### **TEACHING PLAN**

Graduate Program: Business Administration			
Course: ☐ Academic Master's ☐ Professional Master's ☐ Doctorate			
Discipline: Innovation in Service Ecosystems			Discipline code: ENST54702
Professor: WALTER BATAGLIA			DRT: 2010544
Workload: 32h	Credits: 2		
		yElective	
Syllabus:			
Innovation networks and their analysis. Ecosystems. Service ecosystems. Service innovation. Institutional innovation			
as a socialinnovation perspective. Institutional structure and agency and the creation and destruction of the value			
in service ecosystems. The agentic turn approaches and their application on the research on service ecosystem			

theory for the study of the service ecosystem innovation. Institutions as the rules of the game. Regulation, performance, and investment at the country and sectoral level of analyses. Regulation and service ecosystems. Regulation and social practices.

innovation: institutional entrepreneur, institutional logics, and institutional work. Applying Giddens' structuration

### **Assessment Criteria:**

The evaluation of students' performance will be based on the class developed activities; participation in plenary and group discussions; and elaboration of an article. The individual performance and group activities correspond to 50% of each student's final mark. The article corresponds to the other 50% of the final.



## MACKENZIE PRESBYTERIAN UNIVERSITY

# Social and Applied Sciences Centre Graduate Program in Business Management

## Basic bibliography

Aal, K., Di Pietro, L., Edvardsson, B., Renzi, M. F. and Mugion, R. G. (2016), Innovation in service ecosystems, Journal ofService Management, 27 (4), 619-651.

Bataglia, W., Alves, F. S. and De-Carli, E. (2020). Análise comparativa de políticas de regulamentação de ensaios clínicos. Panamerican Jounal of Public Health, v. 44, 1. Braga, A. C. and Bataglia, W. (2022). Institutional capabilities that endow the individual and collective agency for institutional change (Revisiting Selznick). Revista de Ciências da Administração, v. 24, 46-64.

Dhanaraj, C. and A. Parkhe (2006), Orchestrating innovation network, **Academy of Management Review**, 31 (3), 425-455. Djellal, F. and F. Gallouj (2012), Social innovation and service innovation. In Franz, H.-W., Hochgerner, J. and J. Howaldt(eds), **Challenge Social Innovation**, Berlin: Springer, 119–137.

Edvardsson, B. and B. Tronvoll (2013), A new conceptualization of service innovation grounded in S-D logic and servicesystems, **International Journal of Quality and Service Sciences**, 5 (1), 19-31.

Edvardsson, B., Kleinaltenkamp, M., Tronvoll, B., McHugh, P. and C. Windahl (2014), Institutional logics matter whencoordinating resource integration, **Marketing Theory**, 14 (3), 291-309.

Estrella, A and Bataglia, W. (2013). A influência da rede de alianças no crescimento das empresas de biotecnologia de saúdehumana na indústria brasileira. **Organizações & Sociedade**, v. 20, p. 321-339.

Fleury; A. C. C., Fleury, M. T. L., Silva, S. M., and Bataglia, W. (2004). Gestão de competências para a produção industrialde serviço. In Sbragia, R.; Galina, S. V. R. (Eds.) **Gestão da inovação no setor de telecomunicações.** São Paulo: USP. Fraga, E. A. and Bataglia, W. (2022). Institutional regulation and performance of clinical-trial strategic alliances. **Journal ofTechnology Management & Innovation**, v. 17, 33-39.

Gallouj, F. and F. Djellal, eds. (2018). A Research Agenda for Service Innovation. Cheltenham: E. Elgar Publishers. Giddens, A. (1984), The Constitution of Society, Cambridge: Polity Press.

Hoelz, J. C. and Bataglia, W. (2021) Corporate Reputation and Strategic Alliance Performance. **Corporate ReputationReview**, 1-15.

Holmes, Jr., R. M., Miller, T., Hitt, M. A., & Salmador, M. P. (2013). The interrelationships among informal institutions, formal institutions, and inward foreign direct investment. **Journal of Management**, **39**, pp. 531-566.

Koskela-Huotari, K. et al. (2016), Innovation in service ecosystems: breaking, making, and maintaining institutionalized rulesof resource integration, **Journal of Business Research**, 69(8):2964-2971.

Lusch, R. F., Vargo, S. L. and M. O'Brien (2007), Competing through service, **Journal of Retailing**, 83 (1), 5-18. Nee, V. (2005). The new institutionalisms in economics and sociology. In Smelser, N.J., & Swedberg, R. (eds), **The Handbook of Economic Sociology**. Princeton, NJ: Princeton University Press, pp. 49-74.

North, D. C. (1990), **Institutions, Institutional Change and Economic Performance**, Cambridge University Press.Peci, A. (2022) Regulatory reforms, normative changes, and performance. **Regulation & Governance**, v. 1, p. 1-18.

Powell, W. W., Koput, K. W. and L. Smith-Doerr (1996), Interorganizational collaboration and the locus of innovation:networks of learning in biotechnology, **Administrative Science Quarterly**, 41 (1), 116-145.

Powell, W. W., Packalen, K., and Whittington, K. (2012). Organizational and institutional genesis: the emergence of high-techclusters in the life sciences. In Padgett, J., & Powell, W. W. (eds), **The Emergence of Organization and Markets.** Princeton: Princeton University Press, pp. 434-465.

Rocha, F. N. and Bataglia, W. (2017). Interest alignment for joint business development: How global software houses and consulting firms work together in the enterprise systems sector. **Canadian Journal of Administrative Sciences**, v.34, 89-103. Scott, W. R. (2001), **Institutions and Organizations**, Thousand Oaks, CA: Sage.

Vargo, S. L. and R. F. Lusch (2008a), From goods to service(s): divergences and convergences of logics, **Industrial MarketingManagement** 37(3), 254-259.

Vargo, S. L. and R. F. Lusch (2008b), Service-dominant logic, **Journal of the Academy of Marketing Science**, 36 (1), 1-10. Vargo, S. L. and R. F. Lusch (2016), Institutions: an extension and update of service-dominant logic, **Journal of the Academyof Marketing Science**, 44(1), 5-23.

Vargo, S. L., Wieland, H. and M. A. Akaka (2015), Innovation through institutionalization: a service ecosystems perspective,

Industrial Marketing Management 44(1), 63-72.