

# Contributors

---

## EDITORS

**Ada Scupola** is an Associate Professor at the Department of Social Sciences and Business, Roskilde University, Denmark. Her research, funded among others by Horizon 2020, Innovation Fund Denmark and Velux Fond, focuses on user-driven innovation, digital innovation, adoption and diffusion of ICTs within private and public services. She is the founder of the *International Journal of E-Services and Mobile Applications* and serves on the editorial board of several journals. She has been a visiting scholar at the University of Texas at Austin, University of Michigan, Queensland University of Technology and University of Maryland at College Park.

**Lars Fuglsang** is a Professor at the Department of Social Sciences and Business, Roskilde University in Denmark. His main research interest is in how institutional and organizational frameworks are created to deal with the impact of innovation, technology and other forms of change on business and society. His current research focuses on a practice-based understanding of the innovation process – that is, innovation is seen as closely connected with practices and routines. He has participated in many projects on service innovation (including public and private service innovation), employee-driven innovation, the service encounter, tourism research and trust research, financed, among others, by EU FP7, Horizon 2020, Innovation Fund Denmark, and the Research Council of Norway.

## CONTRIBUTORS

**Jørgen Ole Bærenholdt** is Professor of Human Geography in the Department of People and Technology, Roskilde University, Denmark. His research interests are in tourism, cultural heritage, spatial designs, design processes, mobility, regional development and the circular economy. Publications in English include *Performing Tourist Places* (with M. Haldrup, J. Larsen and

J. Urry, 2004), *Space Odysseys* (edited with K. Simonsen, 2004), 'Coping with distances' (habil. dissertation, 2007), *Mobility and Place* (edited with B. Granås, 2008) and *Design Research* (edited with J. Simonsen, M. Büscher and J. Scheuer, 2010).

**Chloe A. Billing** is a Research Fellow based at the City-Region Economic Development Institute, Birmingham Business School, University of Birmingham, UK. Her research focuses on the organization, governance and competitiveness of firms, sectors and regional economies. This includes research on satellite-enabled services, space manufacturers, public service innovation, and the regional impacts of Brexit.

**John R. Bryson** is Professor of Enterprise and Competitiveness, City-Region Economic Development Institute, Birmingham Business School, University of Birmingham, UK. His research focuses on regional economies and the development of an integrated or systemic approach. This includes research on the rise and role of business and professional services (BPS), the changing economic geography of manufacturing, urban diagnostics and the financialization of local infrastructure. His books include *Service Worlds: People, Organisations, Technologies* (Routledge, 2002); *Hybrid Manufacturing Systems and Hybrid Products* (IMA/ZLW & IfU, 2009); *Industrial Design, Competition and Globalization* (Palgrave, 2009); *Design Economies and the Changing World Economy* (Routledge, 2011); and *A Research Agenda for Regeneration Economies: Reading City-Regions* (Edward Elgar Publishing, 2018).

**Paolo Corvo** is Director of the Sociology Laboratory at the University of Gastronomic Sciences in Pollenzo, Italy, where he teaches General and Territorial Sociology and Sociology of Consumption. His research includes the social aspects of food, the relationship between food and consumption, enogastronomic sustainable tourism, quality of life and happiness. His recent publications are: *Food Culture, Consumption and Society* (Palgrave Macmillan, 2015); and with R. Matacena, 'Slow food in slow tourism', in M. Clancy (ed.), *Slow Tourism, Food and Cities, Pace and the Search for the 'Good Life'* (Routledge, 2017).

**Pim den Hertog** is one of the founding partners at Dialogic, a research-based consultancy in Utrecht (the Netherlands). Pim originally graduated as an economic geographer at Utrecht University and obtained his PhD with a thesis titled 'Managing service innovation' from the University of Amsterdam. He participated in and led numerous national and international studies on innovation policies, innovation governance, service innovation (policies) as well as monitoring and evaluation studies of individual innovation instruments and organizations.

**Faridah Djellal** is Professor of Economics at Lille University (France) and member of CLERSÉ-CNRS. Her research fields are innovation and technology in services, geography of services and employment in services. She has published articles in several journals, including *Research Policy*, *Urban Studies*, *International Journal of Urban Research*, *The Service Industries Journal*, *Revue d'économie régionale et urbaine*, *Revue d'économie industrielle* and *Économie appliquée*. She is the author or editor of several books including *Nouvelle économie des services et innovation* [New Services Economy and Innovation] (L'Harmattan, 2002); *Measuring and Improving Productivity in Services: Issues, Strategies and Challenges* (Edward Elgar Publishing, 2008), *Introduction à l'économie des services* [Introduction to Service Economics] (PUG, 2007) and *The Handbook of Innovation and Services* (Edward Elgar Publishing, 2010).

**Mirko Ernkvist** wrote his PhD in Economic History on discontinuous technologies in gaming machine manufacturing at the University of Gothenburg, Sweden. After his dissertation, he spent two years as a JSPS postdoctoral researcher at the University of Tokyo, Japan, focusing on the formation of technology-intensive companies and industry policy in the game industry, involving studies of the game industry in Japan, Korea, and China. He joined the Ratio Institute, Stockholm, as a Jan Wallander Postdoctoral Researcher in 2012. He is currently involved in research on technological change and deregulation of industries.

**Faïz Gallouj** is Professor of Economics at the University of Lille (France), responsible for the Services, Innovation and Entrepreneurship research programme, and Director of the Master's Degree in Innovation and Entrepreneurship. His main field of research is innovation and performance in the service sector. He is the editor of the *European Review of Service Economics and Management*. He has published more than 150 papers in scientific journals and books and is the author or editor of 17 books on innovation in services.

**Niels Nolsøe Grünbaum** (PhD) is Associate Professor of Marketing at Roskilde University, Denmark. He is interested in research topics related to B2B and B2C marketing, innovation, philosophy of science and methodology. He has published in both scientifically and practically oriented journals and books.

**Anders Henten** is a Professor at the Department of Electronic Systems at Aalborg University in Copenhagen. He is a graduate in Communications and International Development Studies from Roskilde University in Denmark (1989) and holds a PhD from the Technical University of Denmark (1995). He has worked professionally in communications

economics and policy for more than 25 years. He has published nationally and internationally – more than 250 academic publications in international journals, books and conference proceedings, among others.

**Matthijs J. Janssen** is a senior researcher/consultant at Dialogic research consultancy in Utrecht, the Netherlands, and Assistant Professor at the Innovation Studies group at the Copernicus Institute of Sustainable Development (Utrecht University). His research is primarily focused on innovation strategy and innovation policy, with a particular focus on the role of services in industrial and socio-economic change. Matthijs obtained his PhD from Eindhoven University of Technology, the Netherlands, and held a postdoc position at the Center for International Development (Harvard Kennedy School for Public Policy, USA).

**Jens Friis Jensen** is Teaching Associate Professor in the Department of Arts and Humanities at Roskilde University, Denmark. Before joining the university, he had a professional career in tourism in both the private and the public sectors in Denmark and internationally at the UNWTO. Currently he is involved in four national tourism research and development projects, focusing on innovations like NICE (New Innovative Customer Experiences), a national project aiming at developing the destination experience through experience innovation in close collaboration between companies, organizations, education and research.

**Dejan Krizaj** is the Vice-Dean for Global Initiatives in the Faculty of Tourism Studies, University of Primorska in Slovenia. His research explores the specifics of tourism innovation and its promotion. He is the co-founder of AIRTH – Alliance for Innovators and Researchers in Tourism and Hospitality. Since 2006, he is the chairman of the Slovenian National Tourism Innovation Awards Commission on behalf of Slovenian Tourist Board, and Ministry of Economic Development and Technology. His projects and innovation efforts have been internationally recognized by the UNWTO, OECD and EU.

**Ming-Fei Lee**, who graduated from the UK's University of Manchester IME MSc programme in 2014, works in the policy research division in Science & Technology Policy Research and Information Center, NARLabs, in Taipei, Taiwan.

**Raffaele Maticena** is a PhD candidate in Urban and Local Studies from the Department of Sociology at the University of Milan-Bicocca, Italy. His research focuses on small-scale agri-food producers selling their products through alternative food channels in Western European contexts. He investigates the role of farmers-producers in alternative urban networks of

food provisioning, highlighting their practices, attitudes, representations, and logics of action, and how these are shaped by collaboration with such networks.

**Ian Miles** originally trained as a psychologist and is Professor of Technological Innovation and Social Change at the University of Manchester, UK.

**Jørn Kjølseth Møller** is an Associate Professor in the Department of Social Sciences and Business, Roskilde University, Denmark. His primary research field is innovation, entrepreneurship, and leadership, and he has taught those subjects for the Master's and Bachelor's degree programmes at Roskilde University since 2010. He is a member of the Research Group in Innovation in Service and Experience (ISE) at Roskilde University. Jørn has published several articles, reports, and books about service innovation, entrepreneurship and leadership.

**Giulia Nardelli** holds a Master's in Business Management, from both Milano Business School and Copenhagen Business School in 2010, and a PhD from Roskilde University, Denmark in 2014, with Ada Scupola as her main supervisor. Subsequently, she worked a year as a postdoc at the Centre for Facilities Management, Department of Management Engineering, based at Denmark Technical University. She is currently employed as Assistant Professor in the Department of Management Engineering.

**Luis Rubalcaba** is Professor of Economics at the Department of Economics and Business Administration, University of Alcalá, Spain. Previous academic positions include: visiting Fulbright Schuman Scholar at Boston University, USA; Distinguished Professor at VTT-Tekes, Finland; Honorary Scholar at the University of Birmingham, UK; and President of the RESER scientific association (European Association for Research on Services). He has also worked as staff member at international institutions such as The World Bank Group in Washington, DC, USA and the European Commission in Brussels, Belgium. He has published more than 150 publications on services, innovation, competitiveness and trade.

**Kantima Sawatwarakul** graduated from the UK's University of Manchester IME MSc programme in 2015, and established Amethyst Corporation Group Co., Ltd. in Thailand, importing and distributing premium gourmet food to the Thai market; she is currently also preparing to open a coffee shop in Bangkok, drawing on analysis of servicescapes and physical interiors for elderly people.

**Flemming Sørensen** is an Associate Professor at the Department of Social Science and Business, Roskilde University, Denmark. He is a member of

the university's research group on service and experience innovation. His main research interests include issues relating to innovation management, innovation networks, user- and employee-driven innovation, innovation geography, and innovation experiments in tourism and related sectors.

**Jannick Kirk Sørensen**, PhD, researches and teaches interaction design, user experiences, ICT-service development and media at the Center for Media, Communication and Information Technologies (CMI) at Aalborg University, Denmark. His research interests also encompass digital media politics, public service media, personalization and problem-based learning.

**Metka Stare** is a Research Professor at the Faculty of Social Sciences, University of Ljubljana and a part-time adviser at the Institute of Macroeconomic Analysis and Development, Ljubljana in Slovenia. Her main research interest relates to service economy development, service's role in global value chains, non-technological innovation and innovation policy. She has also been a member of the Expert Group on Innovation for Growth, DG RTD (2011–14), and President of the RESER (European Association for Research on Services, 2008–12).

**Marianne Stenger** is Associate Professor at the Mads Clausen Institute at the University of Southern Denmark (SDU). Her background is in international business and marketing. Over the last 15 years she has taught various courses at undergraduate and graduate level in marketing, consumer behaviour and market research to business and engineering students. Within the last decade she has mainly taught courses in new product development, innovation management and entrepreneurship. Her research interests are in the fields of understanding consumer intentions in relation to green products as well as understanding the link between dynamic capabilities and innovation performance in small and medium-sized businesses.

**Patrik Ström** is Associate Professor of Economic Geography at the Centre for International Business Studies, Department of Business Administration, University of Gothenburg, Sweden. He holds a PhD in Business Administration from Roskilde University, Denmark and a Doctorate in Economic Geography from the University of Gothenburg. He was formerly a Pro Futura Fellow at the Swedish Collegium for Advanced Study in Uppsala, Sweden. His research focuses on the development of services economies in East Asia and integration of international services markets.

**Marja Toivonen** is Professor Emerita at VTT Technical Research Centre of Finland Ltd, her specialities being service innovation and service business models. She is also Adjunct Professor at Aalto University and

the University of Helsinki, Finland in the area of service development. Marja Toivonen has written almost 100 academic articles, book chapters and conference presentations on service-related topics. She has also been a guest editor for special issues of various journals, co-edited academic textbooks and been an invited speaker at international conferences.

**Linda Uljala** holds a Master's degree in Social Sciences from Roskilde University, Denmark. Her degree is a two-subject programme in Business Studies and Cultural Encounters. Her Master's thesis was a qualitative study on the adoption process of Estonian e-Residency. Linda is interested in pursuing a PhD in the future.

*In honour of Jon Sundbo*