

Index

- a posteriori recognition models 40, 297
 - absorptive capacity 148–9, 421, 467
 - academic mode 23
 - ad hoc innovation 36–7, 40, 297, 298, 310, 472
 - adaptive behaviour 115
 - added value 342
 - advisory groups 442
 - agro-environmental knowledge-intensive services in France 303–21, 324–5, 474
 - back-up solutions 314
 - balances of power 318–19
 - chain of production of information 311
 - Chamber of Trade and Industry of Gers 306–307, 312, 314–15, 325
 - Chambers of Agriculture 324
 - characteristics-based approach 308–309
 - classical consultant–client relations 309–10
 - commercialization and entrepreneurial stage 315–16, 318
 - competences 308
 - consolidation or firm growth stage 315–16
 - contextualization 309
 - contractual or relational operations 310
 - coordination 313–14
 - crystallization or proto-industry stage 315–16, 317, 319
 - diversity 314
 - environmental advisory services for farmers 304–307
 - farmers' cooperatives 304, 307, 308–10, 311–12, 316, 317, 318–19
 - FARMSTAR 51, 303, 305–307, 309–10, 311, 315, 316, 317–19, 324
 - GEOWINE 26, 51, 303, 305–306, 309–10, 311–12, 314, 317–18, 324–5
 - Info-Terra/Arvalis 307, 311, 315–16, 317, 318, 324
 - institutions, life cycles and end-user participation 315–19
 - intellectual processing of knowledge 309–10
 - just on time constraint 311
 - knowledge-intensive services (KIS) 303, 304, 306–307, 308–10, 319–20, 324
 - logistical and information processing operations 310
 - management style 313–15
 - NOVATEC 325
 - organizational implications for end-users 311–12
 - PLAIMONT Bubble Tag authentication system 325
 - principal medium of service 309
 - PROOFTAG 325
 - robustness 309, 314–15
 - service characteristics 308–309
 - technical characteristics 308
 - user-friendliness 309
 - values 313–15
- Allergie Alpin (Austria) 50
 - allocative inefficiencies (market failures) 64, 412, 413–14, 415–20, 429, 443, 479, 480
 - analytical frameworks 11–12, 40
 - anti-commons effects 176–80, 183–4, 467
 - APE-INV project 185
 - application stage 115–16, 118–21
 - appropriability barriers 421, 474

- architectural innovation 35, 39, 40, 41, 48, 50–51, 55, 57–8, 278, 298
- arranger 66
- assimilation (technologist) approach 39, 40, 423–4, 425–6, 427, 428, 465
- associational or symbiotic PPPs 277
- asymmetric information and uncertainty 416, 443, 479
- Austria 47, 50, 51, 54–5
 - Allergie Alpin 50
 - General Hospital of Vienna 233
 - intellectual property 169
 - Serfaus-Fiss-Ladis 51
 - see also* diabetes and defibrillation case studies; passenger transport
- availability risk 73
- awareness and training 451
- Axel patents 178

- back-office competences 98–9, 105, 317, 319
- back-office innovation 310
- balance inefficiencies 474
- Bank of Tourism Potential (Slovenia) 32–4, 53, 339, 340, 344–5
- barriers 211, 463
 - appropriability 421, 474
 - entrepreneurial fit in Denmark 375–7, 378
 - knowledge-intensive business services (KIBS) 339–41
 - knowledge-intensive services (KIS) 473, 474
 - passenger transport in Austria 398–9, 402–403
- basic PPPs 275
- battery charging points (Norway) 58
- Belgium 170, 181
- biases 295–7
 - double 481
 - industrial 10
 - market 10
 - medical 296
 - technological 10, 296, 426, 467, 480
- bilateral cooperation 8
- binary divide 475
- bottom-up approach 6, 437, 455, 457
 - France: complex innovation in a hospital case study 297
 - heterogeneity 471–2
 - passenger transport in Austria 385, 387, 390, 393–4, 397, 399, 401, 402, 404, 407–408
 - R&D sector 447
- bricolage 36, 40, 297
- broad concept of innovation 387
- bundling 275
- bureaucracy 377, 435

- CADUCEE project 288–9
- Canada 294
- capability deficiencies 418, 444
- capacity planning (UK) 46
- Care Concept project (Denmark) 259
- caretaker mode 6
- categories of goods/services based on inherent properties 62
- Celera 180
- central actors 125–6, 127, 128–9, 132
- Central and Eastern European countries (CEECs) 326
 - see also in particular* Slovenia
- central government 23
- centrality 126, 127–8
- Centre Hospitalier de Valenciennes (CHV) (France) 35, 39, 48, 280, 281–4, 285–8, 292–3, 294
- change of state 29
- characteristics-based approach 102, 269–70, 308–309, 317
- circumstantial PPPs 275
- citation premium hypothesis 181–2
- classical consultant-client relations 309–10
- client-facing competences 97, 105–106
- Clinique Teissier (France) 35, 39, 48, 280, 281–4, 285–8, 292–3
- closure phase 119, 120
- club goods 62
- clustering 8–9, 42, 129
 - coefficient 131
 - high-tech 8
 - low-tech 8–9
- co-evolution 79
- cognitive distance 235
- cognitive service innovation 33–4
- collaboration 313, 328
 - informal 141, 150
 - inter-organizational 141, 150, 152

- theoretical consequences 24–7
see also collaboration and trust in an emerging innovation model; cooperation; patterns of public–private collaboration
- collaboration and trust in an emerging innovation model 247–62
 collaboration 249–51, 261
 justification 251–2, 260–61, 262
 trust 249–51, 261
see also Denmark: elderly care case study
- collective action 63
- Columbia University 178
- combinatory innovation principle 273–4, 285
- commensurability and non-rivalry 236, 238–9, 242–3, 470, 476
- commercialization and entrepreneurial stage 25, 315–16, 318, 472
- common agencies 69
- common interest 123
- common-pool goods 62–3
- commonalities and shared visions 435
- Commonwealth of Independent States (CIS) 452
 2008 survey 143–4
- community users and self-provision 70–71
- Compano car-pooling scheme *see under* passenger transport in Austria
- compatibility 238, 476
- competences 102, 481
 agro-environmental knowledge-intensive services in France 308
 back-office 98–9, 105, 317, 319
 client-facing 97, 105–106
 complementary 236
 external 308
 front-office 98–9
 health services sector 236, 242
 hospital innovation 269–70, 272
 internal 308
 network 473–4
 organizational 418
 and roles of agents 207, 208–209
 service-provider 96–7
 user-facing 106
- competition 78–9, 377
 licensed 74, 76
- Competitiveness and Innovation Framework Programme (CIP) 439
- complementarities 339, 434, 445–6, 463, 470–71, 473, 479
 agro-environmental knowledge-intensive services 313
 trust and information 476
- complex innovation 34–5, 39, 40, 41, 388
- complex innovation in a hospital case study (France) 265, 278–98
 AHNAC 293
 biases of innovation 295–7
 bottom-up and top-down innovation 297
 CADUCEE project 288–9
 Centre Hospitalier de Valenciennes (CHV) 35, 39, 48, 280, 281–4, 285–8, 292–3, 294
 Clinique Teissier 35, 39, 48, 280, 281–4, 285–8, 292–3
- combinatory innovation principle 285
- conflicting cultures, reconciliation of 291–3
- constituent services 285, 288, 289–90
- employment statuses 292–3
- evolution over time and rationality 94–5
- extensive innovation principle 285, 289–90
- governance 293
- Healthcare Cooperation Groups (HCG) 266, 277, 280
- hospital payment system (T2A) 279
- hybridization scenario 292
- intensive innovation principle 285, 289–90
- inter-organizational perspective 279, 281–4, 285
- intra-organizational perspective 279, 289–90
- leadership, trust and partnership capabilities 293–4
- medical innovation 295, 296–7
- non-medical innovation 296–7
- organizational perspective 284–9
- patient pathway model 288

- personalization of strategies 294
- Plan Hôpital 2007 265, 284, 296
- Plan Hôpital 2012 277, 296
- Regional Health Agencies (ARS) 266
- Regional Hospital Services Agencies (ARH) 265–6, 281
- regressive innovation 285
- respiratory medicine network 283
- Schéma Régional d'Organisation Sanitaire (SROS) 279, 281
- skills definition and validation 293
- technological versus non-technological innovation 295–6
- complexity 39, 468
- concept phase 403
- conceptual frameworks 11–12
- conceptual innovation 34, 49–51, 106
- concessions 72, 75
- concrete innovations 364
- conflict resolution 98
- conflicts of interest 211
- connectors *see* enabling actors
- consolidation (firm growth) phase 24, 25, 116, 120, 124–6, 471–2
 - characteristics-based approach 317
 - knowledge-intensive services (KIS) in France 315–16
 - passenger transport in Austria 389–90
 - Prooftag 317
- constituent services 271–2, 274, 285, 288, 289–90
- construction of innovation networks 234–5
- consultants and financial service providers 27
- consumer/voter preferences
 - heterogeneity 99–101
- contemporaneous standards
 - competitions 91
- contextualization 309
- contracting out/outsourcing 71, 75, 230, 241
- contractual or relational service operations 269, 310
- convergence process 130–31
- cooperation 4, 21, 22–7, 31, 70, 79, 353–4
 - agro-environmental knowledge-intensive services 313
 - bilateral 8
 - breadth 143, 148–9, 151
 - facilitation 452–4, 481
 - integrative approach 412
 - marginal effects 160–61
 - public and private actors 22–4
 - technological 8
- coordination 6, 313–14
 - market 5–6
- co-production 38, 40, 42, 341, 414, 468
 - see also* co-production of health innovations
- co-production of health innovations 228–44
 - Austria 232, 233, 235, 236
 - commensurability and non-rivalry 236, 238–9, 242–3
 - compatibility 238
 - competences 236, 242
 - construction of innovation networks 234–5
 - critical success factors 238–41
 - Denmark 232, 233, 234, 239–40
 - empowerment 229
 - Europe 229–31, 235, 237
 - external factors 239–40, 243
 - financial incentives 239–40
 - France 232, 233, 234, 236, 240
 - government policy 231
 - knowledge services 234–5
 - meta analysis 231–7
 - description 231–5
 - features of innovation networks 235–7
 - national standards and targets 240
 - network composition 237
 - number of partners in each network 236
 - organizational networks 241
 - organizational/process innovation 234–5
 - outsourcing 241
 - patient-centred model 229–30, 237
 - preventative medicine 237
 - professional networks 241
 - self-management 229
 - Spain 232, 233, 234
 - specialist charity and volunteer groups: advocacy role 230–31, 237

- structural reorganization 239
- technology-mediated services 234–5
- third sector organizations 228–33, 235, 237, 238–9, 242
- total outsourcing 230
- trust 238, 243
- United Kingdom 232, 233–4, 239, 240–41
- Cottrell, Frederick 166–7
- CPH West (Denmark) 369–71, 373
- credence goods 63–4
- credibility of network actors 119, 339
- critical incidence technique 362
- critical success factors 238–41
- crystallization (proto-industry) stage 25, 315–16, 317, 319, 472
- cultural factors and values 420, 421
- decline phase 116
- defibrillation case study *see* diabetes and defibrillation case studies; diabetes and defibrillation case studies in Austria
- degree centrality 123–4, 128
- delegating retreat of enabling actor 127–31, 132
- delivery partnering (UK) 54
- demand 99–100
 - risk 73
- demarkation (service-oriented)
 - approach 39, 40, 296, 423–5, 427, 428–9, 465
- Denmark 46, 47, 49, 71
 - Gribskov 47
 - health school for illness case study 232, 234, 239
 - health services sector 232, 233, 234, 239–40
 - intellectual property 169, 171
 - see also* elderly care case study; entrepreneurial fit in Denmark
- Desmond programme 241
- DÉTRACE (France) 57–8
- development approach 73, 367–71
- development model 262
- Development Partnership (Denmark) 252–3, 254, 256, 257, 259, 260
- development phase 118, 120
- diabetes and defibrillation case studies in Austria 197–225, 232, 233, 235, 236, 477
- Austrian Broadcasting Corporation (ORF) 215–19, 221, 233
- Austrian Federal Constitution 204–205
- Austrian Red Cross 213, 214–19, 221, 222, 224, 233, 235
- commitment of partners 222
- defibrillation case 35, 47, 206, 220–21, 222, 223, 224, 232, 233, 235, 236, 313–19
 - agent competences and roles 218
 - Austrian Broadcasting Corporation (ORF) 215–19, 221, 233
 - Austrian Red Cross 213, 214–19
 - brand creation 216
 - communication 219
 - critical events in time perspective 217
 - demand creation for service package in approaching large companies with subsidiaries 216
 - demand creation through media campaign 216
 - drivers of network formation 218–19
 - human resources creation and Red Cross organizations 217
 - Ministry for Health 219, 223
 - multidisciplinarity 219
 - nationwide organization and predominance of main agents 218
 - network development 215–18
 - new service model: key targets in set-up of markets 216–17
 - new service model: public access defibrillation by means of markets 214–15
 - new service paradigm: international developments 214
 - service package supply 216
 - statistical research, provision of 219

- supply creation in call for tenders
 - addressing AED firms 216
 - win-win situations 218–19
 - window of opportunity 219
- diabetes case 205–13, 220–21, 222
 - advantages of new service model 213
 - conflicts of interest 211
 - critical events in a time perspective 210
 - discretionary influence 212
 - Dusseldorf model of structured diabetes training 209–10
 - evidence base for impacts of new healthcare services 212
 - financial constraints 211
 - hierarchical organizations 211
 - institutional influence 212
 - key individuals 212
 - knowledge-intensive services 213
 - network formation barriers 211
 - network formation drivers 211–13
 - new communication settings 212
 - new service model: competences and roles of agents 207, 208–209
 - new service paradigm:
 - international developments 207–208
 - Physicians' Chambers 207, 208, 210, 211, 212, 213
 - political support and funding 211–13
 - preferences of agents 213
 - public-private network development 209–11
 - social healthcare insurance fund 207, 208, 209, 210, 212, 213
 - traditional service model:
 - competences and roles of agents 207
 - University Clinic Graz 209–10, 213
 - win-win situations 212
- Dusseldorf model 209–10, 222
- empowerment 198, 201, 204
- externalities 204
- governance 199–200
- Graz University Clinic 209–10, 213, 222, 224
- homogeneity 203
- information asymmetry 203–204
- institutional innovation strategies 204–206
- network formation 220–24
- Physicians' Chambers 207, 208, 210, 211, 212, 213, 221, 222, 224
- policy influence 222–3
- prevention or preventative medicine 197–8
- social embeddedness 199
- social healthcare insurance fund 205–206, 207, 208, 209, 210, 212, 213, 221, 222, 223, 224
- strategic alliances 200
- structural funds 222–3
- sub-systems 202–203
- supply chain networks 200
- diabetes education health study 241
- differentiation approach 296
- diffusion networks 389, 471
- Digital Agenda for Europe 441
- Directorates General (DG) Enterprise and Industry 437–8, 439, 442
- Directorates General (DG) Information Society 438
- Directorates General (DG) Research and Innovation 438
- disaggregation 78
- diversity 314
- DoRIS (Austria) 55
- double bias 481
- double leadership 454
- drivers 463
 - entrepreneurial fit in Denmark 375–7, 378
 - health services sector 211–13, 218–19
 - knowledge-intensive business services (KIBS) in Slovenia 338–9
 - knowledge-intensive services (KIS) 472–3
 - New Public Management 473
- DuPont 177–9
- duration model (patents) 182
- dynamics 463
 - non-linear 79
 - see also* policy developments and measures for enhancement of dynamics

- e-skills initiative 441, 451
- economic innovation 446
- economies of scale and resource mobility 443
- education system 481
- educational or pedagogical innovation 363, 365, 368, 469
- elderly care case study in Denmark 232, 233, 252–62
 - Care Concept project 259
 - common interest 257–8
 - development model 262
 - Development Partnership 252–3, 254, 256, 257, 259, 260
 - Distrust 254–5
 - doubt 256
 - facilitation 260, 261, 262
 - honesty 261
 - method 253–4
 - Momentum 253, 254, 259, 260
 - public–private network 232
 - respect 261–2
 - scepticism 256–7
 - strategic objectives 258–60
 - trust 261–2
- embeddedness 199, 389–90
- emergence phase 125
- emergent innovation 36, 40
- empowerment 198, 201, 204, 229, 454–6, 481–2
- EMPTe (UK) 46
- enabling actors 122, 123–4, 126, 128, 131, 454
 - delegating retreat 127–31, 132
 - passenger transport in Austria 398–9, 402–403
- end-user participation 315–19
- end-users, organizational implications for 311–12
- Enterprise Europe Network (EEN) 439
- entrepreneurial fit 475
- entrepreneurial fit in Denmark 349–79
 - background and motives of partners to enter networks 365–7
 - business entrepreneurship 358, 372
 - competition 377
 - cooperation 353–4
 - CPH West 369–71, 373
 - development of networks and innovations 367–71
 - drivers and barriers 375–7, 378–9
 - empirical data and method 360–62
 - external conditions, changed 377
 - extrapreneurs 351, 358
 - frantreneurs 351
 - full-time or part-time entrepreneurs 358
 - function of entrepreneurship 371–3
 - ideology 376
 - In-Service Training Committee 365, 369–70, 371, 373, 375, 376
 - innovative efficiency and institutionalization 373–5
 - innovative public–private networks 356–7
 - internal processes within networks 58–9
 - intrapreneurs 351
 - life cycle of networks 377
 - Megaflex 49, 349–50, 361, 362–4, 365–6, 367–9, 371–2, 374–5, 376–7, 378
 - methodological approach 360
 - Ministry of Education 365, 366, 369–71, 373, 377
 - network entrepreneurship 358, 359
 - new education and training programmes (NEP) 349–50, 361, 364–5, 369–73, 374, 376–7, 378
 - public bureaucracy 377
 - public innovation 352–3
 - public–private networks as different from public–private partnerships 354–6
 - research question 350–52
 - roles of entrepreneurs 357–8
 - social entrepreneurship 357–8, 366, 372, 378–9
 - social innovation 352
 - societal problem 376
 - structural holes 359
 - third sector, role of 376
 - weak ties 359
- entrepreneurial stage *see* commercialization and entrepreneurial stage
- Entrepreneurship and Innovation Programme (EIP) 439

- environmental factors 393
 - see also* agro-environmental knowledge-intensive services in France
- environmental pressures 121, 123, 131
- EQUAL 331
- equity 64
- Etourgune (Spain) 35, 50
- Europe 37
 - 2020 Strategy 441, 447
 - health services sector 229–31, 235, 237
 - intellectual property and university–industry technology transfer 164, 169–71, 181, 183–4, 185
 - see also* patterns of public–private collaboration
- European Computer Driving Licence (Slovenia) 53
- European Framework Programme (7th) (2007–13) 3, 438, 440, 449
- European Innovation Partnerships (EIPs) 447
- European Institute of Technology (EIT) 441
 - ICT Labs 441
- European Lead Market Initiative (LMI) 440
- European Network of Living Labs (ENoLL) 440
- European Science Foundation 185
- European Technology Platforms (ETPs) 440, 447, 453
- European Union 3–4, 59, 326, 330, 437, 463
 - awareness and training 451, 452
 - Council 449
 - Framework Programmes 3, 438, 440, 449, 453
 - funds 339
 - Green Paper on PPPs 327
 - integrative approach 411, 425
 - public services and public sector 65
 - structural funds 331
 - supply and demand policies 445
 - support initiatives for SMEs 438
- Europeanization of innovation 340
- evolutionary inefficiencies 474–5, 479–80
- evolutionist approach 115, 426, 428, 459
- excludability 63, 64
- exit strategies 129
- experience goods 63
- expert involvement and expert knowledge 415
- expert panels 442
- exploitation inefficiencies 474
- exploitative research 123
- exploration inefficiencies 474
- explorative research 123
- extensive innovation principle 285, 289–90
- extensive organizing principle 273
- external factors 239–40, 243, 377, 473, 474
- external innovation and external knowledge 148–52
- external organization interactions 104–105
- externalities 64, 204, 416, 443, 479
- extrapreneurs 351, 358
- fairness 64
- farmers' cooperatives (France) 304, 307, 308–10, 311–12, 316, 317, 318–19
- FARMSTAR (France) 51, 303, 305–307, 309–10, 311, 315, 316, 317–19, 324
- features of innovation networks 235–7
- financial barriers and constraints 211, 481
- financial dimension 72
- financial matters 68
- financial risk distribution 463
- Finland 169–70
- firm size 142, 148–9, 467
- flexibility 79, 339, 341, 455
- Flexus (Norway) 58
- formalization of arrangements 81–2
- formation phase 118, 120, 123–4, 220–24, 471
- France 48, 51, 52, 55–8, 72, 449, 470
 - Galileo Masters 52
 - health services sector 232, 233, 234, 236, 240

- intellectual property 170, 171, 182, 184
- National Centre for Scientific Research (CNRS) 234
- Nord Logistique 57
- public-private partnership for research 232, 234
- rehabilitation therapies 234
- Sophia 52
- Supersonic Imaging 38, 48, 232, 234
- transport services sector 408
- VIATIC 55-7
- virtual reality rehabilitation therapies 232
- see also* agro-environmental knowledge-intensive services; complex innovation in a hospital case study
- franchises 72, 75
- frantrepreneurs 351
- front-office competences 98-9
- fulfilment phase 119, 120
- function phase 118-19, 120
- funding 450-51
 - incentives 477
 - patterns 164-5
- Galileo Masters (France) 52
- generic policies 437
- GEOWINE (France) 26, 51, 303, 305-306, 309-10, 311-12, 314, 317-18, 324-5
- Germany 209, 449
 - intellectual property 169, 181-2, 184
 - Patent Office 170
- golden shares 72
- Golden Thread (Slovenia) 52, 334-6, 339, 340, 341-2, 345
- governance 73, 199-200, 293
- government 23, 445
 - policy 231
 - see also* entries under political green policy agenda 99
- Green Public Procurement (GPP) 449
- Gribskov (Denmark) 47
- growth phase *see* consolidation (firm growth) phase
- Guinet, Jean 448
- health innovations *see* co-production of health innovations
- health services sector 13-14, 24, 26-7, 34, 40, 468, 471, 474
 - case studies 46-8
 - complex or architectural innovation 39
 - entrepreneurship importance 475
 - institutional change 477-8
 - non-technological innovation 38, 39
 - policies 469-70
 - specificities of services 29
 - technology adaptation 37-8
 - trust and information 476
 - see also* co-production of health innovations; diabetes and defibrillation case studies; hospital innovation
- Healthcare Cooperation Groups (HCG) (France) 266, 277, 280
- heterogeneity 101-106, 434-5, 471
 - consumer/voter preferences 99-101
- hierarchical organizations 211, 435-6
- High Growth and Innovative SME Facility (GIF) 439
- homogeneity 203
- horizontal model *see* bottom-up approach
- Horizontal Steering Board (HSG) 442
- hospital innovation 265-99
 - characteristics-based approach 269-70
 - codified information processing 269
 - combinatory principle 273-4
 - competences 269-70, 272
 - complex or architectural 278
 - constituent services 271-2, 274
 - contractual or relational service operations 269
 - exogenous view 268
 - framework for analysis of hospital product 271
 - hospital as a complex package 268-73
 - innovation-oriented PPPs 275, 278
 - knowledge processing operations 269
 - logistical and material processing operations 269
 - organizing principles 273-4

- product as conjunction of vectors of characteristics and competences 270
- production-oriented PPPs 274–5
- service or use characteristics 272
- services definition 269
- simple IPPPs 276–8
- technological intensification 274
- see also* complex innovation in a hospital case study (France)
- human embryonic stem cells (hESC) 178
- Human Genome Project (HGP) 180
- human resource management 334–6
- Hungary 408
- hybridization 24, 292, 298
- implementation phase 118–19, 120, 403
- impure goods/services 62
- In-Service Training Committee (Denmark) 365, 369–70, 371, 373, 375, 376
- incentivization 69, 78
- incremental innovation 106
- inducement 390
- industrial biases 10
- inefficiencies
 - balance 474
 - evolutionary 474–5, 479–80
 - exploitation 474
 - exploration 474
 - network 414, 417, 418–19, 444
 - systemic 415–20, 444, 452–3
 - see also* allocative inefficiencies
- Info-Terra/Arvalis (France) 307, 311, 315–16, 317, 318, 324
- information asymmetry 63–4, 203–204
- information and communications (ICT) sector 416–19, 437–8, 439, 441, 449, 452, 462
 - Policy Support Programme (PSP) 439–40
- information dissemination 441–4
- information intensity 65
- infrastructural deficiencies 444
- infrastructure approach 73
- infrastructure assets 71, 73
- infrastructure production 274–5
- initiation 118, 120
 - passenger transport in Austria 390, 391–6, 400–401
- INNO-Net: EPISIS project 442
- innovation gaps 426, 446, 457
- Innovation in Services 442
- innovation-oriented PPPs 266, 275, 278
- innovative efficiency 373–5
- institutional change 474, 478
- institutional deficiencies 419–20, 421, 444
- institutional innovation strategies 204–206
- institutional layering 200
- institutionalization 356, 359, 362, 373–5
- intangible and immaterial services 414, 425
- intangible innovation 33–4, 35, 65
 - integrative approach 422–3, 426, 427, 428, 429
- integrative approach 40, 41, 411–30, 465
 - absorptive capacity 421
 - allocative inefficiencies (market failures) 412, 413–14, 415–20, 429
 - appropriability barriers 421
 - assimilation approach 423–4, 425–6, 427, 428
 - asymmetric information and uncertainty 416
 - capability deficiencies 418
 - co-production 414
 - cultural differences 421
 - cultural and social values 420
 - demarcation approach 423–5, 427, 428–9
 - evolutionist approach 426, 428
 - expert involvement and expert knowledge 415
 - externalities of knowledge
 - production and non-appropriability of new knowledge 416
 - financial resources, lack of 421
 - ill-defined services 414
 - information and communication technology (ICT) 416–19
 - infrastructural conditions 419

- institutional deficiencies 419–20, 421
- intangible and immaterial services 414, 425
- knowledge-intensive services (KIS) 416, 418–19, 422, 429
- market structure and concentration 417
- mutual understanding, lack of 421
- network inefficiencies 414, 417, 418–19
- organizational competences 418
- organizational flexibility 421
- proximity-dilemma to the markets 429
- R&D 422–4, 429
- rationales for science, technology and innovation (STI) policy intervention 412, 413–15
- systemic approach 424–5, 426, 428, 429
- systemic failures 412, 413–14, 419–20, 425, 429
- systemic inefficiencies 415–20
- technological bias 426
- time horizons 421
- intellectual processing of knowledge 309–10
- intellectual property rights (IPR) 32, 416, 419, 441, 451, 467, 481
- intellectual property and university–industry technology transfer 164–87
 - anti-commons issue 176–80, 183–4
 - authorship 174
 - commercial potential 165
 - cumulativeness 172–3, 176
 - disclosure clause 176
 - dual disclosure 173–4, 175, 178
 - Europe 164, 181, 183–4, 185
 - forward citation 180
 - freedom to operate 174, 180
 - funding patterns 164–5
 - IP fragmentation 176, 179
 - molecular biology 165
 - natural experiment 178
 - nature of academic inventions and patents 172–4
 - Oncomouse 177–8, 179
 - openness 174
 - patent ownership model 184
 - patent-publication pairs 178–9
 - patenting in Europe 169–71
 - patenting in United States 166–9
 - proofs of concepts and prototypes 183
 - reach-through clauses 176, 177
 - scientific productivity of academic inventors 175
 - systemic effects of diffusion 165
 - United States 164, 171, 180–81, 183–4
 - value of academic patents 180–82
- intensive innovation principle 285, 289–90
- intensive organizing principle 273
- inter-organizational collaboration 141, 150, 152
- inter-organizational perspective 279, 281–4, 285
- interactional/KIBS-assisted or Schumpeter 3 model 27
- interactive innovation process 30, 36, 65, 70, 388
- interconnectivity 79
- interlinkages 344
- Internal Market for Services 452
- Internet and world wide web 1
- intra-organizational perspective 279, 289–90
- intrapreneurs 351
- intrinsic characteristics 96
- introduction phase 116
- invention networks 471
- invisible innovation 26, 32–4, 37, 40–41, 298
 - predictable and unpredictable 298
- ISTAG 442
- ISTMT (France) 48
- IT risk system (Spain) 47
- Italy 170, 182, 184, 207–208
- ITS Vienna Region *see under* passenger transport in Austria
- Ixza Volán and Griffsoft (Hungary) 55
- Japan 170, 181
- Joint Technology Initiatives (JTI) 447, 453
- joint ventures 72, 468
- just on time constraint 311

- Knowledge Innovation Community (KIC) 441
- knowledge intensity 142
- knowledge processing operations 269
- knowledge services 234–5
- knowledge sharing 463
- knowledge sourcing 162–3
- knowledge transfer 475
- knowledge-intensive business services (KIBS) 26, 49–53, 105, 229, 452
- knowledge-intensive business services (KIBS) in Slovenia 326–46, 474
 - Bank of Tourism Potential in Slovenia (BTPS) 53, 332–4, 339, 340, 344–5
 - barriers 339–41
 - Directorate for Tourism at Ministry of Economy 333
 - Dnevnik 334
 - drivers 338–9
 - ECDL and computer literacy 329–31, 339, 341–2, 345
 - Employment Service 329
 - Golden Thread 52, 334–6, 339, 340, 341–2, 345
 - impact of innovation networks 341–3
 - Institute for Entrepreneurial Research 336
 - KIBS 343–5
 - Maribor University 336
 - Ministry of Labour, Family and Social Affairs (MLFSA) 329–30
 - PPPs law 327
 - Public Agency for Promotion of Entrepreneurship and Foreign Investment (PAEFI) 337
 - Slovenian Tourist Board 332–4
 - Venture Factory 53, 336–8, 339, 342, 345
- Knowledge-Intensive Services Innovation Platforms (KIS-IPs) 442
- knowledge-intensive services (KIS) 14–15, 24, 34, 158, 438, 467, 469
 - barriers 473, 474
 - cooperation facilitation 452
 - drivers 472–3
 - entrepreneurship importance 475
 - health services sector 46, 234–5
 - heterogeneity 471
 - information dissemination and STI policy improvement 442
 - institutional change 478
 - integrative approach 416, 418–19, 422, 429
 - see also* agro-environmental knowledge-intensive services in France; knowledge-intensive business services
 - knowledge base of firms 148–9, 151
- Lead Market Initiative (LMI) 449
- leadership 293–4, 476
 - double 454, 476
- learning
 - conceptual 106
 - double-loop 106
 - on the job 36
 - networks 472
 - organizations 473
 - policy instrument 106–107
 - single-loop 106
 - social 106
- lease 72, 75
- Leder, Philip 177
- legitimacy/legitimation 98, 339
- licence requirements 64
- life cycle of networks 6, 24, 25, 315–19, 471, 472
 - entrepreneurial fit in Denmark 377–8
 - passenger transport in Austria 388, 389
 - policy support 456–7
 - see also* life cycle-based taxonomy
- life cycle-based taxonomy 113–34
 - delegating retreat of enabling actor 127–31, 132
 - emergence phase 125
 - first dimension 117–21
 - formation phase 120
 - spontaneous formation versus planned formation 123–4
 - fourth phase (fulfilment, closure or sustaining) 119, 120
 - growth phase 116, 120, 125
 - growth by attraction versus growth by invitation 124–6
 - industry life cycle 116

- initial phase (preparation or forming) 118, 120
- market introduction phase 116
- maturity phase 116, 120, 125, 132
 - egalitarian maturity versus hierarchical maturity 126–7
- phase model (application stage) 115–16, 118–21
- planned networks 125, 126–7, 128, 130, 131
- policy life cycle 116
- preferential attachment, growth by 127–31
- product life cycle 116–17
- saturation and decline phase 116
- second dimension: mode of network formation 121–2
- second phase (development) 118, 120
- spontaneous networks 125, 126–7, 128, 130, 131
- third phase (implementation or function) 118–19, 120
- limitation principle 115
- local regeneration approach 73
- lock-outs 90–94, 96–107
 - consumer/voter preferences heterogeneity 99–101
 - demand side 91–2
 - policy failure 92–4
 - political institutions heterogeneity 106–107
 - service providers heterogeneity 101–106
 - supply side 90–91
- logistical and information processing operations 310
- logistical and material processing operations 269
- management practices 474
- management sciences 36
- manufacturing 148–9, 151, 157
- market biases 10
- market failures *see* allocative inefficiencies
- market innovations 392
- market power 443, 480
- market services in traditional innovation networks 27–8
- market-type mechanisms 71
- marketability 339
- marketing innovation 412, 436, 439
- maturity phase 116, 120, 125, 126–7, 132, 471
- mechanization 90
- median voter model 93–4, 96, 99
- medical bias 296
- medical innovation *see* hospital innovation
- Megaflex (Denmark) 49, 349–50, 361, 362–4, 365–6, 367–9, 371–2, 374–5, 376–7, 378
- mental frames 102
- menu approach 427
- merit goods 64
- Microsoft 103
 - Innovation Centre (MIC) 337
- mode of functioning 6
- mode of network formation 6, 121–2
- Momentum (Denmark) 253, 254, 259, 260
- monopolies 72
 - licence 72, 75
 - natural or absence of competition 64
- moral hazard 69
- Moses, Robert 98
- multi-agent framework 88–109, 387–8, 468
 - service paradigms 89–90
 - TIF case study 94–6
 - see also* lock-outs
- multi-level perspective 389–90
- multi-peaked distributions 99–100
- multiple embedded case study design 362
- mutual dependence 6
- mutual venture 72
- Naestved Health School (Denmark) 46
- national innovation systems (NIS) 8
- National Institutes of Health (NIH) 178–9
- nature of the innovation 37
- needs of services, adaptation of innovation policies to 451–2
- NEP (Denmark) 361, 364–5, 369–73, 374, 376–7, 378
- Netherlands 170
- NETS (Spain) 47
- network-based innovation 34

- health services sector 47–8
- transport services sector 55
- network competences 473–4
- network composition 237
- network connections 104–105
- network density 124
- network development 215–18
- Networked European Service and Software Initiative (NESSI) 440
- network expansion or contraction 119
- network inefficiencies 414, 417, 418–19, 444, 452, 474–5
- networking 70
- network partnerships 328
- networks and innovation networks 5–6, 72
- new business models research 483
- new education and training programmes (NEP) (Denmark) 349–50, 361, 364–5, 369–73, 374, 376–7, 378
- New Information and Communication Technologies (NICTs) 295
- new institutional economics 197
- new performance indicators 457
- new policy model 344–5
- New Public Management (NPM) 60, 74, 78, 80, 82, 266, 435
 - drivers 473
 - knowledge-intensive business services in Slovenia 327
 - passenger transport in Austria 384
- New Service Development (NSD) 36
 - new service model 208–209
 - key targets in set-up of markets 216–17
 - public access defibrillation by means of markets 214–15
- new service paradigm 343
 - international developments 207–208, 214
- New Skills for New Jobs initiative 441, 451
- New Vocational Training System 38, 49
- NNOVA initiative 441–2
- non-appropriability *see* externalities
- non-caretaker mode 6
- non-excludable goods/services 61, 63
 - partial 62–3
 - non-medical innovation 296–7
 - non-rival goods/services 61
 - partial 62–3
 - non-rivalrous commensurability *see* commensurable non-rivalry
 - non-technological innovation 10, 21, 32, 33–4, 38, 40, 41, 42, 436, 457, 468, 481
 - complex or architectural 39, 295–6
 - embodied 90
 - integrative approach 412, 422–3, 426, 427, 428, 429
 - organizational arrangements, range of 80
 - simple 277–8
 - supply and demand policies 446
- Nord Logistique (France) 57
- Norway 58, 170, 407
 - SIS 58
- NOVATEC (France) 325
- novelty 104
- Oncomouse 177–8, 179
- open innovation 79, 427, 446, 457
- openness of companies 141, 174
- Organisation for Economic Co-operation and Development (OECD) 8, 448
 - classification system 308
- organizational arrangements, range of 78–81
- organizational competences 418
- organizational dimension 72, 284–9
- organizational experimentation (UK) 54
- organizational flexibility 421
- organizational innovation 34, 41, 298, 363, 412, 436, 457
 - agro-environmental knowledge-intensive services 310, 311–12
 - health services sector 46–8, 234–5
 - integrative approach 439
 - knowledge-intensive business services and tourism 50, 52–3
 - passenger transport in Austria 392, 394, 407
 - supply and demand policies 446
 - transport services sector 54–8
- organizational networks 241

- organizing principles 273–4
- origin (adoption/production) of innovation 37
- outputs 65
- outsourcing 71, 75, 230, 241
- ownership structures 69

- partnership capabilities 293–4
- passenger transport in Austria
 - 384–405, 407–408
 - barriers 398–9, 402–403
 - bottom-up approach 385, 387, 390, 393–4, 397, 399, 401, 402, 404, 407–408
 - broad concept of innovation 387
 - Compano car-pooling scheme 55, 385, 394, 400–403, 407
 - barriers 402–403
 - context 400
 - enablers 402–403
 - initiation 400–401
 - lessons learned 403, 404
 - reconfiguration 401–402
 - complex and interactive innovation process 388
 - concept phase 403
 - consolidation 389–90
 - diffusion 389
 - economic arguments 392–3
 - enablers 398–9, 402–403
 - environmental aspects 393
 - Federal Ministry of Transport Innovation and Technologies (BMVIT) 399
 - guiding research questions 390–91
 - implementation phase 403
 - inducement 390
 - initiation 390, 391–6, 400–401
 - Intelligent Transport System 385
 - ITS Vienna Region 54–5, 393–4, 395–400, 404, 407
 - barriers 398–9
 - context 395
 - enablers 398–9
 - initiation 395–6
 - lessons learned 399–400
 - project organization 397
 - reconfiguration 396–8
 - life cycle perspective 388, 389
 - multi-agent framework 387–8
 - multi-level perspective on regime shifts and embeddedness 389–90
 - professionalization 389, 404
 - public mission 392–3
 - public–private innovation networks 387–9
 - reconfiguration 389–90, 391–5, 396–8, 401–402, 403, 404–405
 - social arguments 392–3
 - socio-technical regimes 386–7, 393, 402, 405
 - steering committees 397–8
 - system innovations 386–7
 - technological developments 391–3
 - technological niches 386
 - top-down approach 385, 387, 390, 393, 396–7, 399, 402–403, 404, 407–408
 - transition pathways 386–7
 - VEMA 396
 - VIP Vienna Region 397
 - VOR 396, 398, 401, 402
 - working committees 397–8
- patents *see* intellectual property
- path dependency 88, 89, 91–2, 100
- patient-centred model 229–30, 237
- patterns of public–private collaboration in Europe 139–53, 157–63
- CIS 2008 143–4
- classification of activities 157–8
- data and methodology 143–5
- descriptive statistics 159
- eastern Europe 144–5, 146–7, 150, 151–2, 159–63
- marginal effects of cooperation 160–61
- marginal effects of knowledge sourcing 162–3
- northern Europe 144–5, 146–7, 148–9, 151–2, 159–63
- research findings 145–50
 - ordered logit regression estimates of cooperation 146
 - ordered logit regression estimates of knowledge sourcing 147
- southern Europe 144–5, 146–7, 150, 151–2, 159–63
- western Europe 144–5, 150, 151

- PCPs 449
- performance gaps 426, 446, 457
- peripheral actors/specialists 126
- PHARE 331
- pharmaceutical firms 103–104
- Physicians' Chambers (Austria) 207, 208, 210, 211, 212, 213, 221, 222, 224
- planned formation 123–4
- planned innovation 35–7, 39–40
- planned model 471
- planned networks 6, 114, 125, 126–7, 128, 130, 131
- policy approach 72–3
- policy developments and measures for enhancement of dynamics 434–60
 - allocative inefficiencies 443
 - cooperation facilitation 452–4
 - empowerment of the public and third sector 454–6
 - information dissemination and STI policy improvement 441–4
 - policy support over life cycle 456–7
 - public and private networks for R&D and innovation 447–8
 - public procurement 448–9
 - regulation and framework conditions 441
 - research policy initiatives 438
 - sectoral initiatives 439–41
 - strengthening of service-specific innovation and innovation capabilities 450–52
 - support initiatives for SMEs 438–9
 - systemic and network inefficiencies 444
- policy failure 92–4
- policy gaps 446
- policy innovation 106
- policy-makers' preferences 97–8
- political elections 104
- political environment and decision-making 68–9
- political institutions heterogeneity 106–107
- political support 72, 456–7
 - and funding 211–13
- pre-commercial procurement (PCP) projects 440
- predictable innovation 35–7, 298
- preferential attachment, growth by 127–31
- preparation phase 118, 120
- principal medium of service 309
- private finance initiative (PFI) 73
- private goods 63
- private ownership and operation 70–71
- private-private collaboration 140, 143
- PRO INNO Europe 442
- process innovation 34, 54–8, 311, 342, 363, 415
- product 29
 - convention 29
 - innovation 394
- production-oriented public-private partnerships (PPPs) 28, 274–5
- professional networks 241
- professionalization 389, 404
- professor's privilege abolition 164, 182, 184
- programmed innovation 298
- programmed networks 6
- prospective IPPPs 276
- proto-industry stage *see* crystallization stage
- provider 66, 67
- provision and production distinction 67
- public entrepreneurship 454, 455, 481
- public goods 63
- public innovation 352–3
- public mission 392–3, 473
- public ownership and operation 70–71
- public policy 15–16, 42
- public procurement 448–9, 473
- public sector entrepreneurs 104
- public services and public sector 65–70
 - comparison 66
- public-public partnerships 23
- pure community or user provision 74, 77
- pure private goods/services 61
- pure public goods/services 61, 71
- pure public provision 75
- R&D 8, 21, 32, 33, 462, 467
 - integrative approach 422–4, 429
 - intensity 141–2, 148–9, 150
 - lock-out 102
 - path dependency 89

- policies 452
 - public and private networks 447–8
 - sectoral initiatives 440
 - radical innovation 31, 463
 - lock-out 103, 106
 - service paradigms 89
 - rapid application model 37, 297
 - rationale for public and private services 60–65
 - reach-through clauses 176, 177
 - REACTIVE (France) 38, 40, 48
 - reconfiguration 389–90, 391–5, 396–8, 401–402, 403, 404–405
 - reductive approach 33
 - regime shifts 389–90
 - regressive innovation 285
 - regressive principle 273
 - regulation and framework conditions 441
 - regulatory system and institutions 66
 - reputation 6, 127–8
 - research networks 23
 - research policy initiatives 438
 - Research, Technological Development and Innovation (RTDI) 448
 - research-oriented procurements 449
 - resource-based perspective 142
 - rhetorical persuasion 98
 - rigidity 339–40, 474
 - risk 103
 - aversion 340, 474
 - financial 463
 - premium demand price 100
 - sharing 339
 - transfer 73
 - rival goods/services 63, 64
 - robustness 309, 314–15

 - saturation and decline phase 116
 - scaling 90
 - Schumpeter II type of innovation 340
 - science, technology and innovation (STI) 23, 31, 412, 413–15, 436, 441–4
 - scientific productivity of academic inventors 175
 - second-mover strategy (wait and see) 103
 - sector-specific measures 437
 - sectoral initiatives 439–41

 - Segur (Spain) 50
 - self-interest 68
 - self-management 229
 - self-organization 79
 - self-organized innovation 39–40
 - semi-parametric Cox model 182
 - sequential competitions 91
 - sequential innovation models (stage-gate models) 40, 297
 - Serfaus-Fiss-Ladis (Austria) 51
 - service activities 28
 - service characteristics 272, 308–309
 - Service Directive 441
 - service innovation 30–41, 80
 - concept of innovation 31–2
 - integrative approach 412
 - passenger transport in Austria 394
 - predictable and unpredictable innovation 35–7
 - rethinking 483
 - simple innovation and complex innovation 34–5
 - strengthening 450–52, 480–81
 - transport services sector 55, 57–8
 - types of innovation 37–41
 - visible and invisible innovation 32–4
- service paradigms 89–90
 - service producer 66
 - service production 275
 - service provider competences and interactions 96–7
 - service provider heterogeneity 101–106
 - service or use characteristics 272
 - service-dominant logic 79
 - service-oriented approach *see* demarcation
 - ServPPIN Project 3, 22, 39, 253, 343, 420, 458
 - simple innovation 34–5, 37–9, 276–8
 - SIS (Norway) 58
 - Slovenia 52, 53
 - institutional change 478
 - see also* knowledge-intensive business services (KIBS) in Slovenia
 - small world network structure 129–31
 - snob effect 92
 - social aspects of networks 469
 - social construction 42
 - social embeddedness 199

- social healthcare insurance fund
 - (Austria) 205–206, 207, 208, 209, 210, 212, 213, 221, 222, 223, 224
- social innovation 298, 342, 352, 427, 446, 456, 457, 483
- social justice 64
- social motivation 68
- social network analysis (SNA) 114, 127, 128, 131, 132
- social rules, habits, routines and norms 199, 200
- socio-technical regimes 386–7, 393, 402, 405
- soft innovation 422–3, 426, 427, 428, 429
- Sophia (France) 52
- Spain 47
 - Etourgune 35, 50
 - health services sector 232, 233, 234
 - IT risk adjustment software tool 232, 234
 - social network site for health professionals 232
- specialist charity and volunteer groups:
 - advocacy role 230–31, 237
- specificities: theoretical and policy implications 29–30
- spontaneous formation 123–4
- spontaneous innovation 39–40
- spontaneous model 471
- spontaneous networks 6, 114, 125, 126–7, 128, 130, 131
- stage-gate models 40, 297
- standards policy 481
- start-up firms 102–103
- state-owned enterprises, sale of 72, 75–6
- Steenbock, Harry 167
- steering committees 397–8
- Stewart, Timothy 177
- strategic alliances 200
- Strategic Research Agendas (SRAs) 440, 447
- strengthening of service-specific innovation and innovation capabilities 450–52, 480–81
- structural funds 222–3, 331
- structural reorganization 239, 477
- sub-market 100–101
- sub-systems 202–203
- success of networks concept 6–9
 - empirical studies 7–9
 - experimental tools for public policies 9
 - theoretical success 7
- Supersonic Imaging (France) 38, 48, 232, 234
- supply chain networks 200
- support initiatives for SMEs 438–9
- sustaining phase 119, 120
- Sweden 170
- synergies 313, 434, 445, 446, 463, 470–71, 473, 479
- synthesis approach 424–5, 465
- systemic approach 424–5, 426, 428, 429, 447, 459
- systemic failures 412, 413–14, 419–20, 425, 429, 479–80
- systemic inefficiencies 415–20, 444, 452–3
- systemic innovation 415, 435
 - passenger transport in Austria 386–7, 392–5, 398, 404, 407–408
- tangible innovation 35
- technical characteristics 308
- technological alliances *see* cooperation
- technological base of companies 142
- technological bias 10, 426, 467, 480
- technological cooperation 8
- technological developments 391–3
- technological innovation 10, 31–2, 33–4, 38, 40, 41, 42, 298, 457, 463, 468
 - agro-environmental knowledge-intensive services 308
 - complex or architectural 39, 295–6
 - embodied 90
 - health services sector 47–8, 234–5
 - integrative approach 422–3, 428, 429
 - knowledge-intensive business services and tourism 50–53
 - organizational arrangements, range of 80
 - passenger transport in Austria 391, 393, 407–408
 - simple 276–7
 - transport services sector 54–8
- technological niches 386
- technological paradigm 89

- technological trajectory 89
 technologist approach *see* assimilation approach
 technologist bias 296
 technologist definition of innovation 344
 technology base of firms 148–9
 technology transfer *see* intellectual property and university–industry technology transfer
 technology-mediated services 234–5
 temporal variables 29, 69–70, 81–2, 132, 421
 territorial dimension 467
 third sector organizations 26–7, 41, 435, 468–9, 470
 empowerment 454–6
 entrepreneurial fit in Denmark 354, 373, 376
 entrepreneurship importance 475
 health services sector 228–33, 235, 237, 238–9, 242
 institutional change 478
 organizational arrangements, range of 80–82
 service activities 28
 supply and demand policies 445, 446
 timing *see* temporal variables
 top-down approach 6, 297, 455, 457
 heterogeneity 471–2
 passenger transport in Austria 385, 387, 390, 393, 396–7, 399, 402–403, 404, 407–408
 tourism 26, 34, 49–53, 469, 471
 tradable or transferable permits 74, 77
 traditional service model 207
 training 451, 481
 transition pathways 386–7
 Transport Innovation Fund (TIF) case study 88, 94–6, 105, 107–109
 Association of Greater Manchester Authorities (AGMA) 94–5, 107
 Greater Manchester Passenger Transport Executive (GMPTE) 88, 94, 105–106, 107, 109
 transport services sector 15, 24, 26, 34, 472, 473, 474
 case studies 54–8
 entrepreneurship importance 475
 external factors 477
 lock-out 92, 100
 simple and complex innovation 35
 trust and information 476–7
 trial and error 36
 triangulation 362
 triple helix model 23–4
 trust 6, 81, 119, 152, 293–4, 453
 health services sector 238, 243, 261–2
 see also collaboration and trust in an emerging innovation model
 types of innovation 37–41
 uncertainty *see* asymmetric information and uncertainty
 United Kingdom 46, 54, 71, 72, 449
 capacity planning case 232, 233–4
 diabetes education 229, 232
 health services sector 232, 233–4, 239, 240–41
 intellectual property 170
 lock-out 107
 National Research Development Corporation 169
 transport 407
 United States
 Bayh–Dole Act (1980) 164, 168
 Court of Appeals for the Federal Circuit 168–9
 Diamond v. Chakrabarty case 168
 federal land endowments 166
 funding 168
 intellectual property and university–industry technology transfer 164, 166–9, 171, 180–81, 183–4
 Land Grant universities 166–7
 Research Corporation 167, 175
 Wisconsin Alumni Research Foundation (WARF) 167, 175, 178
 university–industry technology transfer
 see intellectual property and university–industry technology transfer
 unplanned innovation 35–7, 39, 40
 unpredictable innovation 35–7
 user-facing competences 106
 user-friendliness 309
 values 313–15
 cultural and social 420

- lambda-type 313–15
- sigma-type 313
- theta-type 313
- varieties of organizational
 - arrangements for public services
 - supply 70–78
- Venter, Craig 180
- Venture Factory (Slovenia) 53, 336–8, 339, 342, 345
- VIATIC (France) 55–7
- visible innovation 32–4, 37, 41, 298
- voter preferences heterogeneity 99–101
- voucher systems 73–4, 77
- willingness to pay 99–100
- win-win situations 212, 218–19
- Windrum and García-Goñi model
 - 96–7, 100, 105, 107
- working committees 397–8
- World Bank 70
- Xpert programme 241