

SBL PROFESSORIAL RESEARCH TALK

Innovation in large service organisations – whose business is it?

The SBL Professorial Research Talks are organised by SBL Research Office for our Professors to share their research insights with the School, the University, and the broader community. It also provides an ideal platform to promote SBL's research capacity.

In each one-hour talk, there will be a presentation by one of our Professors, followed by an interactive discussion. Attendees will have the opportunity to network and engage with our Professors over refreshments.

On this occasion, we feature one of our Professorial Research Fellows, Associate Professor Denise Gengatharen.

When: Friday, 2 November 2018

Where: Council Chambers JO.1.447

Time: 13:00 - 14:00

To register and obtain your free admission pass for this event, please log on to the Eventbrite website:

<https://sblproftalk20.eventbrite.com.au>

I warmly invite you to join us for an exciting and sociable gathering.

*Associate Professor Hadrian Djadikerta
Associate Dean Research
School of Business and Law*

Innovation is the key to an organisation's competitive advantage and innovative ideas in an organisation can emanate from various sources. They can be from individual employees, leaders, consultants and even newcomers to the organisation.

However, do organisations, especially large service organisations actively manage innovation, and how do they do so? How do these organisations manage their innovative endeavours in response to their external environments? How do they create organisational climates where innovation can thrive?

This seminar brings together findings about innovation in five large Australian service organisations. In the first organisation, a government agency, we examined the roles of job design, organisational social support and individual proactivity on individual employees' innovative work behaviour.

The research on the other four organisations (a Police Academy, a Bank, a University and a Public/Private hospital) examined the effect of the external and internal environments on their pursuit of innovation, and was the outcome of a PhD research supervision.

[Denise Gengatharen](#) is an Associate Professor in the field of Information Systems, Project Management and Innovation and is currently the Associate Dean, Commerce in SBL. Denise's PhD thesis examined the role of regional internet trading platforms for small and medium enterprises in Western Australia. This has been extended in recent years to include the examination of innovation in organisations in Western Australia. Her other research interests include the role of project management in today's economy and positive education in Higher Education Institutions.