

# Knowledge Intensive Business Services - KIBS

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MOSTI service innovation seminar 7

# Knowledge Intensive Business Services

**Malgorzata Zieba**



## **Knowledge Intensive Business Services:**

*Knowledge Intensive Business Services and Regional Competitiveness* João J. M. Ferreira, Mário L. Raposo, Cristina I. Fernandes, Marcus Dejardin, 2016-04-20 Research interest in the service sector has boomed in recent years as deindustrialisation became entrenched Instead of being regarded as merely supplementary to traditional industry and manufacturing services have generated progressively rising levels of growth in developed economies while at the same time coming to be recognised as major drivers of innovation Among the factors which have helped service companies notch up swifter growth rates than all other sectors are the outsourcing of such services by other sectors including the development of information and communication technologies and changes to the regulatory legal and market frameworks as well as globalisation and internationalisation The result is a cluster of highly innovative firms which can loosely be grouped under the heading of Knowledge Intensive Business Services KIBS Knowledge Intensive Business Services and Regional Competitiveness charts the development of these firms and explores their success through four mutually linked parts KIBS and industrial dynamics KIBS and their context KIBS and their contribution to regional competitiveness and economic development and finally KIBS and public policy This book is suitable for researchers and policy makers interested in the rise of these influential actors and their influence on regional competitiveness

**Exploring Knowledge-Intensive Business Services** Roberto Grandinetti, Barbara Di Bernardo, 2012-05-08 Provides an updated view of knowledge management strategies of knowledge intensive business services KIBS by focusing on how those firms manage innovation in their value chains and at the territorial level Offers an original analysis of key processes of KIBS specializing in design professional firms and information technology

**Knowledge-Intensive Business Services** Mr David Doloreux, Mr Mark Freel, Mr Richard Shearmur, 2012-11-28 Over the last decade there has been an increasing amount of research on knowledge intensive business services KIBS and innovation This book brings together current thinking on this subject from geographic and territorial perspectives Researchers from across Europe and North America present contributions from a wide range of disciplinary approaches including management studies innovation studies and geography They explore areas such as innovation related cooperation between KIBS firms and their industrial partners how KIBS firms mediate business knowledge and the impact that KIBS make in local regional and international contexts The book offers a timely exploration of the role played by the geographic and institutional environment in the processes that link KIBS innovation and territory across different contexts

**Innovation Management in Knowledge Intensive Business Services in China** Shunzhong Liu, 2012-11-29 In a knowledge based economy the development of a particular type of services knowledge intensive business services KIBS becomes one of the characteristic trends in economic evolution Current research focuses mainly on service innovation in developed countries but little consideration is given to the situation in developing countries Based on empirical research in the People s Republic of China this book aims to contribute to a better appreciation and understanding of the

innovative characteristics of KIBSs in developing countries

**Knowledge Intensive Business Services** Marcela

Miozzo, Damian Grimshaw, 2006-01-01 The book provides convincing findings against the hypothesis of KIBS as a factor of cognitive convergence or loss of diversity within our economies On the contrary KIBS are active agents of divergence and there is no universal pattern of the nature and the evolution of KIBS but national varieties It also shows that in order to well understand the inter organizational collaboration between KIBS and their clients and more generally KIBS dynamics and their performance transaction cost economies and agent theory should be complemented by other perspectives such as knowledge based approaches network theories modularity theories etc This book which is strongly oriented towards both policy and theoretical questions is a valuable addition to a body of literature which is still too scarce No doubt that it will stimulate further research in this field It is undoubtedly a high level knowledge intensive service provision about knowledge intensive business services Fa z Gallouj University of Lille France This book focuses on the development of Knowledge Intensive Business Services KIBS and the associated market characteristics and organisational forms It brings together reputed scholars from a mix of disciplines to explore the nature and evolution of a range of Knowledge Intensive Business Services Through an examination of KIBS sectors such as computer services management consultancy and R D services the contributions in this book argue that the evolution of KIBS is strongly associated with new inter organizational forms and that different country institutions shape the characteristics of these organisational forms The book provides a strong contribution to theory and empirical evidence on fast growing KIBS and their implications for innovation The book will be of interest to final year undergraduates and postgraduate students and scholars in the field of innovation studies organisation studies and comparative business systems across Europe *Innovation and Employment in Services* Johanna

Nählinder, 2005-10-07 This is a study of innovation in Knowledge Intensive Business Services KIBS and the impact innovation has on employment The thesis relies on theories within the fields of innovation in services in particular KIBS and innovation and employment taking as its point of departure the taxonomy of product and process innovation The thesis is based on a discussion of innovation in services with a focus on how innovation in services may be understood and delineated A long discussion is dedicated to the taxonomy of product and process innovation and the extent to which these concepts may be applicable to innovation in services The thesis also scrutinises the concept of KIBS and how this can be defined It further discusses features commonly associated with KIBS firms The thesis is also rooted in the broader issue of innovation as a creator and destroyer of employment and makes a contribution in applying these issues to service sectors The empirical part of the thesis builds on a database compiled for the research project comprised of 967 Swedish KIBS firms The database covers issues of innovation employment and characteristics of the firm The findings indicate that innovation was common in Swedish KIBS firms and that innovations often had an impact on employment However the thesis did not detect a straightforward relation between type of innovation technological process innovation organisational process innovation goods

product innovation and service product innovation and the impact on employment Explanations other than type of innovation have to be considered to analyse the impact of innovation on employment The thesis further suggests that although innovation in KIBS is common innovation itself is difficult to conceptualise and delineate

**The Key Dimensions of Knowledge-intensive Business Services (KIBS) Analysis** Emmanuel Muller, David Doloreux, 2007 **Understanding**

**Knowledge-Intensive Business Services** Malgorzata Zieba, 2021-06-23 This book contributes to an improved understanding of knowledge intensive business services and knowledge management issues It offers a complex overview of literature devoted to these topics and introduces the concept of knowledge flows which constitutes a missing link in the previous knowledge management theories The book provides a detailed analysis of knowledge flows with their types relations and factors influencing them It offers a novel approach to understand the aspects of knowledge and its management not only inside the organization but also outside in its environment

**Innovation in Knowledge Intensive Business Services** Anna Cabigiosu, 2019-10-30 Knowledge Intensive Business Services KIBS are becoming more and more relevant both for their innovative content and as innovation boosters for manufacturing firms and with this scenario in mind this book first offers an in depth analysis of what innovation in KIBS is and its performance outcomes and then synthesizes what we know about KIBS firms innovation models as well as their specific peculiarities and limitations This book examines the recent trends in innovation service design and development in KIBS starting from a review of the extant literature explaining the role and specific traits of innovation in KIBS Then it progresses our knowledge about KIBS and about how new technologies are offering unique opportunities to use and share their knowledge within and across boundaries The book also includes several cases that show how at the micro level firms can effectively design their services and boost their innovation performance by overcoming some of the traditional limits of innovation in services While KIBS literature traditionally emphasizes that innovative and performing KIBS firms rely on tight client provider interactions with service customization recent research suggests that alternative modes of innovation are viable for performing KIBS firms KIBS firms can develop mass customization strategies ease interactions with clients via ICT interfaces and leverage on focused collaborations with expert clients Particularly the digitalization and ICT technologies are fostering platform and modular architectural designs of KIBS as in the software and web design services The book seeks a broader understanding of innovation in KIBS in the digital era and will be an essential guide for both academics and practitioners interested in KIBS innovation and design

Innovation Interactions Between Knowledge-Intensive Business Services And Small And Medium-Sized Enterprises Emmanuel Muller, 2012-12-06 The book investigates the meaning nature and consequences of innovation interactions between small and medium sized manufacturing enterprises SMEs and knowledge intensive business services KIBS It focuses on the concept of a virtuous circle linking KIBS and SMEs innovation capacities in Germany and France A particular emphasis is given to the question of the role and nature of the knowledge base of the firm in an evolutionary perspective The

integration of the spatial dimension strengthens the examination For this purpose a new data analysis methodology has been developed This methodology consists of a combination of complementary statistical procedures which provides a tool allowing a reliable examination of the data collected The samples considered in the analysis constitute a source of rich complex and diversified information

**Knowledge Intensive Business Services** David Doloreux,2008 Knowledge Intensive Business Services as Generators of Innovations Marina Doroshenko,2013 Knowledge Intensive Business Services KIBS are widely argued to be important actors in innovation systems They are active both innovating themselves and by providing their clients with important knowledge and learning opportunities This study uses survey data to investigate the mechanisms of knowledge transfer and innovativeness improvement through the provision of KIBS The empirical core of the paper is a set of Russian surveys of KIBS and their clients KIBS are a fairly new phenomenon in Russia so this provides an opportunity to contrast KIBS supplier client relationships featuring more and less experienced customers Many of the KIBS firms services are highly tailored to customer specificities and we consider how far this is minor customisation and how far novel products and thus potentially product innovations are involved These services typically involve KIBS consumers into a coproduction process where both the formal supplier and the formal user of the service are engaged together in service production Knowledge transfers through learning by doing in such cases affect customers propensity to innovate and improve their absorptive capacity The paper concludes that the generation of innovations through KIBS may well be a self sustaining process In this process service providers are incentivised to engage in service innovations by more innovative customers demand for highly individualised services In turn the process stimulates the innovativeness of customers as they engage in learning by doing through coproduction

Exploring Knowledge-Intensive Business Services Roberto Grandinetti,Barbara Di Bernardo,2012-05-08 Provides an updated view of knowledge management strategies of knowledge intensive business services KIBS by focusing on how those firms manage innovation in their value chains and at the territorial level Offers an original analysis of key processes of KIBS specializing in design professional firms and information technology

**Into the Black Box of Knowledge Intensive Business Services** Katia Oliveira Pina,2016 **Special Issue: Knowledge-intensive Business Services (KIBS)** David Doloreux,2008 Knowledge intensive business services ,1994 **Knowledge-Intensive Business Services as Credence Goods - A Demand-Side Approach** Daniel Feser,2015 Knowledge intensive business services KIBS constitute a major source of innovative knowledge for small and medium sized enterprises In regional innovation systems KIBS play a crucial role in distributing innovations and improving the region s overall innovative capacities While the specific properties and effects on client firms and sectors have been comprehensively discussed the internal perspective of client firms i e the processes and problems in selecting using evaluating and recommending KIBS has been neglected to date Using a qualitative approach we describe the internal mechanisms and problems of SMEs cooperating with various KIBS and discuss the implications for regional innovation systems from a policy

making perspective We find that all stages of cooperation of SMEs and KIBS are characterized by strong information asymmetries distrust and uncertainty about the effects of using external know how which yields the interpretation that SMEs perceive KIBS as credence goods While informal networks are used to reduce information barriers they regularly prove counterproductive by disseminating worst case examples Regional policy aiming at developing instruments for fostering innovative cooperation could thus strengthen formal networks that primarily create trust between KIBS and SMEs to systematically reduce mutual suspicions and information asymmetries

Spatial Dimension of Knowledge Intensive Business Services in Russia Olga Kotomina,2015 Knowledge intensive business services KIBS are characterized by high concentration in large urban areas due to the presence of more developed infrastructure higher human capital development proximity to the large customer etc However companies in the KIBS sector have potential for development new knowledge experience in collaboration with agents located in other regions This paper is focused on the spatial aspects of the knowledge intensive business services sector in Russia The study is based on a unique empirical data from mass surveys of Russian producers and consumers of KIBS Comparative analysis of the incoming and outgoing flows of KIBS in Russian regions helps us to classify federal districts by their involvement in KIBS exchange and to map the intensity of these flows We have identified regions that are actively involved in both the purchase of services and their delivery outside the regional boundaries Volga and Central Districts active regions of consumption with an average level of production Northwestern and Siberian Districts and the passive regions who are only weakly involved in inter regional exchange of knowledge intensive business services Ural and Southern Federal Districts

*Balancing Customization and Standardization in Knowledge Intensive Business Services* Anna Cabigiosu,Diego Campagnolo,Andrea Furlan,Giovanni Costa,2012 While the mainstream literature on knowledge intensive business services KIBS has long emphasized their customized nature and their role in exploring new knowledge to satisfy each client s needs recent research has argued that competition is inducing KIBS firms to standardize their offer In this paper we concentrate on a particular type of KIBS firms third party logistic service providers TPLs and analyze how two TPLs face the customization standardization trade off by using service architectures We find that TPLs do not trade off customization for standardization instead they manage to pursue both simultaneously relying on modular services which constitutive elements are standard procedures Service modularity enables the TPL to exploit its existing knowledge base while only some knowledgeable clients prompt TPLs to explore new procedures Overall our results suggest that service customization and knowledge exploration can be separated TPLs should manage their customer relationships using a portfolio approach balancing supply relationships in which they replicate existing services with partnership based relationships with competent customers in which they develop new procedures Managing the temporal separation between exploration and exploitation consequently becomes a core competence

**Knowledge Intensive Business Services as Co-producers of Innovation** Pim den Hertog,2000

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