

# 6th International Conference on Management, Leadership and Governance

## ICMLG 2018

*Bangkok University, Charoen Kanthawongs Building (Building 9), Rama 4 Road, Khlong Toey*

*Phra Khanong, Bangkok 10110, Thailand*

**24-25 May 2018**

### Wednesday 23 May

**14:00** Pre Conference Workshop: Leveraging Knowledge Flows to Co-create Strategy

Led by: Dr Arthur Shelley, RMIT University, Melbourne, Australia

Room: TBC

**18:30** Pre Conference Registration (until 19:30)

*Jasmine Grande Residence, 4338 Rama4 Rd. , Phra Khanong, Klong Toey, Bangkok 10110*

### Thursday 24 May 2018

**08:45** Registration and coffee: 14th Floor

**09:15** Room: Theatre, 16th Floor

Welcome and Opening of the Conference by Vice President for Bangkok University International, Dr. Somyot Wattanakamolchai and Conference Chair and IKI-SEA Managing Director Dr. Vincent Ribiere

**09:45** Keynote Address: Dr. Arthur Shelley, RMIT University, Melbourne, Australia

Academic and Practitioners: Who is Leading and Who is Managing?

**10:30** Conference splits into thematic parallel streams

**Stream A: Education**

**Chair: Pavel Pudil**

**Room: 954**

**Stream B: Knowledge Management & Learning**

**Chair: Len Barnett**

**Room: 955**

**Stream C: MT Sustainable Operations Management**

**Chair: Amol Gore**

**Room: 956**

**10:45** Education for Tourism in our current Sharing Economy  
**Benitez Garcia** Antonio, Les Roches - Global Hospitality Education, Shanghai, China

Managerial Commitment Fuels Knowledge Transfer  
**Henriques** Paulo, Carla **Curado** and Sónia **Pereira**, ISEG – School of Economics and Management, Univeristy of Lisbon, Portugal

Sustainability Initiatives in the Shadow of Rigid Measures: Insights from the MENA and Indo-Pacific Region  
**Gore** Amol, UAE Government, Abu Dahbi

**11:15** Transformative Leadership Enhancing Community Engagement in Higher Education Institutions in South Africa  
**Govender** Ivan, Durban University of Technology, South Africa

Managing Knowledge, Service innovation and Service Experience in Hospitality Industry: A Proposed Framework  
**Choo** Poh Wai (Steven) Tan **Cheng Ling** Universiti Sains Malaysia, Penang and Yudi **Fernando**, Universiti Malaysia, Pahang, Kuantang, Malaysia

e-Procurement as Digital Collaboration in an Integrated Coalition Limited by EU Regulation  
**Postmes** Paul, Marja **Exalto** and Pascal **Ravesteyn**, HU University of Applied Sciences, Utrecht, Netherlands

**11:45** Analysis of Investment into Further Education as a Part of International and Domestic HRM  
**Pudil** Pavel, Jiri Dvorak, Lenka **Komarkova**, Irena **Mikova** and Vladimir **Pribyl**, University of Economics Prague, Czech Republic

External Leadership for Sustainability: Service-learning for Pharmacy Education at SciFest South Africa  
**Pearse** Noel and Sunitha **Srinivas**, Rhodes University, Grahamstown, South Africa

Knowledge Discovery through System Dynamics Simulation  
**Alqirem** Raed, Al-Zaytoonah University of Jordan, Amman, Jordan

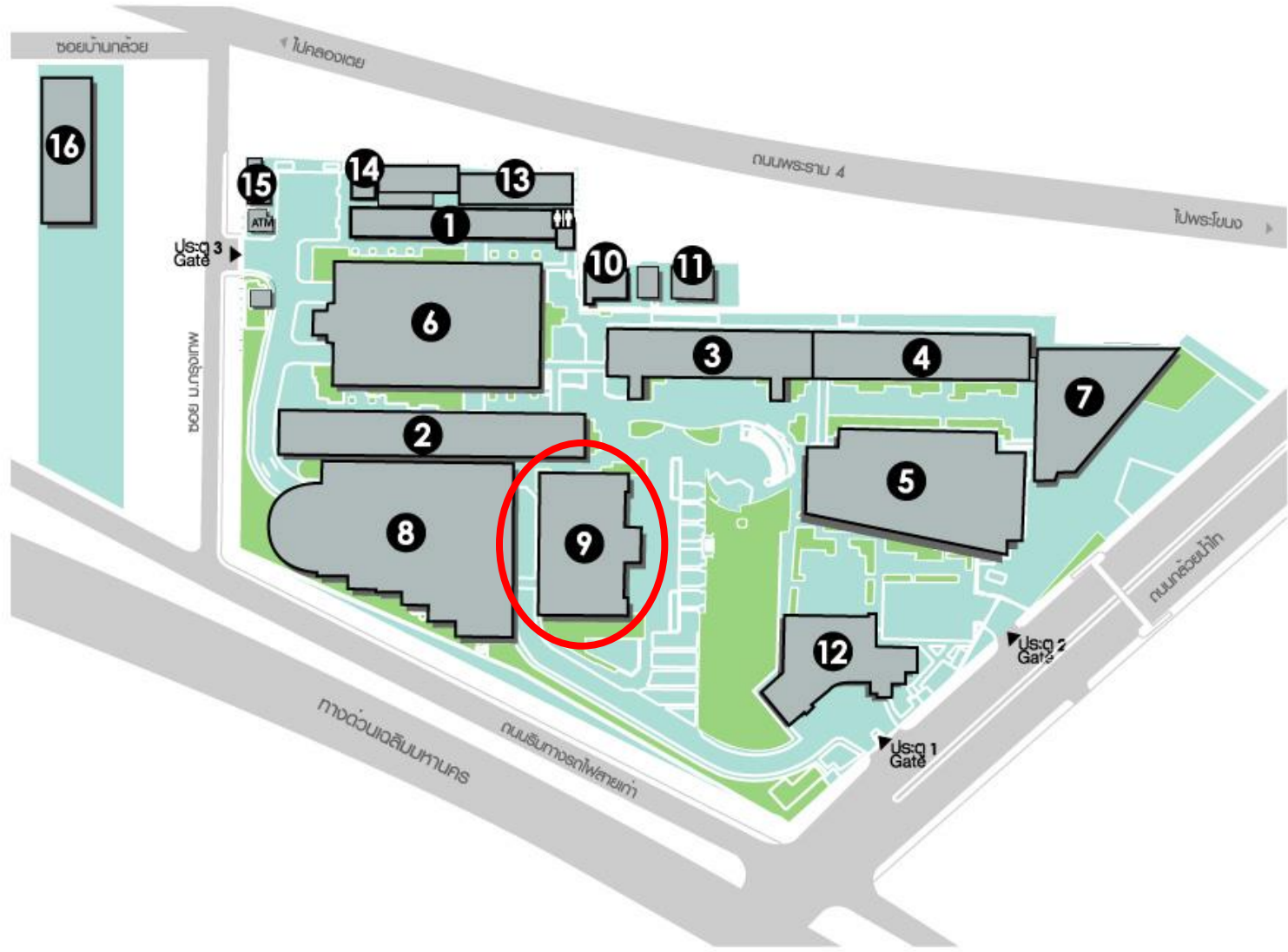
**12:15** *Lunch*

*Lunch*

*Lunch*

	<b>Stream A: MT Corporate Governance Within New Complexities</b> <b>Chair: Wafa Khlif</b> <b>Room: 954</b>	<b>Stream B: Shared and Distributed Leadership</b> <b>Chair: Glen Jacobs</b> <b>Room: 955</b>	<b>Stream C: PhD Colloquium</b> <b>Chairs: Dr Ronald Vatananan-Thesenvitz, Dr Dongcheol (Terry) Heo and Dr. Paul James</b> <b>Room: 956</b>
<b>13:15</b>	Corporate Social Responsibility: Redefining Ethical Leadership and the 'Human Element' in the King Report <b>Moldenhauer Lize, Megan Hultzer, Cindy Londt, Alison Boruchowitz, Demi Melton, OMNI Academy for Education, Training and Development, South Africa and Joseph Venables, Hansung Univeristy Seoul, South Korea</b>	Developing Strategic Leadership Capabilities: Empirical Results <b>Sajdak Maja, Poznań University of Economics and Business, Poland</b>	<b>13:15-13:25</b> From Knowledge Transfer via Co-Creation to Knowledge Transformation; A Case Study of Cross-Generational Transfer in a Thai Construction Company <b>Smuttrasen Kanlayakorn and Dongcheol Heo, The Institute for Knowledge and Innovation South-East Asia(IKI-SEA), Bangkok, Thailand</b> <b>13:30-13:40</b> Boosting Quality Performance Through Customer Knowledge Management and Service Innovation Capability in the Automotive Industry <b>Janteng Jaludin, Cheng Ling Tan Universiti Sains Malaysia, Penang and Yudi Fernando, Universiti Malaysia, Pahang, Malaysia</b> <b>13:45-13:55</b> Food Manufacturer Innovation Logics and Practices Flexibility: A Thai SME Case Study <b>Hongsaprabhas Throngvid, Xavier Parisot and Dongcheol Heo, Bangkok University, The IKI-SEA, Bangkok, Thailand</b> <b>14:00-14:10</b> Enhancing Safety Culture in Cambodian Palm Tree Plantations using Knowledge Management <b>Wacharachaisophonsiri Prasit and Xavier Parisot, Bangkok University, The IKI-SEA, Bangkok, Thailand</b> <b>14:15-14:25</b> Investigation of Employee Coping Tactics for Restraining Job strain : Perspectives Based on LMX <b>John Lisbeth and Muhammad Shafi, National Institute of Technology Calicut, Kozhikode, India</b> <b>14:30-15:00 - Discussion and Feedback</b>
<b>13:45</b>	Examining the Priority Variables on the R&D Engineer's Innovativeness: An Importance-Performance Matrix Analysis (IPMA) Approach <b>Cheng Ling Tan, Poay Tin Ang, Yeo Sook Fern, Universiti Sains Malaysia, Penang and Sock Lee Ching Multimedia University, Malaka, Malaysia</b>	Challenges to Leadership in Intercultural Settings: Intercultural Interactions in Knowledge Management: Research Thailand <b>Barnett Leonard and Edward Carter, Bangkok University, Thailand</b>	
<b>14:15</b>	Managing Service Quality, Emotions and Experience in Healthcare Industry: A Proposed Framework <b>Fern Yeo Sook, Multimedia University, Melaka, Tan Cheng Ling and Yen Nee Goh, Universiti Sains Malaysia, Malaysia</b>	Indian Women Leaders : Assessing Leadership Styles and their Engagement Drivers <b>Pandita Deepika, Symbiosis Institute of Business Management Pune, India</b>	
<b>14:45</b>	Whose Interest Does It Serve? A Confucian Community Engagement <b>Khanyile Makabongwe, University of South Africa, Pretoria, South Africa</b>	The Issue of Leadership Formation and Development with an Interdisciplinary Approach <b>Onyusheva Irina, Stamford International University, Bangkok, Thailand</b>	
<b>15:15</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>
	<b>Stream A: Risks and Challenges</b> <b>Chair: Teh Sin Yin</b> <b>Room: 954</b>	<b>Stream B: MT Corporate Governance in Developing Countries</b> <b>Chair: James Lockhart</b> <b>Room: 955</b>	<b>Stream C: PhD Colloquium</b> <b>Chairs: Dr Ronald Vatananan-Thesenvitz, Dr Dongcheol (Terry) Heo and Dr. Paul James</b> <b>Room: 956</b>
<b>15:30</b>	An Epic Failure in Corporate Governance: A South African Case Study <b>van der Vyver Abraham Gert, Monash University, Roodepoort, South Africa</b>	Corporate Governance: A tool for Raising the level of Disclosure and Combating Corruption and its Impact on the Efficiency of the Financial Market <b>Ahmad Alsmadi Ayman Abdalmajeed, Tawfiq Mousa and Nawaf Ahmad Alghusin, Al-Zaytoonah University of Jordan, Amman, Jordan</b>	<b>15:30-15:40</b> Hard and Soft Governance: The Missing link Between Corporate Governance and IT Governance <b>Smits Daniël and Jos van Hillegersberg, Twente University, Enschede, The Netherlands</b> <b>15:45-15:55</b> Ingredients of Team Creativity <b>Chompunuch Sudapa and Vincent Ribiere, IKI-SEA, Bangkok University, Thailand</b> <b>16:00-16:10</b> Age Diversity among Board Members in Czech companies <b>Janošová Lenka, Masaryk University, Brno, Czech Republic</b> <b>16:15-16:25</b> The Right Balance between Exploitation and Exploration for Organisations through Environmental Velocity <b>Metanantakul Krip, Ronald Vatananan-Thesenvitz and Dongcheol Heo, Bangkok University, Bangkok, Thailand</b> <b>16:30-17:00 - Discussion and Feedback</b>
<b>16:00</b>	Derivatives Usage, CEO Characteristics and Financial Risk Management <b>Lian-Kee Phua, Char-Lee Lok, Universiti Sains Malaysia, Penang, Malaysia, and Doddy Setiawan, Universitas Sebelas Maret, Indonesia</b>	Corporate governance in Developing Countries: Governance Problems or Opportunities? <b>Lockhart James, Massey University, Palmerston North, New Zealand</b>	
<b>16:30</b>	Effectiveness of Professional Development and Training with Respect to the Scope of Company Activities and Ownership <b>Mikova Irena, Lenka Komarkova, Pavel Pudil, and Vladimír Pribyl, University of Economics, Prague, Czech Republic</b>		
<b>17:00</b>	<b>Close of Conference Day</b>	<b>Close of Conference Day</b>	<b>Close of Conference Day</b>
<b>19:30</b>	<b>Conference dinner at Vivarium by Chefs, 3675 Saeng Chan, Khlong Toei</b>		

<b>Friday 25 May 2018</b>				
<b>09:00</b>	<b>Opening Comments: Theatre, 16th Floor</b>			
<b>09:05</b>	<b>Keynote Address: Dr Larry Persons, Sasin Graduate Institute of Business, Chulalongkorn University, Thailand</b> <b>Leading with Cultural Intelligence</b>			
<b>09:50</b>	<b>Future of ICMLG</b>			
<b>10:00</b>	<b>Refreshments and Poster contributors stand by their posters for others to discuss the research on the 14th Floor</b>			
	<b>Stream A: Change Management</b> <b>Chair: Nourhene Ben-Youssef</b> <b>Room: 954</b>	<b>Stream B: MT Cultures of Assessment</b> <b>Chair: Caroline Akhras</b> <b>Room: 955</b>	<b>Stream C: Quality Management and the Supply Chain</b> <b>Chair: Paulo Lopes Henriques</b> <b>Room: 956</b>	<b>Stream D: Employee Motivation and Engagment</b> <b>Chair: Noel Pearse</b> <b>Room: 953</b>
<b>10:30</b>	Agile Transformation Framework in Software Project Organization <b>Paterek Pawel</b> , AGH University of Science and Technology, Krakow, Poland	Business Leadership Styles and Workplace Assessment by Example of MENA <b>Akhras Caroline</b> , Notre Dame University, Jounieh, Lebanon	Comparing Quality Management Practices between the Food Industry and Electrical and the Electronic Industry <b>Sin Yin Teh</b> , Tricia Leong <b>Pui San</b> , Universiti Sains Malaysia, Teoh <b>Wei Lin</b> , Heriot-Watt University, Malaysia and Soh Keng <b>Lin</b> , Veritas University College, Malaysia	Conceptual Model of Employee Motivation and job Satisfaction for Staff Retention Practices in Foreign Exchange Banking Context <b>Sabbagha Michelle</b> , Nico <b>Martins</b> and Ophillia <b>Ledimo</b> University of South Africa, Pretoria, South Africa
<b>11:00</b>	Enterprise Architecture as a tool in Military Change Management <b>Mattila Juha</b> , Aalto University, Helsinki, Finland and Simon <b>Parkinson</b> , RMIT University, Melbourne, Australia	Digital Collaboration for Life Long Learning <b>Abcouwer Toon</b> , University of Amsterdam, The Netherlands and Emőke <b>Takács</b> , European Research Institute Nonprofit Kft, Hungary	The Role of the Supply Chain as Decision-Factor for Online Cross-Border Trade-Expansion <b>Exalto Marja</b> , Guido <b>Ongena</b> , Pascal <b>Ravesteyn</b> and Benny De <b>Waal</b> , HU University of applied sciences, Utrecht, The Netherlands	Role of Biographical Characteristics and Employee Engagement on State Hospital Employees' Commitment <b>Hlongwane Veronica</b> , University of South Africa, Pretoria, South Africa
<b>11:30</b>	The Role of Middle Managers in Strategic Change Implementation in the Northern Territory Public Sector: The Australian Experience <b>Marin-Ulloa Jessica</b> , John <b>Politis</b> and Rolf <b>Gerritsen</b> , Charles Darwin University, Darwin, Australia	A Conceptual Model to Evaluate the Effectiveness of Information Technology Governance <b>Asgarkhani Mehdi</b> , Ara Institute of Canterbury, Christchurch, New Zealand, Aileen <b>Cater-Steel</b> , Mark <b>Toleman</b> and Mustafa <b>Ally</b> , University of Southern Queensland, Australia	Empowering the Development Centered Paradigm using TIPS cognitive test <b>Pariset Xavier</b> , Reis <b>Detlef</b> , Bangkok University, The IKI-SEA, Thailand and Brian <b>Hunt</b> , CMMU, Thailand	Formation of Motivation of Achievement Success with Toxic Employees <b>Tokareva Yulia</b> and Alexandr <b>Tokarev</b> , Ural Federal University named after the first President of Russia, Yekaterinburg, Russia
<b>12:00</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
	<b>Stream A: Talent Management</b> <b>Chair: Marja Exalto- Sijbrands</b> <b>Room: 954</b>	<b>Stream B: Business Performance</b> <b>Chair: Juha Mattila</b> <b>Room: 955</b>	<b>Stream C: Technology</b> <b>Chair: Toon Abcouwer</b> <b>Room: 956</b>	<b>Stream D: Entrepneurship</b> <b>Chair: Pascal Ravesteyn</b> <b>Room: 953</b>
<b>13:00</b>	A Relationship Between Talent and Employer: A Conceptual Framework <b>Babiková Kristína</b> , Masaryk University, Brno, Czech Republic	Congruence Between a Capital Project Decision Model and a Performance Evaluation Model <b>Al-Zwaylif Inaam</b> , Al-Zaytoonah University of Jordan, Amman, Jordan	Sociomateriality of Digital Technologies in Collaborative Decision-Making Counter-Terrorism Contexts <b>Ochara Nixon</b> and Nancy <b>Odhiambo</b> , University of Venda, Thohoyandou, South Africa	Intuition and Entrepreneurship in Business Practice <b>Malewska Kamila</b> , Poznań University of Economics and Business, Poland
<b>13:30</b>	A Validated Framework for Transformational Leadership, Talent Acquisition and Retention of Engineers at an Energy Provider in South Africa <b>Mangisa Chuma Andile</b> , CM <b>Schultz</b> and CE <b>van Hoek</b> , Tshwane University of Technology, Pretoria, South Africa	Audit Committee Effectiveness and Non-Audit Service Fees: Evidence from UK Family Firms <b>Ben Youssef Nourhene</b> , University of Regina, Saskatchewan, Canada and Jihad <b>Al-Okaily</b> , American University of Beirut, Lebanon	Management of the Intellectual Capital of hi-tech Productions <b>Popov Evgeny</b> and Maxim <b>Vlasov</b> , Ural Federal University, Russia	Future-proofing Talent for the Bank of the Future: A Study of Employees of a Bank Operating in Africa <b>Mofokeng Mapule</b> , Wits University, Johannesburg, South Africa
<b>14:00</b>	<b>14th Floor: Interactive Wrap up Session</b> <b>and Awards to the winner of the Best PhD Paper and best Poster</b>			
<b>15:00</b>	<b>Close of Conference</b>			
	<b>Posters will be displayed from midday on Thursday until midday on Friday in the Refreshment Area, 14th Floor</b> <b>Poster Presenters will stand by their posters at 10:00 on Friday to present their work to other participants.</b>			
	<b>Posters</b>		<b>Invited Posters</b>	
	An Innovative Model for Caring for the Elderly at home <b>Surakka Jukka</b> , Juka <b>Piippo</b> , Ira <b>Jeglinsky</b> and Åsa <b>Rosengren</b> , Arcada University of Applied Sciences, Helsinki, Finland	Corporate Social Responsibility in the Mexican Oil Industry: Social Impact Assessment and Local Development <b>Garcia-Chiang Armando</b> , Universidad Autónoma Metropolitana, Iztapalapa, Mexico	Exploring Gen Z and their Key Drivers of Employee Engagement <b>Pandita Deepika</b> , Symbiosis International University, Pune, India	An Integration of Real-Time Web FMEA & TRIZ for Generating Innovative Structured Solutions <b>Teh Sin Yin</b> , Wei Chien <b>Ng</b> and Heng Chin <b>Low</b> , Universiti Sains Malaysia and Ping Chow Teoh, Wawasan Open University, Malaysia



- ① อาคาร 1  
Building 1
- ② อาคาร 2  
Building 2
- ③ อาคาร 3  
Building 3
- ④ อาคาร 4  
Building 4
- ⑤ อาคาร 5  
Building 5
- ⑥ อาคารหอประชุม SC  
Auditorium SC
- ⑦ อาคาร 7  
Building 7  
- วิทยาลัยนานาชาติมหาวิทยาลัยกรุงเทพ  
Bangkok University International College  
- หอศิลป์มหาวิทยาลัยกรุงเทพ  
Bangkok University Gallery
- ⑧ อาคาร 8  
Building 8
- ⑨ อาคาร 9  
Building 9  
- สำนักงานอธิการบดี ดร.เจริญ คันธวงศ์  
President's Office Dr.Charoen Kanthawongs
- ⑩ อาคาร 11  
Building 11  
- สำนักงาน Creative Entrepreneurship  
Development Institute : CEDI
- ⑪ BU Band Unit
- ⑫ อาคาร 12  
Building 12  
- ศูนย์รับสมัครและบริการข้อมูล  
Admissions & Information Center
- ⑬ คลังพัสดุ  
Warehouse
- ⑭ สำนักบริหารกายภาพและสิ่งแวดล้อม  
Office of Buildings and Grounds
- ⑮ สมาคมศิษย์เก่า  
Bangkok University Alumni Association
- ⑯ อาคารศูนย์เฉพาะกิจ



แผนที่มหาวิทยาลัยกรุงเทพ วิทยาเขตกล้วยน้ำไท  
BANGKOK UNIVERSITY, KLUAYNAMTHAI CAMPUS MAP