*

Te Raupapa



THE UNIVERSITY OF  
**WAIKATO**  
*Te Whare Wānanga o Waikato*



New Zealand  
Institute for  
Business Research

*Te Pūtahi Rangahau Umanga o Aotearoa*

## **The New Zealand Institute for Business Research**

Annual Report

**2018**

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
STAFFING .....	3
PURPOSE AND ACHIEVEMENTS .....	4
THE YEAR IN PERSPECTIVE .....	5
INTERNATIONAL VISITORS .....	6
EXTERNALLY-FUNDED RESEARCH AND TRAINING PROGRAMMES .....	7
NEWSLETTER.....	9
RESEARCH STORIES .....	10
EXECUTIVE EDUCATION TRAINING PROGRAMMES.....	12
EVNTS AND ACTIVITIES .....	14
PUBLICATIONS/OUTPUTS BY NZIBR TEAM .....	15

## REPORT ON THE NEW ZEALAND INSTITUTE FOR BUSINESS RESEARCH (NZIBR)

<https://www.waikato.ac.nz/nzibr/home>

### STAFFING

#### EXECUTIVE DIRECTOR



**Associate Professor Eva Collins**  
*Executive Director*

#### OTHER STAFF MEMBERS

Dr Vijay Kumar continued to facilitate the research activities of the Institute as a Research Support Officer.

Two new staff members joined NZIBR:

Dr Sudong Shang (Post-Doctoral Research Fellow); and  
Dr Yvonne Matthews (Post-Doctoral Research Fellow).

#### ASSOCIATE RESEARCHERS

All Management School staff and those from other Faculties who are involved in externally funded research projects and consultancies administered through NZIBR are considered to be associate researchers within NZIBR. In 2018, the main contributors were: Dr John Gibson - Professor of Economics; Dr John Oetzel - Professor of Management Communication; Dr Ricardo Scarpa - Professor of Economics; Dr Frank Scrimgeour - Professor of Economics; Dr Anna Strutt - Associate Professor of Economics; and Dr Zack Dorner - Lecturer of Agribusiness. Furthermore, Co-Directors (Leadership Unit), Associate Professor Peter Sun and Dr Maree Roche also procured externally funded projects.

## PURPOSE AND ACHIEVEMENTS

NZIBR works collaboratively with scholars across the University to research topics of importance to the business community and wider society. The Institute has research capability in core business and economics disciplines.

We analyse opportunities to align business practices with societal needs and expectations in order to drive long-term sustainability and shareholder value. We seek and support effective collaboration and partnerships with agencies, institutions and industry. We publish high quality research in both professional outlets and in academic journals.

### ***Quality research from a world-class business school***

Waikato Management School is one of a very small group of elite business schools across the world to have achieved triple-crown accreditation (AACSB, AMBA, EQUIS). This academic rigour underpins all the research undertaken by the Institute.

## THE YEAR IN PERSPECTIVE

The Institute supported capability development with emerging researchers. NZIBR PhD scholar, Vijay Kumar, completed his PhD his research on profitability of banking sectors in Asia-Pacific Region and their contribution to economic growth in 2018. NZIBR PhD scholar, Farnaz Farhangi, continued her research on residential water consumption and is expected to complete her PhD in 2019. NZIBR continued its support to Guanyu (Fish) Zheng for a Masters degree in the area of Productivity and Efficiency. Fish is a senior advisor in the economic and research team at the Productivity Commission.

In January 2018, the institute was renamed from the “Institute for Business Research” to the “New Zealand Institute for Business Research”. In April 2018, NZIBR successfully launched its three Research Units: Responsible and Sustainable Management Unit; Enterprise Innovation Unit; and Leadership Unit. Coinciding the launch, Co-Directors were appointed for new research units: Professor Sigg Gudergan and Professor Shikhar Sarin (Enterprise Innovation Unit); Professor Les Oxley and Professor Juliet Roper (Responsible and Sustainable Management Unit); and Associate Professor Peter Sun and Dr Maree Roche (Leadership Unit).

The China-New Zealand Tourism Research Unit, established in 2013, continued its work as a part of NZIBR. In 2018, the Unit commenced a number of key initiatives that will have significant impact in future years. The Unit also started planning for China-New Zealand Year of Tourism. With reference to this, the Unit liaised with Victoria University’s Contemporary China Research Centre to organise the Conference “China’s New Tourists: New Zealand and the Year of Chinese Tourism” at Te Papa in Wellington. The Unit continued the research related activities. Professor Chris Ryan was a keynote speaker at the *APAC-Chrie Conference* hosted by Sun Yat-sen University, the *American Hotel and Lodging Association Conference*, hosted by Zhejiang Yuexiu Foreign Languages University, Shaoxing, Zhejiang, the *Tourism Tribune Conference* hosted by Beijing Union University, Chaoyang, Beijing and the *Human Geography Conference* hosted by Normal Anhui University, Wuhu, Anhui. In addition, the Unit published number of journal articles in reputable journals including *Tourism Management*.

NZIBR continued short training programmes to support the professional development of staff members of international organisations. NZIBR successfully completed three programmes for Vietnam Social Security and began the 2018/19 intake of the Community & Enterprise Leadership (CELF, <http://celf.org.nz/>) Elevate Programme.

Impact research is an important part of the work programme. NZIBR completed a study for Agenda Waikato. The study provides a framework which contains a comprehensive set of indicators to measure the attractiveness of Waikato sub-region relative to New Zealand.

For more information, please visit:

[https://www.nzherald.co.nz/business/news/article.cfm?c\\_id=3&objectid=12077491](https://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=12077491)

The Responsible and Sustainable Management Unit held a public screening of the world's first feature length documentary on the circular economy, ‘Closing the Loop’. Following the screening, a panel discussion comprising of Adele Rose, CEO of 3R Group, Professors Les Oxley and Juliet Roper was held. With an audience of around 70, representing academics as well as key Waikato government and corporate organisations, the event generated a great deal of interest and discussion.

## INTERNATIONAL VISITORS

### *South Korea*

During 2018, NZIBR hosted two groups from South Korea including:

- NZIBR conducted a workshop on Research Funding in New Zealand for a group of senior Government officials from South Korea. The participants were from various public agencies of Korea including: Korea Environment Institute; Korean Educational Development Institute; Korea Institute for Curriculum and Evaluation; Korea Institute for Industrial Economics and Trade; Korea Legislation Research Institute; and National Youth Policy Institute.
- NZIBR hosted a group of 25 young farmers. The group was accompanied by senior government officials. NZIBR conducted a workshop on animal production system and farm management. A visit to Waikato Innovation Park was also arranged for the participants.

### *China*

During 2018, NZIBR hosted two groups from China including:

- A group of Government officials from Jiangsu Province. Some of the key participants were Mr. Xia Jun (Vice Director of Zhenjiang Municipal Bureau of Transportation), Mr. Wang Feng (Vice Director of Zhenjiang Municipal Commission of Economy and Information Technology) and Mr. Huang Kewen (Vice Director of Zhenjiang Municipal Bureau of Education). NZIBR conducted a workshop on Transport and Economics. The participants also met with relevant staff members at the University.
- A group of participants from The Chengdu Agricultural College led by Long Xu, Vice President of the Chengdu Agricultural College. NZIBR conducted a workshop for the participants on agricultural development and economics of agriculture. The participants also met with relevant staff members at the University.

### *Visiting Scholars*

Dr. Ahmed Imran from University Institute of Management Sciences, Pakistan visited us as a Research Scholar. His research focuses on the risk and competition in the banking industry. He completed a paper on "Competition and Risk in South Asian Banking Industry" under the supervision of Professor Frank Scrimgeour and Professor Stuart Locke. The paper was presented in 2018 Vietnam Symposium in Banking and Finance in Vietnam.

The Responsible and Sustainable Management Unit is hosting Professor Céline Louche from Audencia Business School, France. In 2018, she conducted two workshops for WMS staff and PhD students. One workshop was on "Business Model Innovation for Sustainability: A Translation Perspective: and second workshop was on "Responsible Academics: Roles, Identities and Practice".

The Leadership Unit is hosting Ms. Xuchu Liu from Henan University of Chinese medicine. She is conducting research with Associate Professor Peter Sun and Dr Sudong Shang in the area of leadership.

## EXTERNALLY-FUNDED RESEARCH AND TRAINING PROGRAMMES

In 2018, NZIBR generated total revenues of \$961K<sup>1</sup> from externally-funded projects and training programmes.

Details of externally-funded projects are given below:

### INTERNATIONAL

Project Period	Principal Investigator	Name of Project	Sponsor	Revenue in 2018 (NZ\$)
2017-2019	Professor John Oetzel	Advancing CBPR practice through a measurement toolkit	University of New Mexico	\$7,862
2018-2019	Professor Frank Scrimgeour	New Zealand Food Safety	Seoul National University	\$4,562
2018-2019	Professor John Gibson	Gender-disaggregated Poverty Small Area Estimates	World Bank	\$42,670
2018	Professor Ric Scarpa	Strategic plans and the establishment and management	UNISER SRL	\$ 23,366
2018	Professor Ric Scarpa	Sydney Water stated preference research	Centre for Int. Economics	\$ 11,250
2018	Professor Ric Scarpa	Livestock supply chain	Durham University Business School	\$ 3,982
2017-2018	Professor John Oetzel.	Advancing CBPR practice through a measurement toolkit	University of New Mexico	\$4,853

### DOMESTIC

Project Period	Principal Investigator	Name of Project	Sponsor	Revenue in 2018 (NZ\$)
2018-2019	Dr Maree Roche	Police Women in Leadership	New Zealand Police	\$6,002
2017-2019	Professor Ric Scarpa	Healthy Rivers	Waikato Regional Council	\$20,000
2018	Professor Frank Scrimgeour	Waikato Sub-region Balance Sheet	Agenda Waikato	\$20,000
2018	Professor Stuart Locke	Transport and wellbeing in South Waikato	Traffic Design Group	\$20,000
2018	Professor Frank Scrimgeour	Competitiveness Framework Analysis (Stage 3 and 4)	DairyNZ	\$40,800
2018	Dr Zack Dorner	Horticultural Data Analysis	Motu Economic and Public Policy	\$2,500
2018	Professor Graeme Doole	Advice on Plan Change 10	Bay of Plenty Regional Council	\$10,000
2018	Professor Graeme Doole	Marrs Beach E. coli Contamination	MBIE	\$13,933

<sup>1</sup> The total revenue will not match the total revenue of listed projects as some projects are not listed because of the confidentiality and the total revenue also includes commercial income from the legal client newsletters and benchmarking surveys.

<b>Project Period</b>	<b>Principal Investigator</b>	<b>Name of Project</b>	<b>Sponsor</b>	<b>Revenue in 2018 (NZ\$)</b>
2018	Professor Frank Scrimgeour	Environmental Taxation	The Treasury	\$6,250
2018	Professor Frank Scrimgeour	Resident Satisfaction at Alandale Lifecare Ltd.	Alandale Lifecare Ltd.	\$2,200
2018	Professor Frank Scrimgeour	Academic Foundations to the work of AskYourTeam	AskYourTeam	\$10,000
2018	Professor Frank Scrimgeour	An Evaluation of Data Collection Instruments	AskYourTeam	\$15,000
2017-2018	Dr Zack Dorner	Land Use Change	Motu Economic and Public Policy	\$10,000
2017-2018	Professor Frank Scrimgeour	Competitiveness Framework Analysis (Stage 1 and 2)	DairyNZ	\$20,400

Detail of short-term training programmes:

#### **SHORT-TERM TRAINING PROGRAMMES**

<b>Project Period</b>	<b>Programme Director</b>	<b>Name of Project</b>	<b>Sponsor</b>	<b>Revenue in 2018 (NZ\$)</b>
2018	Professor Frank Scrimgeour	Social Security Management, Policy and Leadership	Vietnam Social Security	\$233,071
2018	Professor Frank Scrimgeour	Enhancing Leadership Capacity in Economic Management	Vietnam Social Security	\$102,889
2018	Professor Frank Scrimgeour	Social Security Management, Policy and Leadership	Vietnam Social Security	\$252,221

## NEWSLETTER

### *Client Newsletter Service*

The NZIBR provides law firms with a client relations tool in the form of a quarterly client newsletter service. The newsletter presents relevant and timely articles written by practising professionals. The service assists firms to stay in touch with clients throughout the year, maintain top-of-mind awareness, provide up-to-date information on changes and issues that may affect clients' businesses and/or personal lives, inform clients of new services, and initiate new business.

In addition to being a revenue stream for NZIBR, the newsletter service also provides client relations tool to its main target markets (law practices). In 2018, 75 firms subscribed to the service.

## RESEARCH STORIES

### Examples of NZIBR research:

#### *CBPR Engage for Equity (2015-2020) by Professor Oetzel*

Community-based participatory research (CBPR) and community engaged research (CEnR) have been implemented across diverse research settings and communities which have faced historic and current health inequities. In its core, CBPR and CEnR includes principles of equitable relationships that guide research with community partners. The “Engage for Equity (E2): Advancing Community Engaged Partnerships” study (2015-2020, funded by the National Institute of Nursing Research in the U.S. National Institutes of Health) aims to test and confirm promising practices in CBPR and CEnR. This study seeks to support academic-community research teams to assess their own partnering practices, set their own goals, and make changes to improve their effectiveness to reach their desired goals. This research supports the development of Responsible Management for partnerships in health.



The Engage for Equity study has launched workshops with tools and resources for evaluation and reflection for CBPR and CEnR projects and partnerships. We are now in the intervention phase of our study and we completed workshops in the Fall, 2017 with projects that completed an online survey in 2016; evaluation is underway and will be completed in late 2018 to see if the interventions improve partnership processes and project outcomes. We have launched our new Engage for Equity website with tools and resources that may be accessed and downloaded.

Our team is in the process on analysing data from the initial survey and have numerous manuscripts in preparation for submission. We have presented our findings at the annual meeting of the American Public Health Association (November 2017). The grant also supported the development of a new edited volume on CBPR: Wallerstein, N., Duran, B., Oetzel, J.G., & Minkler, M. (2018). *Community-based participatory research for health (3rd ed.)*. San Francisco: Jossey-Bass.

For more information, please visit:

<http://coursecast.its.waikato.ac.nz/Panopto/Pages/Viewer.aspx?id=5e706055-9f84-4794-aab1-a918002e525e>  
<https://cpr.unm.edu/research-projects/cbpr-project/index.html>



#### **Think Tank of Community and Academic CBPR Practitioners**



### ***Wellbeing in a region: Estimation of a Waikato sub-region balance sheet by Prof. Scrimgeour***

Agenda Waikato addresses the community within approximately a 45-minute drive to Hamilton. This study focuses on the locations within the Waikato region which are located within 45-minute drive to Hamilton. The estimated population of this sub-region in was 316,000.

The study provides a framework which contains a comprehensive set of indicators to measure the attractiveness of Waikato sub-region relative to New Zealand. Data was collected from multiple credible sources, included Statistics NZ, the Ministry of Business, Innovation and Employment, NZ Police, Waikato DHB, NIWA and City, District and Regional Councils. The indicators were classified in three ways: Agenda Waikato themes; Treasury capital classifications of financial/physical capital,



social capital, human capital and environmental capital; and OECD well-being criteria. Overall, the results show that the Waikato sub-region was more attractive relative to New Zealand. This research was presented in a public forum at Hamilton Airport and it received significant media attention.

The report was prepared by Professor Frank Scrimgeour, Dr Vijay Kumar and Ngoc Thi Minh completed.

For more information, please visit:

[https://www.nzherald.co.nz/business/news/article.cfm?c\\_id=3&objectid=12077491](https://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=12077491)

## EXECUTIVE EDUCATION TRAINING PROGRAMMES

In 2018, NZIBR conducted three training programmes for the officials of Vietnam Social Security: Two, eight-week training programmes on Social Security Management, Policy and Leadership for officials from Vietnam Social Security; and a two-week training programme on Leadership Communication for senior leaders of Vietnam Social Security.

### Social Security Management, Policy and Leadership Programme

NZIBR successfully completed two, eight-week training programmes for the staff members of Vietnam Social Security of the Socialist Republic of Vietnam (VSS). The focus of these programmes was to improve subject knowledge related to social insurance, financial management, technology management and governance and to enhance English language competency. The training to participants was provided by the experienced faculty members of the University of Waikato. The programmes consist of four subject modules and a component of English. The



guest speakers from Alandale Lifecare Limited, Ministry of Social Development and Life Unlimited were invited to share their experience with the participants. During the programme, site visits were made to New Zealand Super Fund, Ministry of Social Development, and the Vietnamese embassy.

### Leadership Communication Programme



NZIBR successfully completed an executive education programme "Leadership Communication". This executive educational programme is designed to enhance the communication and presentation skills of the senior executives of Vietnam Social Security (VSS). The focus of this programme was to build English Language speaking capability, improve soft skills, public speaking and to build confidence in delivering presentations in English. This training was provided by experienced faculty members of the University of

Waikato in collaborations with senior and experienced leaders. During the programme, various themes related to communication, presentations and self-confidence were explored in formal sessions and informal interactive group exercises and case studies. This training was provided by experienced faculty members of the University of Waikato in collaborations with senior and experienced leaders. During the programme, participants undertook visits to New Zealand Superannuation fund in Auckland, and visits to Ministry of Social Development, the Treasury and Vietnamese Embassy. Further, the guest speakers Alan Livingston (Chairman of Waikato Regional Council), Dianne Yates (Former MP), and Ross Ferguson (Manager – Alandale Lifecare Ltd) were invited who shared their experience with the participants.

In addition to training programmes for international organisations, NZIBR is also conducting a 9-month leadership development programme 'Community and Enterprise Leadership Foundation (CELf) Elevate Programme'.

### **CELf Elevate programme**

NZIBR began the 2018/19 intake of the Community & Enterprise Leadership (CELf, <http://celf.org.nz/>) Elevate Programme in August. Eighteen participants from different organisations have enrolled in the programme. The model is two-for-one, that is, a corporate participant pays for their attendance and the attendance of a not-for-profit participant. This is an intensive nine month programme designed to build leadership capacity. The programme includes residency workshops, field trips, social projects, and seminars.



During 2018, the participants visited the New Zealand Police, Gallagher Group, Tristram Marine and Prolife Foods to investigate leadership in both a community and corporate environment. In addition to site visits, the participants also attended workshops on "Purpose of Enterprise", "Leading through Relationships" and "Orchestrating Outcomes – High Performing Teams and Shared Leadership".

## EVNTS AND ACTIVITIES

In 2018, NZIBR and its research units conducted various seminars and workshops. The details are given in the following table.

<b>Date</b>	<b>Title</b>	<b>Host</b>
April 2018	Launching of three Research Units of NZIBR	New Zealand Institute for Business Research
June 2018	Screening of documentary 'Closing the Loop' on circular economy	Responsible and Sustainable Management Unit
June 2018	'Orchestrating Outcomes' – High Performing Teams and Shared Leadership.	Leadership Unit
September 2018	Police Women in Leadership	Leadership Unit
October 2018	Creating and disseminating research-based knowledge in the area of innovation	Enterprise Innovation Unit
October 2018	Activities and future plans of the Responsible and Sustainable Management Unit	Responsible and Sustainable Management Unit
October 2018	Business Model Innovation for Sustainability: A Translation Perspective	Responsible and Sustainable Management Unit
November 2018	Developing focused themes for Enterprise Innovation Unit	Enterprise Innovation Unit
November 2018	Activities and future plans of Leadership Unit	Leadership Unit
November 2018	NZ Business Benchmarking Survey	New Zealand Institute for Business Research
December 2018	Responsible Academics: Roles, Identities and Practices.	Responsible and Sustainable Management Unit

## PUBLICATIONS/OUTPUTS BY NZIBR TEAM

### Refereed Journal Articles

- Grover, S. L., Teo, S. T. T., Pick, D., **Roche**, M., & Newton, C. J. (2018). Psychological capital as a personal resource in the JD-R model. *Personnel Review*, 47(4), 968-984. doi:[10.1108/PR-08-2016-0213](https://doi.org/10.1108/PR-08-2016-0213)
- Jiang, L., Bohle, S. L., & **Roche**, M. (2018). Contingent reward transactional leaders as Good Parents: Examining the mediation role of attachment insecurity and the moderation role of meaningful work. *Journal of Business and Psychology*, -online, 1-19. doi:[10.1007/s10869-018-9553-x](https://doi.org/10.1007/s10869-018-9553-x)
- Shang, S., O'Driscoll, M. P., & **Roche**, M. A. (2018). Mechanisms linking acculturation, work-family conflict, and subjective well-being among Chinese immigrants in New Zealand. *Human Resource Management*, 57(5), 1097-1109. doi:[10.1002/hm.21890](https://doi.org/10.1002/hm.21890)
- Haar, J., **Roche**, M., & Brougham, D. (2018). Indigenous insights into ethical leadership: A study of Māori leaders. *Journal of Business Ethics*, -online, 1-20. doi:[10.1007/s10551-018-3869-3](https://doi.org/10.1007/s10551-018-3869-3)
- Bloom, D. E., Chen, S., Kuhn, M., McGovern, M. E., **Oxley**, L., & Prettner, K. (2018). The economic burden of chronic diseases: Estimates and projections for China, Japan, and South Korea. *Journal of the Economics of Ageing*, online, 13 pages. doi:[10.1016/j.jeoa.2018.09.002](https://doi.org/10.1016/j.jeoa.2018.09.002)
- Hu, Y., & **Oxley**, L. (2018). Bubbles in US regional house prices: Evidence from house price-income ratios at the State level. *Applied Economics*, 50(29), 3196-3229. doi:[10.1080/00036846.2017.1418080](https://doi.org/10.1080/00036846.2017.1418080)
- Qasim, M., **Oxley**, L., & McLaughlin, E. (2018). Genuine savings as a test of New Zealand weak sustainability. *Environment, Development and Sustainability*, online, 39 pages. doi:[10.1007/s10668-018-0185-0](https://doi.org/10.1007/s10668-018-0185-0)
- Hu, Y., & **Oxley**, L. (2018). Bubble contagion: Evidence from Japan's asset price bubble of the 1980-90s. *Journal of the Japanese and International Economies*, 50, 89-95. doi:[10.1016/j.jjie.2018.09.002](https://doi.org/10.1016/j.jjie.2018.09.002)
- Song, C., Liu, R., **Oxley**, L., & Ma, H. (2018). The adoption and impact of engineering-type measures to address climate change: Evidence from the major grain-producing areas in China. *Australian Journal of Agricultural and Resource Economics*, 62(4), 608-635. doi:[10.1111/1467-8489.12269](https://doi.org/10.1111/1467-8489.12269)
- Bond-Smith, S., McCann, P., & **Oxley**, L. (2018). A regional model of endogenous growth without scale assumptions. *Spatial Economic Analysis*, 13(1), 5-35. doi:[10.1080/17421772.2018.1392038](https://doi.org/10.1080/17421772.2018.1392038)
- Song, C. X., **Oxley**, L., & Ma, H. Y. (2018). What determines irrigation efficiency when farmers face extreme weather events? A field survey of the major wheat producing regions in China. *Journal of Integrative Agriculture*, 17(8), 1888-1899. doi:[10.1016/S2095-3119\(18\)62006-4](https://doi.org/10.1016/S2095-3119(18)62006-4)
- Sun**, Y. (2018). The motivation to serve as a corner stone of servant leadership. In *Practicing Servant Leadership: Developments in Implementation* (pp. 63-80).
- Malek, S. L., **Sarin**, S., & Jaworski, B. J. (2018). Sales management control systems: review, synthesis, and directions for future exploration. *Journal of Personal Selling & Sales Management*, 38(1), 30-55. doi:[10.1080/08853134.2017.1407660](https://doi.org/10.1080/08853134.2017.1407660)
- Sarin**, S., Haon, C., & Belkhouja, M. (2018). [Editorial] A bibliometric analysis of the knowledge exchange patterns between major technology and innovation management journals (1999-2013). *Journal of Product Innovation Management*, 35(1), 2-8. doi:[10.1111/jpim.12431](https://doi.org/10.1111/jpim.12431).
- Di Benedetto, C. A., **Sarin**, S., Belkhouja, M., & Haon, C. (2018). Patterns of knowledge outflow from Industrial Marketing Management to major marketing and specialized journals (1999-2013): A citation analysis. *Industrial Marketing Management*, 69, 13-17. doi:[10.1016/j.indmarman.2018.01.024](https://doi.org/10.1016/j.indmarman.2018.01.024)
- Sarin**, S., Haon, C., & Belkhouja, M. (2018). A twenty-year citation analysis of the knowledge outflow and inflow patterns from the Journal of Product Innovation Management. *Journal of Product Innovation Management*, 35(6), 854-863. doi:[10.1111/jpim.12469](https://doi.org/10.1111/jpim.12469)
- Randhawa, K., Wilden, R., & **Gudergan**, S. (2018). Open service innovation: The role of intermediary capabilities. *The Journal of Product Innovation Management*, 35(5), 808-838. doi:[10.1111/jpim.12460](https://doi.org/10.1111/jpim.12460)
- Schirmer, N., Ringle, C. M., **Gudergan**, S. P., & Feistel, M. S. G. (2018). The link between customer satisfaction and loyalty: the moderating role of customer characteristics. *Journal of Strategic Marketing*, 26(4), 398-317. doi:[10.1080/0965254X.2016.1240214](https://doi.org/10.1080/0965254X.2016.1240214)

- Ringle, C. M., Sarstedt, M., Mitchell, R., & **Gudergan**, S. P. (2018). Partial least squares structural equation modeling in HRM research. *International Journal of Human Resource Management, online*, 1-27. doi:[10.1080/09585192.2017.1416655](https://doi.org/10.1080/09585192.2017.1416655)
- Gudergan**, S., & Tang, R. (2018). A meta-analysis of the international experience-ownership strategy relationship: A dynamic capabilities view. *Management International Review, 58*(4), 541-570. doi:[10.1007/s11575-018-0349-z](https://doi.org/10.1007/s11575-018-0349-z)
- Yu, T., **Gudergan**, S., & Chen, C. F. (2018). Achieving employee efficiency-flexibility ambidexterity. *International Journal of Human Resource Management, online*, 37 pages. doi:[10.1080/09585192.2018.1449762](https://doi.org/10.1080/09585192.2018.1449762)
- Peters, M. D., **Gudergan**, S., & Booth, P. (2018). Interactive profit-planning systems and market turbulence: A dynamic capabilities perspective. *Long Range Planning, online*, 20 pages. doi:[10.1016/j.lrp.2018.03.004](https://doi.org/10.1016/j.lrp.2018.03.004)
- Wilden, R., **Gudergan**, S., Akaka, M., Averdung, A., & Teichert, T. (2018). The role of cocreation and dynamic capabilities in service provision and performance: A configurational study. *Industrial Marketing Management, online*, 15 pages. doi:[10.1016/j.indmarman.2018.06.008](https://doi.org/10.1016/j.indmarman.2018.06.008)
- Biesenthal, C., **Gudergan**, S., & Ambrosini, V. (2018). The role of ostensive and performative routine aspects in dynamic capability deployment at different organizational levels. *Long Range Planning, online*, 16 pages. doi:[10.1016/j.lrp.2018.03.006](https://doi.org/10.1016/j.lrp.2018.03.006)
- Matthews**, Y., Scarpa, R., & Marsh, D. (2018). Cumulative attraction and spatial dependence in a destination choice model for beach recreation. *Tourism Management, 66*, 318-328.



Associate Professor Eva Collins

Executive Director, The New Zealand Institute for Business Research

May 2018