



ECKM 2010



11th European Conference on Knowledge Management

Universidade Lusíada de Vila Nova de Famalicão, Famalicão, Portugal
2-3 September 2010

Conference Co-Chair: Rosa Moreira, Rector, Universidade Lusíada de Vila Nova de Famalicão, Portugal

Conference Co-Chair: Rui Silva, Universidade Lusíada de Vila Nova de Famalicão, Portugal

Programme Chair: Eduardo Tomé, Universidade Lusíada de Vila Nova de Famalicão, Portugal

CALL FOR PAPERS, Case Studies, Work in Progress/Posters, PhD Research, Round Table Proposals, non-academic Contributions and Product Demonstrations

Mini Track: Knowledge transfer and trust in service business

Track Chair: Kirsimarja Blomqvist, Lappeenranta University of Technology, Finland

[Dr. Anssi Smedlund](#), Aalto University School of Science and Technology, Finland

[Dr. Tatiana Andreeva](#), St. Petersburg State University, Russia.

The present economy has been characterised as a "service economy" - services are today responsible for the main part of employment in the Western countries, and their portion of the economies is increasing globally. In this mini-track our aim is to gather together models, frameworks and empirical studies, either qualitative or quantitative, to challenge traditional thinking and serve better the needs of the management of service firms in the new "service economy". The service business competence development is new and emerging field in service science and needs to be studied. Knowledge-based interaction is characterized by complexity, uncertainty and risk. For people to be willing to share their knowledge, and to participate in implementation of other people's ideas, trust matters (Miles et al. 2000 & 2009; Clegg et al. 2002; Blomqvist 2002 & 2005). It lowers the transaction costs such as searching, negotiating, contracting and monitoring, but also increases transaction benefits such as access to dispersed knowledge, learning and flexibility (Blomqvist et al. 2002). We propose that trust is critical for knowledge-intensive service business and related knowledge transfer, yet its role and related dynamics are not sufficiently known.

Articles that identify novel mechanisms for knowledge transfer among firms and other stakeholders are especially welcomed. Academics globally and from a variety of disciplines are encouraged to submit their work. With this call for papers, we hope to create an interdisciplinary overview on the subject, and build new definitions and theory of knowledge transfer in service business to support future research.

Research issues as follows are of special interest:

- how do service firms transfer intra- and inter-firm knowledge to support their service business? What is the role of trust in knowledge processes?
- What are the sources and dynamics of interpersonal and impersonal trust in knowledge-intensive service firm relationships?
- How do service firms build relationships with stakeholders?
- How do firms build competences for service business? What are the critical skill and competencies required?

This call for papers and full details about the conference can be found online at:

<http://academic-conferences.org/eckm/eckm2010/eckm10-call-papers.htm>

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Submission details:

Abstract details: The Abstract should be a minimum of 300 and no more than 500 words including up to five keywords and keyphrases to be received by **12 February 2010**. Please read the abstract guidelines section of the website before submitting.

Submission: Online at <http://academic-conferences.org/eckm/eckm2010/eckm10-abstract-submission.htm>. Please ensure that you complete all relevant sections of the form, including the conference track the abstract is intended for, the proposed title for the paper, the full names (first name and surname, not initials) and email addresses of all authors and a postal address and telephone number for at least one contact author. Please indicate clearly if the contact author is not the lead author.

Full paper: Only required when the abstract has been selected and not to be more than 5,000 words including abstract, keywords and references (the Harvard referencing rules need to be followed). Submission date will be no later than **2 April 2010**. Papers should be submitted as .doc or .rtf file attachments by email to the Conference Manager, Elaine Hayne at Elaine.hayne@academic-conferences.org

The selection panel of the conference committee will consider all abstracts received by the submission deadline to ensure that the proposed paper is relevant to the Conference. The authors of abstracts that describe a relevant paper will receive a notification of abstract selection. All full papers will be double-blind reviewed by members of the conference committee to ensure an adequate standard, that the proposed subject of their abstract has been followed, that the paper is of a suitable length, the standard of English is adequate and the paper is appropriately referenced. For authors whose first language is not English we request that you have your work proofread preferably by a native English speaker prior to submission (or at least a fluent English speaker) – papers may be rejected due to a poor standard of English. Papers that are accepted will be published in the conference proceedings providing at least one author registers and presents the work at the Conference (see the registration section of the conference website for more information about registration).

Due to the large number of papers expected for this conference, the committee only allows an author to present one paper. Therefore if multiple papers are accepted for presentation different co-authors need to present each paper. Please direct enquiries to Elaine.hayne@academic-conferences.org

Important dates:

Abstract submission deadline:	12 February 2010
Notification of abstract acceptance:	19 February 2010
Full paper due for review:	2 April 2010
Notification of paper acceptance:	11 June 2010
Earlybird registration closes:	25 June 2010
Final paper due (with any changes):	9 July 2010
Final author registration date:	30 July 2010

Publication opportunity

Papers accepted for the conference will be published in the conference proceedings, subject to [author registration](#). Selected papers from the Conference will be considered for publication in a special issue of the Electronic Journal of Knowledge Management. (<http://www.ejkm.com>).

Conference and Journal Accreditations

The ECKM conference proceedings are:

- listed in the Thomson Reuters ISI Index to Social Sciences & Humanities Proceedings (ISSHP)
- listed in the Thomson Reuters ISI Index to Social Sciences & Humanities Proceedings (ISSHP/ISI Proceedings).
- indexed by the Institution of Engineering and Technology in the UK.

The Electronic Journal of Knowledge Management (EJKM) is:

- rated level 1 in the Danish Government bibliometric lists.
- ranked by the Australian Business Deans Council list
- listed in the Norwegian Social Science Data Services
- listed in the Open Access Journals database
- Listed in the EBSCO database of electronic Journals
- Listed in Cabells directory
- listed in Ulrich's Periodical Directory



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