

Index

Note: Page numbers followed by “n” indicate notes.

- Academic studies, 160
- Accenture
 - actionable insights new energy consumer, 145–148
 - interactive survey results, 138–142
- Accenture Interactive State of Content, 143
- Acquisition, alliance by, 63
- Adaptative medicine development, innovation’s role in, 193–195
- Affective events theory, 174–175
- Aggressive behavior, 167–168, 172
 - achieving use of DA during interactions with aggressive customers, 175–176
 - buffering out costs of SA, 176–180
 - contributions to theory and practice, 180
 - engaging in EL interacting with aggressive customers, 170–175
 - framework development, 169–180
 - in hospitality industry, 169
 - limitations, avenues for further research, 180–181
 - methodological approach, 169
 - organizing conceptual framework, 170
- Aggressiveness (*see* Aggressive behavior)
- Airo[®] machine, 58
- Alliance by acquisition, 63
- Allowance for corporate equity, 47
- Almaty Declaration (1978), 190
- Ambidexterity in M&A, 31–32
- Ambidextrous acquisitions, 32
- Ambidextrous organization, 33
- American Health Reform, 192
- American Model, 190
- Anger-provoking events, 172
- ANOVA, 121
- Asparagus Cultivation program, 59
- Behavioral disengagement, 178
- Behavioral economic field development, 1
- BERD, 98
- Beveridge Model, 191
- Biancalani, 58
- Big Data, 10, 21–22
- Big White Wall, 206
- Biological ecosystem, 40
- Bismarck Model, 191
- Borrowing, 2
- Borsa Istanbul (BIST), 156
- Brazil, Russia, India, China, and Mexico countries (BRICM countries), 56
- Business
 - creation, 39
 - ecosystems, 40–42
 - incubation, 59
 - networks, 61
- Calibrated specific model, 194–195
- Capital Markets Union, 46
- Capital-market-listed German firms, 73
- Cardiovascular diseases (CVD), 202
- Catching-up low-tech sectors, 97
- Central matching, 87–88
- CERF Institute, 88
- Clustering based on price, 19–21

- ColoRight, 64
 Combinatory mathematical model, 194
 Commercial quality of product, 115
 “Common identity” development, 60
 Commonwealth Fund, 201–202
 Concentrated photovoltaic (CPV), 58
 Concentrated solar power (CSP), 58
 Confederation of Finnish
 Cooperatives, 59
 Conjoint analysis, 9
 Contagious emotions, 173–174
 Contract marketing (CM), 58–59
 Control variables, 157–158
 Cooperatives, 59–60
 Corporate acquisitions, 32
 Corporate strategy, 30
 COSMED, 61
 Cross-disciplinary research (CDR),
 1–3
 Crowdfunding, 42, 48
 Cultural due diligence activities
 (CDD activities), 35
 Customer
 aggression, 172
 care, 140
 customer–employee interactions, 170
 mistreatment, 165
 service jobs, 166

 Data envelopment analysis (DEA), 101
 Data miners, 25
 Decree-Law 3/2015, 50n4
 Decree-Law 179/2012, 50n4
 Deep acting (DA), 166, 169, 173
 during interactions with aggressive
 customers, 175–176
 Denso, 62
 Design thinking, 194
 Deutscher Aktienindex (DAX), 84–85
 DHL HIS study, 56
 Digital Single Market (DSM), 46, 50
 Digital therapies, 206
 Discriminant function analysis
 (DFA), 22–25
 Distribution, 140

 Dubai Health Authority, 192
 Ductal carcinoma in situ (CDIS), 204
 Due diligence process, 35
 Durbin–Watson statistic test (DW
 statistic test), 121, 124

 E-marketing, 4
 Accenture actionable insights new
 energy consumer, 145–148
 Accenture Interactive State of
 Content, 143
 Accenture interactive survey
 results, 138–142
 CUAC, 149
 marketing policies and strategies
 implemented in Web,
 137–144
 new energy consumer, 144
 research methodology, 137
 and strategy of Energy Companies,
 135
 theoretical background, 136–137
 tools for switching, 144–147
 E-strategy, 4
 Earnings before taxes (EBT), 71, 73,
 75–80
 EURO STOXX Companies by, 76
 Educational institutions, 42
 support of, 43–44
 Efficiency, 97
 Efficiency-driven SMEs (*see also*
 Factor-driven SMEs),
 57–58
 alliance by acquisition, 63
 business networks, 61
 integration, 64–65
 local market leader, 63–64
 models for SMEs, 60
 product-region trademark, 61–62
 strategic alliances, 62–63
 Emotional dissonance, 168
 Emotional labor (EL), 166–167, 181
 engaging in EL interacting with
 aggressive customers,
 170–175

- Employees' emotions, 168
- Enaya (health insurance scheme), 192
- Entrepreneur's experience and attitudes, 44–46
- Entrepreneurship education, 43
- Equity theory, 154–156
- Essilor, 63–64
- Euro Health Consumer Index, 202
- EURO STOXX 50 index, 73–76
- European Commission (EC), 197
- European medical reputation and performances, 198–203
- European Mixed Model, 190
- European Programs, 98
- European Union (EU), 113, 196–197
 - EU-based SMEs, 55
- Executive directors (EDs), 84
- Exogenous variables, 10–11
- Exploitation, 32–33
 - acquisitions, 32
 - acquisitions, 33–34
 - in M&A, 33
- Exploration, 32–33
 - acquisitions, 35–36
 - in M&A, 33
- Export consortia, 60
- Express Scripts, 207
- Factor-driven SMEs, 56–57
 - CM, 58–59
 - cooperatives, 59–60
 - export consortia, 60
 - globalization models for, 58
 - incubation model, 59
- Family ownership concentration, 157–158
- Female leadership, 84
- Female mentoring programs in
 - German Companies, 83, 85–88
 - advantages of mentoring relationships, 91–92
 - frequency of mentoring meetings, 91
 - literature review, 84–85
 - methodology and results, 88–92
 - methods for preparation as indicated by mentors, 90
 - organizational framework of mentoring programs, 89
 - overall evaluations of mentoring relationships, 92
 - women promoting in, 83–84
- Financial capital, 48
- Financing methods, 42
- Finnish cooperative model, 59
- Fixed-effects models, 158
- Formal mentoring, 86
- GDP per capita, 99
- Gender
 - balance, 72
 - diversity, 3, 72
- Globalization models for factor-driven SMEs, 58–60
- Government role in support entrepreneurs, 46
- Health and Social Care Act, 196
- Health equity improvement, 190
- Health funds, 7–8
- Health management
 - breaking mold of classical models of healthcare systems, 189–193
 - dawn of new paradigm in health and care sector, 203–205
 - directions of action to strengthen medical reputation and care partnering, 201
 - fortifying European medical reputation and performances, 198–203
 - innovation's role in adaptative medicine development, 193–195
 - reference networks and regional medical evolvability, 195–198
- Health protection, 26
- Health value, 198

- Healthcare, 9
 mind-genomics and, 9
 systems, 201
- Healthcare Reform Timeline, 202
- Herfindahl index, 157
- High women quota in Supervisory Boards, 71
- EBT, EURO STOXX Companies by, 76
- findings, 75
- France, EURO STOXX Companies in, 79
- Germany, EURO STOXX Companies in, 80
- literature review, 71–73
- methodology, 73–75
- number of Women on Supervisory Board of EURO STOXX companies, 77–78
- High-tech sectors, 97
- Homo-Economicus, 19–21
- Horizon Strategy (2020), 199
- Household income, 117–118
- Human capital, 42, 48
- Human resource management functioning, 160–161
- Iberian Peninsula, 111
 evolution of oil prices in, 118
 olive oil dynamics in, 112
- ICT-for-Development Projects (ICT4D), 199
- Incubation process, 58–59
- Individual entrepreneur traits, 3
- Industrial network model, 61
- Inequity, 155
- Information and communication technology (ICT), 190
- Innovation Union flagship initiative of EU2020 Strategy, 98
- Innovation-driven SMEs (*see also* Factor-driven SMEs), 57–58
 alliance by acquisition, 63
 business networks, 61
 integration, 64–65
 local market leader, 63–64
 models for, 60
 product-region trademark, 61–62
 strategic alliances, 62–63
- Innovation's role in adaptative medicine development, 193–195
- Inspiring/previous experience of entrepreneurs, 42
- Intellectual capital (IC), 39–40
 conceptual model and propositions, 42
 entrepreneur's experience and attitudes, 44–46
 role of government, 46–48
 startup business ecosystem, 43
 startups financing role, 48
 support of educational institutions, 43–44
 theoretical background, 40–42
- Intellectual property, 48
- Interest model, 17
- Internal mentoring program, 86–87
- International Olive Council (IOC), 119
- International Standard Industrial Classification of All Economic Activities (ISIC4), 99
- Investment Compact (*see* Decree-Law 3/2015)
- Investors, 42
- Ishir Optick (Turkish market), 64
 “Isola Bio”, 64
- Istanbul Stock Exchange, 160
- Jaycustomers, 167
- Job autonomy, 179
- Joint packaging process, 60
- Kamu Aydınlatma Platformu (KAP), 157
- Key opinion leaders (KOLs), 206
- Key performance indicators (KPIs), 71
 diversity management, 3

- Knowledge
 exploration acquisitions, 35
 gaps, 180
 integration, 169
- Lean, 194
- Lisbon strategy, 98
- Local market leader, 63–64
- Logarithmization (*ln*), 100
- Low-tech sectors, 97
- Market munificence and complexity,
 157
- Matching process, 87, 90
- MaterMacc, 63
- Medical Science Liaisons (MSLs),
 206–207
- Mergers and acquisitions (M&A),
 2–3, 30–31
 ambidexterity in, 31–32
 exploitation and exploration in,
 33–36
- Methicillin-resistant *Staphylococcus aureus* (MRSA), 202
- “Mild” episodes, 172
- Mind-genomics, 3
 assigning new person to mind-set,
 21–25
 attractiveness of PA, 25–26
 clustering based on price, 19–21
 cross-tabulation of segment
 membership, 17
 data analysis, 13–14
 elements used in Excellus study on
 health plans, 11
 example of concept, 13
 and healthcare, 9
 managerial implications, 26
 measures and elements, 10
 methods, 9
 mind-sets, 15, 17
 parameters of “grand models”,
 14–15
 performance of elements for two
 segments, 18–19
 price co-varies with interest, 16
 procedure, 10, 12
 results, 14
 sample, 10
- Mind-sets, 15, 17
 segmentation, 26
- Mobileye technology, 62
- Morgan Stanley Capital International
 All Country World Index
 (MSCI ACWI), 72
- Multinational corporations
 (MNCs), 55
- National Health Insurance Model
 (NHI Model), 191
- National health systems (NHS), 191
- Neuro navigation, 204
- 9-point scale, 13
- Non-executive directors (NEDs), 84
- Non-parametric method, 101
- Nordic Cochrane Center*
Copenhagen, 204
- Obama Care Reform, 192, 202
- OECD, 101, 200
 ANBERD STAN3 and STAN 4
 for R&D expenditures in
 industries, 100
 STAN database for structural
 analysis, 100
- OLAF, 194
- Olive oil consumption and economic
 sector, 111
 analysis of factors behind
 variations of, 122–123
 analysis of results, 123–126
 atmospheric conditions, 113–114
 characterization and dynamics,
 112–113
 construction of analysis model
 and research hypotheses,
 119–121
 correlation matrixes, 122, 133–134
 description of problem, 119
 descriptive statistics, 122, 131–132

- international trade, 116–117
- methodology, 118–121
- number of oil mills in Portugal and Spain, 116
- in Portugal and Spain, 114–115, 119
- preliminary analysis of data, 121–122
- production level, 114–116
- regressions results for models using Portuguese variables, 124
- regressions results for models using Spanish variables, 125
- research model, 120
- socio-economic conditions of families, 117–118
- theoretical framework, 112–118
- variables description, 121
- weather in Celsius degrees and average precipitation, 114
- Olive oil price, 118
- OLS technique, 121, 158
- On-line “self-administered” study, 10
- Organizational ambidexterity (OA), 30–32
- Organizational capital, 42
- Organizational dimension, 42
- Out-of-Pocket Model, 191
- p*-values, 121
- Parametric method, 101
- Patent box, 47
- Pay disparity, 155
- Pay dispersion, 153, 157
 - contrasting hypotheses, 156
 - descriptive statistics, 159
 - empirical evidence, 158
 - regression analysis results, 160
 - sample and measures, 156–158
 - theoretical perspectives for vertical pay gap and implications, 154
- Pay gap
 - and long-term firm performance, 155–156
 - and short-term firm performance, 154–155
- Payer systems, 190–192
- Person–job fit, 177
- Person–organization fit, 177
- Pharma Corporation, 196
- Pharmaceuticals companies (PhaRMA), 196
- Phenomenon-based problem, 2–3
- Physiological traits, 42
- Policy decisions, 195
- Portable devices, 207
- Post-merger integration process, 36
- Predictive analytics (PA), 7
 - attractiveness of, 25–26
 - value, 8–9
- Predictor, 7
- Pressure dispersion effect theory, 62
- Prior year performance, 157
- Product-region trademark, 61–62
- Productivity, 97
- Promoter for primary healthcare, 190
- Protected designation of origin (PDO), 62
- Protected geographic indication (PGI), 62
- Public Model, 190
- Random-effects models, 158
- Reference networks, 195–198
- Regional medical evolvability, 195–198
- Regression analysis, 13–14
- Relational capital, 42
- Relational dimension, 42
- Research and development (R&D), 4, 97, 196
 - capital stock in time period, 100–101
 - data, 99–101
 - impact analysis, 97
 - intra-industry distribution of efficiency, 104–106
 - literature review, 98–99
 - method, 101–102
 - models’ parameters and efficiency estimates, 103

- Resource-depleting effect of SA, 176
- RetImpresa, 61
- Return on assets (ROA), 73, 157
- SAP, 194
- Servi Optica (South American market), 64
- Service provider, 7, 171–173
- Simplification of rules and granting incentives, 42
- Single Market Strategy, 46, 50n2
- Six-Sigma, 194
- Small-and medium-sized enterprises (SMEs), 3, 47, 55–56
 - efficiency-and innovation-driven, 57–58
 - factor-driven, 56–57
 - globalization models for factor-driven, 58–60
 - models for efficiency-and innovation-driven, 60–65
 - and stages of country development, 56
- Social capital, 48
- Spatial and temporal combinations, 193
- Statistical model, 7
- Steven's Healthcare Delivery Model, 191
- Stochastic frontier technique (SFT), 101
- Strategic
 - agility, 34
 - alliances, 62–63
 - IC for entrepreneurial activity, 39
 - management, 30
- Stress minimization, 179
- Successful factor-driven SMEs, 57
- Surface acting (SA), 166, 169, 173
 - buffering out costs, 176–180
- Syngenta, 63
- Tax incentives, 47
- Technological uniqueness of target firm, 31–32
- 3D neuro cerebral structures, 204
- Tianhong (Chinese market), 64
- Top management team (TMT), 157
- Total factor productivity (TFP), 99
- Tournament theory, 154–155
- Traditional specialties guaranteed (TSG), 62
- Training managers, 178
- Turkish governance system, 156
- UK healthcare system, 195
- United Nation Organization, 190
- US model, 192
- Value creation strategy, 32
- Venting negative emotions, 178–179
- Verbal aggression, 172
- Vertical pay
 - dispersion, 153, 155
 - theoretical perspectives for vertical pay gap, 154
- Vitargan, 60
- Walgreen Company, 207
- Web-marketing policies, 143
- Weizmann Institute, 63
- Western European countries' health systems, 195–196
- White test, 121
- WHO Global Code of Practice, 208
- Whole Health Insurance System, 192
- Work aggression, 165
- World Economic Forum (WEF), 56
- Zeraim Gedera, 63
- Zortrax, 58
- Zortrax M-200 3D printer, 58