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## Editorial

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**Biographical notes:** Marina Dabić is a Full Professor of Entrepreneurship and International Business at the University of Zagreb, Faculty of Economics and Business, Croatia and Nottingham Business School, Nottingham Trent University, UK. She edited five book series and several special issues on innovation, HRM and transfer technology. In 2016, the book written by Marina Dabić, Jadranka Švarc and Miguel González-Loureiro titled *Entrepreneurial Universities in Innovation-Seeking Countries* was published by Palgrave MacMillan. She participated in more than 70 conferences and published 50 papers appeared in wide variety of international journals *JIBS*, *Journal of World Business*, *IJHRM*, *IJPDLM* etc. and has conducted a huge number of study visits abroad. For her research, she has been awarded several scholarship and projects sponsored by EC.

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Here is less to fear from outside competition than from inside inefficiency,  
miscalculation, lack of knowledge. Beat your competitors with the knowledge!  
Train your staff!

Anonymous

We are pleased to have this opportunity to present you with the new issue of the *International Journal of Transition and Innovation Systems – IJTIS*. Amongst the many perceptions that have been introduced in debates of the issue over the past five years of the *IJTIS* in this issue the specific example of interest is central to the more general concept of quality, knowledge impact, innovation performance network and liberalisation of trade.

The article entitled ‘Assessing quality in professional services: a framework for GAP analysis’ by Vincent Omachonu, Jerry Haar and Daniel Berg advanced theoretical and empirical understanding of professional services management in the context of SMEs. Many of the gap analysis studies of professional services firms have focused on client’s expectations, perception, and satisfaction with service delivery. In this research, we develop a framework for the assessment of quality, incorporating ten distinct quality gaps. These gaps take into consideration all the intervening variables which constitute the determinants of quality from the perspective of the clients, industry, and the professional services provider (PSP), respectively. The gap analysis framework developed is based on two focus group sessions – one involving PSPs, drawn from accounting, management

consulting, healthcare, law, advertising, architecture and marketing, and the other involving clients from the same industries. Employing a focus group methodology, the purpose was to understand the nature of the interaction between PSP organisations and their clients and the implications of the interactions on quality. There are subtle and significant differences in the perception of quality between the clients and the PSP. These differences are reflected in the key determinants of quality between both groups.

Today, innovation performance is a crucial determinant of competitiveness and national progress in both developed and transition countries. Quan Hoang Vuong in the paper ‘Determinants of firm performance in a less innovative transition system: exploring Vietnamese longitudinal data’.

This study investigates a longitudinal dataset consisting of financial and operational data from 37 companies listed on Vietnamese stock market, during 2004 to 2013 tumultuous transition period, which tends to show major weaknesses of a less innovative business system in a resource-constrained setting. The investigation finds positive results on the relationships between operational scales, sources of finance and firms performance. Some explanations follow and reflect the nature of a business environment of a transition economy and lower innovativeness. First, when there is a lack of strategy for tapping innovations as a key resource for growth, the obsession and over-emphasis of capital resources deeply rooted in the national cultures has become overwhelming and persistent. Second, firm size shows mixed contribution to performance. Third, the study has found negative effects of sales and growth rate to both ROE and profit margins appear; and this is worth exploring further, especially with regard to specificities of the combined lower innovativeness and tumultuous transition setting. Finally, the effect of time is found significant on key factors for consideration. These insights may potentially lead to an advocacy of restructuring the corporate sector in terms of usage of resources, market orientation and roles of technological innovation for revamping competitiveness.

There has been a huge expansion in the theory and practice of managing knowledge with aim to adequately attest most relevant reasons for implementing knowledge management and integrating knowledge within the company. Clémentine Fry, Anne-Laure Mention, Serdal Temel and Marko Torkkeli in their paper ‘Measuring the impact of knowledge sourcing and cooperation on innovation success: some empirical evidence from Turkey’ offering empirical evidence from Turkey’. Innovation rarely occurs in isolation, and firms increasingly exploit cooperation strategies to increase their innovation propensity and performance. Empirical research concentrating on the breadth of cooperation practices, as well as the variety of objectives pursued in the context of innovation strategies remains scarce, and even more so for emerging economies. This paper aims to contribute to this literature stream by providing empirical evidence on the impact of the breadth of cooperation and innovation goals on innovation performance in Turkey. Results show that having six types of cooperation leads to the highest marginal effects on the innovation success while the probability to innovate is more determined by the objectives pursued rather than by cooperation itself.

Empirical literature shows the importance of firm-internal R&D activities as the main source of productivity, technological innovations to improve competitiveness, especially in fast growing high-tech industries. In the paper ‘I Innovation and competitive factors of non-R&D industrial enterprises. The case of north-eastern Poland’ by Robert Ciborowski, the drivers of technology and innovation in Podlaskie (north-eastern Poland) were investigated. The paper accomplishes that technology transfer and R&D investment have sped along at a spectacular pace in Poland in the previous period, while innovation in

modern sectors lags somewhat behind. Author pointed out that the process needs institutional changes for better international competitiveness as main support to the competitiveness of Polish economy.

Services trade of SAARC countries became more dynamic in the post Uruguay Round. These economies are more integrated with the other economies of the world in services. Volatile comparative advantage with knife-edge specialisation pioneered the phrase, kaleidoscopic comparative advantage applicable equally to trade in services. The last article by Nalin Bharti, Kumar Gaurav, Chandan Kumar titled 'IT-ITES trade of SAARC countries: does kaleidoscopic comparative advantage work?' discussed IT/ITES and its trade as the fastest growing sub-sector of trade in services. In this backdrop, this study applied the qualitative (analysis of IT and telecommunications policy of all the SAARC countries) as well as quantitative methods (revealed comparative advantage-RCA index and services trade openness has been calculated) to capture the potentialities and competitiveness of IT/ITES trade of SAARC. This paper argues that the kaleidoscopic comparative advantage is not fixed only to bigger economies like India, but it has also extended to comparatively smaller economies like Sri Lanka, Bangladesh and Pakistan.

Consequently, we would like to inspire scholars of innovation and various business fields, especially those with an international focus, to critically explore combined aspects of innovation, R&D, commercialisation of knowledge and globalisation in their future studies.