

# Nikolina Dragičević, PhD

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## RESEARCH EXPERIENCE

### Postdoctoral researcher

2021- present

*Faculty of Economics and Business*

- Project "Multilevel organization design configurations: Understanding the heterogeneity–homogeneity duality"; Mentor Prof Tomislav HERNÁUS
- Topics: design thinking, digital work, individual ambidexterity, innovative work behaviour

### Associated researcher

2022

*Weizenbaum Institute for the Networked Society, Berlin*

Interdisciplinary exchange and research in cooperation with research group 7 "Education and Advanced Training in the Digital Society"

Project: „Designing Digital Work: Using the Design Thinking Approach in Engaging Employees in Digital Transformation“

### PhD researcher

2014 -2020

*Knowledge Management and Innovation Research Centre,*

*The Hong Kong Polytechnic University (ranked 75 on the QS World University Rankings*

*https://www.topuniversities.com/university-rankings/world-university-rankings/2021)*

- Thesis title: "Modeling and Facilitating Smart Service Innovation Through the Practice Lens and Design Thinking", supervisors Prof WB Lee, Prof Eric Tsui, Prof Eng Chew
  - Empirical research: two case studies in Hong Kong energy company CLP; interviews with practitioners (managers and consultants) on challenges and enablers of using design thinking for service innovation in Hong Kong organisations

### Project work

2017-2020

*Knowledge Management and Innovation Research Centre,*

*The Hong Kong Polytechnic University*

- Research and teaching work on several large-scale projects on innovation in higher education that include collaboration among multiple universities (The Hong Kong Polytechnic University, Vienna University of Business and Economics, University of Potsdam, Stellenbosch University, Lappeenranta University) with the following topics:
  - Co-creation of the curriculum with the students
  - Hybrid learning
  - Open educational resources
- Development of the methodology and teaching materials (manuals, presentations, videos etc.)

- Design and facilitation of workshops (more than 50 workshops with students), workshops with academic staff and consultancies
- Project reports and evaluations writing
- Awards given to projects:
  - 2020 Learn X Live Awards
  - 2019 Shortlisted, QS Wharton Reimagine Education Award
  - 2018 Gold Winner, Best Future Learning Project, LearnX Impact Award
  - 2018 Shortlisted, QS Wharton Reimagine Education Award
  - 2018 Best Paper Award, International Conf on Business Excellence, 22-23rd March 2018, Bucharest
- More about projects:
  - <https://www.youtube.com/watch?v=bN3-nvdd6JA&feature=youtu.be>
  - [https://www.youtube.com/watch?v=QZFnz\\_ydTQc&feature=youtu.be](https://www.youtube.com/watch?v=QZFnz_ydTQc&feature=youtu.be)

## TEACHING EXPERIENCE

<b>Faculty of Economics and Business, University of Zagreb</b>	<b>2023/2024</b>
Teaching assistant on courses: Organisation, Designing organisation and Business process management	
Topic: Design thinking for service innovation (undergraduate and postgraduate students, fall semester (grade 4.91); lead Professor Tomislav Hernaus)	<b>2022/2023</b>
<b>CEEPUS Teaching Staff Mobility WU Vienna</b>	<b>2023</b>
30 hours summer course, course topic: "Design thinking for service innovation"	
<b>Shenzhen Technology University</b>	<b>2022</b>
Lecture topic: "Service innovation in Hong Kong organizations: Enablers and challenges to design thinking practice"	
<b>Faculty of Engineering, University of Zagreb</b>	<b>2021/2022</b>
Teaching assistant at the "Designing organisation" course, fall semester; lead Professor Tomislav Hernaus	
<b>The Hong Kong Polytechnic University</b>	<b>2014-2020</b>
<ul style="list-style-type: none"> <li>• Assisting and training professors, conducting workshops to implement innovative methods in higher education</li> <li>• Assisting in hybrid learning and organising online classes in the area of knowledge management</li> <li>• Design thinking lectures workshops</li> <li>• Assisting students in their graduation projects</li> </ul>	

## OTHER PROFESSIONAL ROLES

- Crew member of Humanising Digital Work (<https://humanizingdigitalwork.com/>)
- Executive editor of the professional journal "Ekonomski znalac" (from 2022)

- Secretary of the Institute for Euro-Asian Studies (from 2022)

## AWARDS

**CEEPUS Teaching Staff Mobility Scholarship WU Vienna**

**2023**

**Weizenbaum Institute for the Networked Society Research Fellowship**

**2018; 2022**

Research group "Education and training in the digital society"

## ADDITIONAL EXPERIENCE

- Co-organiser of the workshop "Interdisciplinary research within IS and digitalization – how to manage the challenges from the individual perspective" at AMCIS 2023, Panama City, Panama
- Secondment at INTERNATIONAL SOFTWARE-EXPERTS FOR COLLABORATIVE NETWORKS I.S.C.N. GESMBH in Graz as a part of EU Horizon project OpenInnoTrain (2023)
- Participated in the organisation of the 9th Sustainable Operations and Supply Chain Forum – Euroma 2022
- Co-organiser of the workshop, "Overcoming the challenges of interdisciplinary research within IS and digitalisation" at AMCIS 2019, Cancun, Mexico
- Participated in the organization of global Most Admired Knowledge Enterprise (MAKE) and Most Innovative Knowledge Enterprise Awards <https://www.globalmikeaward.com/>

## REVIEWING WORK

- Creativity and Innovation Management Journal
- European Management Journal
- VINE Journal of Information and Knowledge Management
- Journal of Knowledge Management
- European Academy of Management Conference
- ISPIM Innovation Conference

## EDUCATION

*Doctor of Science*

**2014 -2020**

Doctoral thesis: "MODELING AND FACILITATING SMART SERVICE INNOVATION THROUGH THE PRACTICE LENS AND DESIGN THINKING"; supervisors Prof WB Lee, Prof Eric Tsui, Prof Eng Chew

**Knowledge Management and Innovation Research Centre, The Hong Kong Polytechnic University**

*University Specialist Organization and Management*

**2013 -2014**

Thesis: MANAGEMENT OF INTANGIBLE ASSETS AS A FACTOR OF INTELLIGENT ORGANISATION DEVELOPMENT; mentor Prof Tomislav Hernaus

**Faculty of Economics and Business, University of Zagreb**

*Master of Education in Croatian Language and Literature and Information Science*

**2002 - 2010**

Thesis: "WORLD AS A STAGE IN KRLE Z INA banquet in BLITVI"; mentor Prof PhD Tvrtko Vukovic

**Faculty of Philosophy, University of Zagreb**

## RELEVANT COURSES

- Data visualization with R, Statistical Horizons, 2022

- Statistics with R course, Statistical Horizons, 2021
- NCA summer school, ERIM, 2021
- Mediation, Moderation, and Conditional Process Analysis, Statistical Horizons, 2021
- 12th SIG Design Theory Paris Workshop and 3rd Design Theory Tutorial Paris, 2019
- Design thinking workshop facilitation, DesignThinkers Academy Certificate, 2018
- Google Design Sprint Workshop, Kai Haley, 2017

## MEMBERSHIP OF PROFESSIONAL SOCIETIES

Knowledge Management Society Hong Kong  
Design Thinking in Asia

2015 - now  
2016 - now

## REFEREES

Prof Tomislav HERNÁUS  
Department of Organisation and Management  
Faculty of Business and Economics  
thernaus@efzg.hr

Prof Eric Tsui  
Knowledge Management and Innovation Research Centre,  
The Hong Kong Polytechnic University  
Eric.tsui@polyu.edu.hk

## PUBLICATIONS

### Book chapter

Dragičević, N., Ullrich, A., Tsui, E., & Gronau, N. (2022). Evolving Dynamics of Knowledge in Industry 4.0. In *The Routledge Companion to Knowledge Management* (pp. 169–195). Routledge. [doi:10.4324/9781003112150](https://doi.org/10.4324/9781003112150).

### Scientific papers (journals)

Tsui, E., Dragicevic, N., Fan, I. & Cheng, M. (2023). Co-creating curriculum with students, teachers, and practitioners in a technology-enhanced environment. *Educational Technology Research and Development*. Ahead of print.

Dragičević, N., HERNÁUS, T., & Lee, R. W. B. (2023). Service innovation in Hong Kong organizations: Enablers and challenges to design thinking practices. *Creativity and Innovation Management*, 1–17. <https://doi.org/10.1111/caim.12555>

Hernaus, T., Dragičević, N., & Sitar, A. S. (2023). Evasive (knowledge) hiding and task performance: The moderating role of accumulative job resources. *Personnel Review*, (ahead-of-print). <https://doi.org/10.1108/PR-04-2022-0308>

Dragičević, N. (2022). Interdisciplinarnost u visokom obrazovanju: Kritički osvrt i konceptalni okvir. *Zbornik Ekonomskog Fakulteta u Zagrebu*, 20(2), 75–92.

<https://doi.org/10.22598/zefzg.2022.2.75>

Dragičević, N., Vladova, G., & Ullrich, A. (2022). Design thinking capabilities in the digital world: A bibliometric analysis of emerging trends. *Frontiers in Education*, 7.

<https://doi.org/10.3389/educ.2022.1012478>

Dragičević, N., Lamovšek, A., & Batistič, S. (2022). Developing digital transformation capability: The role of managerial ambidextrous learning. *Dynamic Relationships Management Journal*, 11(2), 5–19. <https://doi.org/10.17708/DRMJ.2022.v11n02a01>

Pavlidou, I., Dragičević, N., & Tsui, E. (2021). A Multi-Dimensional Hybrid Learning Environment for Business Education: A Knowledge Dynamics Perspective. *Sustainability*, 13(7), 3889.

<https://doi.org/10.3390/su13073889>

Dragicevic, N., Ullrich, A., Tsui, E., & Gronau, N. (2020). A conceptual model of knowledge dynamics in the industry 4.0 smart grid scenario. *Knowledge Management Research & Practice*, 1–15. <https://doi.org/doi:10.1080/14778238.2019.1633893>

Tsui, E., & Dragicevic, N. (2018). Use of scenario development and personal learning environment and networks (PLE&N) to support curriculum co-creation. *Management & Marketing. Challenges for the Knowledge Society*, 13(2), 848–858.

<https://doi.org/10.2478/mmcks-2018-0009>

### **Scientific papers (conferences)**

Macher, G., Narayan, R., Dragicevic, N., Leino, T., & Veledar, O. (2023, August). Open Innovation Cultures. In *European Conference on Software Process Improvement* (pp. 275-286). Cham: Springer Nature Switzerland.

Hernaus, T., Sitar, A. S., & Dragičević, N. (2022). Evasive (Knowledge) Hiding and Task Performance: The Moderating Role of Job Resources. *Academy of Management Proceedings*, 2022(1), 13408.

Dragičević, N., Pavlidou, I., & Tsui, E. (2020). Use of hybrid classroom and open educational resources: experience gained from a university in Hong Kong. *Proceedings of the International Conference E-Learning 2020*, 3–14.

Dragičević, N., Kelley, R. and Chew, E. (2019), “Design innovation practices in a global supply chain: a Fung Group case study”, *Conference Proceedings of the Academy for Design Innovation Management*, Vol. 2, pp. 1637–1656.

Dragicevic, N., Lee, W. B., Tsui, E., & Chew, E. (2020, May). Modelling the generative power of service design practice through the refined language of the “CK theory”. In *Proceedings of the Design Society: DESIGN Conference* (Vol. 1, pp. 11-20). Cambridge University Press.

Dragičević, N., Ullrich, A., Tsui, Y. H. E., & Gronau, N. (2017). Modelling knowledge dynamics in industry 4.0: A smart grid scenario. *18th European Conference on Knowledge Management, ECKM 2017*, 267–274.

Dragicevic, N., Lee, W., & Tsui, E. (2017). Design-based method for service innovation: A case study in a public utility company in Hong Kong. *Proceedings of the International Conference Theory and Applications in the Knowledge Economy*, 457–469.

### **Doctoral dissertation**

Dragicevic, N. (2020). *Modeling and Facilitating Smart Service Innovation Through the Practice Lens and Design Thinking* 2020. The Hong Kong Polytechnic University, Hong Kong, SAR China. (mentori prof. dr. sc. Eric Tsui, prof. dr. sc. WB Lee i prof. dr. sc. Eng Chew).