

RESER Council Activity Report 2017/2018

Council composition

Marie Christine Monnoyer (MCM) (Université de Toulouse 1), Maria Savona (MS) (SPRU, UK), Markus Scheuer (MkS) (RWI Essen), Patrik Ström (PS) (University of Gothenburg), Pedro Costa (PC) (Lisbon University Institute), Lars Fulgsang (LF) (Roskilde University), Tiziana Russo Spina (TRS) (University of Naples “Federico II”), Luna Leoni (Roma University), Alexander Schletz (AS) (Fraunhofer IAO, Stuttgart), Céline Merlin Brogniard (CM) (University of Lille), Gisela di Meglio (GM) (Universidad Complutense de Madrid), José Luis Navarro-Espigares (JLN) (University of Granada), Laurentiu Tachiciu (LT) (Academy of Economic Studies, Bucharest), Estibaliz Hernandez Eleno (Mondragon University)

1. GENERAL INFORMATION ON THE RESER COUNCIL WORK

Council meetings and communication with members

In the last twelve months Council has worked on a number of activities. Three tele-meetings of the Council and two face-to-face meeting (Gothenburg, just before the annual conference) and Brussels in February were carried out in the period.

The Council has informed the RESER members about its activities via the website and the minutes. A digest version of minutes is regularly updated on the website. RESER website has been assumed as the main repository of information of RESER and its main channel of circulation of information amongst members and with broader services research community. Consequently it has been very actively updated by our Webmaster prof. Marie Christine Monnoyer and used as main communication tool to members (in parallel to other resources such as mailing lists and digital social media).

Membership

In September 2018 the RESER was composed of approximately 180 individual members and 4 institutional members. In 2015, Mondragon Innovation and Knowledge (from Basque Country, Spain), joined Fraunhofer IAO (from Germany), VTT Technical Research Centre (from Finland), and CRISP Centro di Ricerca Interuniversitario sui Servizi di Pubblica Utilità alla Persona (from Italy), as the fourth RESER institutional member.

2. BILBAO CONFERENCE

The conference in September 2017 was very successful and the team had put up a highly interesting program with not only academic session, but also tracks in collaboration with industry and city representatives. The outcome has been the proceedings and various publication outlets have been considered, but is mainly the responsibility of the local organisers together with the council.

3. RESER COUNCIL PRIORITIES FOR 2016/17

In line with recommendations at the GA in Bilbao the Council has identified the following priority actions that were carried out in 2017-18:

- a) Collaboration with the organization of the 2018 annual conference, in Gothenburg.*

The council actively collaborated with the local organizing committee in Gothenburg and Patrik Ström and Ida Gremyr together with Cheryl Cordeiro have been representing the local organization from School of Business, Economics and Law, University of Gothenburg and Chalmers University of Technology.

The council was involved in the suggestion of keynote speakers and thematic sessions, as well in the support to the organization of practical issues, both related to the conference itself and the publishing opportunities. The academic and industry interaction is said to be vital and the conference people from both industry and the public sector within the program.

As in precedent years, RESER council and the organization of the conference worked together in order to assume the conference a special floor to increase the cooperation strategy with other institutions and services networks, and to increase the visibility of RESER.

There was an opportunity for a REDLAS special session/track, centred on the issue of services in Latin America and developing countries and internationalization. However, this year there was a limited representation from REDLAS.

Two grants (2 RESER founders award for best paper) for supporting PhD students (500+300 euros) were available for the conference, as in precedent year. This includes the participants in the Docoral Colloquium, which was organized in connection with the conference. A discussion at the last GA and council meeting was on the possibility to extend the award to a PhD student with a co-author if the PhD student had written most of the paper. A small selection committee composed by 3 council members, Marie Christine Monnoyer, Maria Savona and Gisela di Meglio, analysed the proposals and the announcement of the winners is made at the conference dinner.

- b) PhD Colloquium*

The PhD colloquium, held in parallel to the conference. PhD Course was designed to take place during the day immediately precedent to the conference. A permanent discussion on the model, schedule and related funding issues about the PhD Colloquium was held throughout

the year, as several contingencies were occurring. The council found important that the PhD colloquium should keep the characteristic of having no fees for the participants. Council decided if needed to support this year's organization with an amount of 1000 Euros in order to cover some small expenses (coffee breaks, etc). Since there has been a lower number of participants the last two years, the colloquium this year is more informal with the support of Post-docs at Chalmers university of Technology. Students will discuss the PhD process and how to proceed in the careers. An evaluation will be made of this new structure.

c) Publications

The local conference organization and the council has initiated the possibility for publication. The development of alternatives, include trying to find a pallet of 3-4 journals in different disciplines, different countries (Anglo-Saxon, French, Latin America), different knowledge areas, in the scope of RESER interests, which would be open to accept special issues, not necessarily on an annual basis, or the publication of a RESER book series with a established international publisher, for instance, have been initiated by the council in discussions with local organizers. The respective theme of the conference and tracks can be a framework for finding the best suitable publication outlets.

The opportunity of having a pre-selection of papers in each conference, around specific thematic lines by conference organizers or other members for specific themes or episodic special editions.

- Possibility of publishing of conference papers

There are connections with several journals for potential publications. RESER has established already some relation, that could offer possibility for quick review, and publishing quick some papers of the RESER conferences.

The following journals with which RESER has a relationship are potential publication outlets:

ERSEM European Review of Service Economics and Management, <http://ersem.univ-lille1.fr/en/european-review-service-economics-and-management>,

Innovation. Revue d'Economie et de Management de l'Innovation (I-REMI), <http://innovations.cairn.info/>

Innovations. Journal of Innovation Economics & Management (I-JIEM). <http://innovations.cairn.info/en/>, <http://innovations.cairn.info/en/instructions-for-authors/>

Amfiteatru Economic: AN ECONOMIC AND BUSINESS RESEARCH PERIODICAL http://www.amfiteatruconomic.ro/Home_EN.aspx

- Edited Books:

RESER publishing series with Edward Elgar

There is a possibility of preparing a book with Edward Elgar. It is a more broad possibility, to have a book each year, establishing a "RESER book series".

Palgrave: an edited volume on the topic of "Services and the Green Economy" is planned partly on conference submissions.

d) PhD Mobility Grant and Small Research Grant

In the sequence of the decision of the GA, RESER had available in the budget for 2018 (such as in precedent years), 3000 euros for the PhD Mobility Grant and 5000 euros for the Small Research Grant (besides 800 for Founders Award, for best doctoral student's papers in the conferences).

Concerning the PhD Mobility grant, the idea was to support the possibility for PhD student mobility among the different research environments. The support should enable shorter or longer stays at a partner university within the RESER network. This could cover cost up to 3000 Euro. More expose is needed for this support.

Concerning the small research budget, it has been traditionally designed to support research initiatives that include at least three different research environments. In total, the application could cover costs up to 5000 Euro and if possible be connected to a mobility grant. The council has been discussing the possibility of having more flexible timeline for sending in application on a running basis. No research grant was given during 2018. The council needs to further work on the grant strategy and awareness.

A more flexible instrument was proposed in which a Small Research Grant for a small research project could include (or be articulated with) the circulation of a Phd student. This would imply a set of general requirements (to be available to all institutions that are RESER members; Minimum of 2 teams, 1 phd student; Funding: 5000+3000 euros; Within these limit, proposals can be very flexible - e.g, 1, 2, 3 students, 1 month, 15 days, etc.), and specific requirements (need to have a research proposal; need to present a paper at the RESER conference; need to have a small report, at the end, available in the website, possibility of organizing a specific session within the next RESER conference).

A proposal has been discussed and developed by the council.

e) Relation with REDLAS

The deepening of the relation with REDLAS (The Latin American and Caribbean Network on Services Research) has continued and extended. The collaboration of RESER with REDLAS is reported as being a positive experience with high potential in the future. Maria Savona continued developing her function as a liaison between the two associations. A potential REDLAS track or session was included in the organization of Gothenburg conference with a focus on internationalization. The Council maintains a support fund for REDLAS participants, which should be managed by the association, of one thousand euros.

REDLAS conference 2018 will take place in Buenos Aires, Argentina, 13-14 September in close cooperation with UNCTAD and the government of Argentina. Patrik Ström, as the President of RESER, is one of the key-note speakers. RESER supports the travel cost as part of the connection to REDLAS. The conference organizers support the accommodation.

f) Visibility of RESER

Following the GA recommendations on the need to improve visibility of RESER, engaging more with other areas of society, and organizing sessions of dissemination in other conferences, etc., active participation and potential financial support has been one of the options proposed by the council. The council has also discussed how to interact more with other organizations such as the EU. This relationship should be reinforced with the new Commission. Markus Scheuer has worked with this during the year in order to better focus the contact points in the commission and also better explore potential funding opportunities. RESER has also been engaged in discussion with CEN/CENELEC on taking part in the work on standardization of services within Europe. This has been initiated by the European Business Services Roundtable.

4. OTHER ACTIVITIES OF THE COUNCIL

4.1. WEBPAGE MANAGEMENT

RESER webpage have been actively used and updated, all through the year. The main challenge now is to have a continuous flow of information from the members, in order to keep the webpage updated and attractive to visitors. Several improvements were achieved, mostly with PhD's students' information (providing monthly profiles of diverse PhD students and information about their thesis), but there is the need of more information, particularly showing the regular activity of members. Other challenge is to stablish again more efficient and quick links to conference papers after each conference, overcoming the difficulties stablished by journal publishers during publication process.

The council has initiated work on the possibility to move the website into a new system. This work is headed by Alexander Schletz and Marie-Christine. This work has been ongoing and the new website is soon ready to be launched. Alexander will also take over as the webmaster after Marie-Christine.

The work with social media is headed by Luna Leoni and the council has discussed how to make this work more integrated into the long-term strategy.

All RESER members are encouraged to submit information to the Council that they want to publish on the web. With the extensive database on member teams the RESER website is a platform that enables members to connect with other members more easily when building teams for projects or looking for partners for developing other ways of cooperation. Information should be sent to website manager (marie-christine.monnoyer@univ-tlse1.fr) or posted at RESER LinkedIn Group.

5. ADMINISTRATION AND FINANCIAL ISSUES

Jose Luis Navarro has been the RESER treasurer and has helped the organization to enhance the efficiency of financial issues. The financial situation of RESER is presented in the accounting report.

6. OTHER

Conferences 2019 (Spain) and 2020

The council analysed and accepted the proposal received from a team from Ceuta, Spain for the organization of 2019 conference. A continued joint work will take place in order to facilitate the conference.

The council has also started thinking on 2020 conference, and some potential possibilities are being explored. Potential candidates are welcome to contact the council for consideration.

Calls for proposals

Common research projects (particularly based on EU funding) will be an important opportunity for RESER to develop its role in services research. RESER competitive advantages as a long-term established and broad internationally disseminated network would be a vital asset. Individual initiative in the mobilization of partners and the development of proposals seem to be a determinant aspect which should be worked out. For the future common projects are a good way of bring research teams together and connect PhD education.

Preparation of electoral process

New members will be elected if need at the GA.

Report prepared by:

Patrik Ström

President, RESER