UNIVERSITÀ DEGLI STUDI
DELL'INSUBRIA

IX Business Systems Laboratory
International Symposium

TECHNOLOGY and SOCIETY: Boon or Bane?

January 23-24, 2025
UNIVERSITY OF INSUBRIA
Department of Economics
via Monte Generoso, 71
VARESE (ITALY)

bslab-symposium.net
B.S.LAB
Business Systems Laboratory

NODES
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SYMPOSIUM SCOPE

Technology has unequivocally transformed the dynamics of our interactions, lifestyles, work environments, social connections, and business operations. Playing a pivotal role in society, technology continues to evolve, promising novel advancements that will reshape our lives and professional landscapes.

While technology facilitates seamless communication, information access, travel, idea-sharing, and knowledge creation, there is a growing apprehension about its potential adverse impacts on society in the future. Notably, concerns have arisen regarding the potential negative consequences of artificial intelligence (AI) and automation. Additionally, the influence of social media on mental health and well-being, especially among younger generations, is a subject of heightened worry.

The societal effects of technology can be both beneficial and detrimental. Looking ahead, it becomes imperative to carefully consider the potential ramifications of emerging technological innovations and actively work towards mitigating any negative consequences while amplifying the positive outcomes. Ultimately, the responsibility lies with all of us to ensure that technology is harnessed for the collective benefit of society.

The BSLab Symposium 2025 endeavours to explore the positive and negative impacts of technology on society, aiming to chart a course for a more favourable future. Studying the impact of technology on society involves navigating a highly complex interplay of various realities, including individual cognition and affect, group dynamics, and societal structures. The symposium aims to engage in rigorous scientific discussions on the transformative effects of technology on society, seeking innovative approaches to address contemporary global economic and social challenges from systemic perspectives.

The event intends to illuminate the intricate interactions among natural, social, and economic systems, adopting a multidisciplinary perspective encompassing various fields such as management, economics, sociology, behavioural science, psychology, ethics, engineering, design, decision making and education, among others.

The Symposium is designed to create a friendly atmosphere among senior scholars, PhD students, researchers, and business practitioners.

While emphasizing a systemic methodology, the symposium remains open to diverse scientific approaches, aiming to facilitate constructive debates and exchanges that pave the way for new avenues in research and practice.

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GENERAL PROGRAM

THURSDAY, JANUARY 23rd, 2025

- **12,00 -13,30 - REGISTRATION OF PARTICIPANTS**
- **WELCOME LIGHT LUNCH**

FIRST PLENARY SESSION

- **13,30 - 14,00:**
  ***Welcome address**:*
  - ***Maria Pierro.** Rector. University of Insubria.*
  - ***Barbara Pozzo,** Scientific Director Spoke 3 "Industry of tourism and culture"-NODES**, University of Insubria.***
  - ***Mauro Fasano,** Executive deputy rector for knowledge valorization, University of Insubria.*
- **14,00 - 15,30**:
  Keynote speeches:
  - ***"Leveraging Technology in Charities for a Circular Economy: Barriers, Enablers, and Implications - A Study in the UK Context"*** by **Audrey Paterson.** Professor of Accountancy and School Director of Postgraduate Research, University of Aberdeen Business School (UK).
  - ***"Weathering Global Warming: Technological and societal strategies between scale and scope"*** by **Markus Schwaninger**, Professor Emeritus of Management at the Institute of Management and Strategy, University of St. Gallen, Switzerland.

***BSLab Award to* Markus Schwaninger**

***Greetings: Louis Klein,** Secretary General. **International Federation for Systems Research** (IFSR)*

COFFEE BREAK

- **15,30 - 16,00: COFFEE BREAK**

PANEL SESSIONS

- **16,00 - 18,30: PANEL SESSIONS**

20,30 Social dinner (for those registered)

FRIDAY, JANUARY 24th, 2025

PANEL SESSIONS

- **9,00 - 10,30: PANEL SESSIONS**

COFFEE BREAK

- **10,30- 11,00: COFFEE BREAK**

PANEL SESSIONS

- **11,00 - 13,00: PANEL SESSIONS**

LUNCH

- **13,00 - 14,00: LUNCH**

SECOND PLENARY SESSION

- **14,00 - 15,00:**

Keynote speeches:

- ***Intellectual Capital Dynamics through the Lens of Complexity*** by **Constantin Bratianu,** Professor Emeritus of Strategic Management and Knowledge Management at the UNESCO Department for Business Administration, Bucharest University of Economic Studies, Romania -Past President of International Association of Knowledge Management.
- ***The Psychological Impact of Technology*** by **Maurice Yolles,** Professor Emeritus of Management Systems, Liverpool John Moores University (UK).

COFFEE BREAK

- **15,00 - 15,30: COFFEE BREAK**

PANEL SESSIONS

- **16,00 - 18,00**: **PANEL SESSIONS**

GENERAL ASSEMBLY BEST PAPER AWARD AND FAREWELL COCKTAIL

- **18,30 - 19,30**

PANEL SESSIONS PROGRAM
THURSDAY, JANUARY 23rd
16,00-18,30

SYSTEMS THINKING AND THE SOCIAL AND PSYCHOLOGICAL DIMENSIONS IN TECHNOLOGY'S INFLUENCE ON HUMAN SYSTEMS

Chair*: Maurice Yolles*

Room 1- 16,00 - 18,30 pm

The Human Factor of AI: Implications for Critical Thinking and Societal Anxieties. *Michael Gerlich,* Center for Strategic Corporate Foresight and Sustainability. SBS Swiss Business School, Switzerland.

Blurring lines: The impact of digital stress on work and family life. *Gianfranco Walsh, Christopher Funke, Caroline Rothert-Schnell, Federico Mangiò, Giuseppe Pedeliento, and Ikuo Takahashi.* Leibniz University of Hannover, Germany*;* University of Bergamo, Italy*;* Aoyama Gakuin University, Japan.

[Elite] Universities: the cradle of pending anomalies in various forms? DEI + Social Media /AI as "Explosive crisis". *Teodora Ivanuša and Matjaž Mulej,* University of Maribor, Slovenia.

The role of Social Capital for Global Transformation. *Roland Bardy,* BardyConsult, Mannheim, Germany.

The Internet of Things and the risk of Wishful Thinking in Management Sciences. *Massimo Bianchi,* University of Bologna, Italy.

Liquid Intelligence. *Alessandro Chiolerio,* Istituto Italiano di Tecnologia, Italy.

Action between urban and digital spaces. A philosophical reflection starting from the human body. *Alessandra Micol Caprioli,* University of Insubria, Italy.

TECHNOLOGY IN ORGANIZATIONS

Chairs*: Nicola Capolupo and Zuzana Virglerova*

Room 2- 16,00 - 18,30 pm

Lean Six Sigma in Judicial Offices: a process management approach for innovation in public organizations. *Nicola Capolupo*, Università Telematica San Raffaele, Italy.

How technology affects the use of ESG in SMEs in the V4 countries. *Zdenko Metzker.* Tomas Bata University in Zlín, Czech Republic.

Unlocking technological innovation. The mediating role of employee engagement in organizational innovation. *Nicola Capolupo and Zuzana Virglerova*, Università Telematica San Raffaele, Italy and Tomas Bata University in Zlín, Czech Republic.

The Impact of Technological Capabilities on Organizational Performance and Attractiveness for FDI. *Zdenko Metzker and Etsub Tekola Jemberu,* Tomas Bata University in Zlín, Czech Republic.

Oil & gas industry and technical metamorphosis generated by energy transition. Romanian experience. *Mirela Panait, Dana Volosevici, Irina Rădulescu, Alina Brezoi*, Petroleum-Gas University of Ploiesti, Romania.

Green Digital Divide in European Countries: Outlook to Danube Region. *Mirjana Pejić Bach, Vasja Roblek and Dalia Suša Vugec*, University of Zagreb, Croatia.

Coping or career? AI integration in the hospitality curricula: Educators' perspective. *Sandeep Kumar Dey, Zuzana Vaculcikova, and Zuzana Tuckova*, Tomas Bata University in Zlín, Czech Republic.

Cybersecurity Risks Management in the Conditions of Digital Transformation (Case of Georgia). *Marine Tavartkiladze*, Sulkhan-Saba Orbeliani University, Georgia.

KNOWLEDGE MANAGEMENT AND TECHNOLOGY: NAVIGATING THE NEW PARADIGM

Panel 1 (of 2)

Chair: *Constantin Bratianu*

Room 3- 16,00 - 18,30 am.

The Challenge of Artificial Knowledge on Knowledge Management. *Constantin Bratianu,* Bucharest University of Economic Studies, Romania.

Transforming "Digital Transformation": Knowledge Co-Creation Application Development from a Start-up Perspective. *Ulrich Schmitt,* Stellenbosch Business School, South Africa.

The Anti-intellectualism and the Artificial Intelligence. *Valeriu Frunzaru,* National University of Political Studies and Public Administration, Romania.

The Relationship between Knowledge Management Practice and Product Competitive Advantage: Mediating effect of Corporate Social Responsibility. *Milica Veličković, Sanela Golubović Corcione, Aleksandra Fedajev, Danijela Voza, Marija Panić*, University of Belgrade, Serbia.

Unlocking Synergies: The Dynamics of Knowledge Creation and Absorption within Higher Education Collaborations. *Enis Elezi,* University of Westminster, UK.

Strengthening Knowledge Management for Resilient and Sustainable Transport Systems: Insights from the KEYSTONE Project. *Alexeis Garcia Perez, Preetha Ramiah, Zoi Petrakou, Giulia Renzi*, Coventry University, UK; AETHON Engineering, Greece; UNIMORE, Italy.

PANEL SESSIONS PROGRAM
FRIDAY, JANUARY 24th
MORNING

TECHNOLOGICAL FRONTIERS IN SUSTAINABILITY: INNOVATING IN HIGH-IMPACT SECTORS

Panel 1 (of 2)

Chair: *Patrizia Gazzola*

Room 1- 9,00- 10,30 am

Strategic innovation in the Italian cyber security startups. *Stefano Amelio, Patrizia Gazzola, Enrica Pavione and Filippo Marubini*, University of Insubria, Italy.

The Role of Blockchain Technology within Circularity - Oriented Transition at Industrial Level. *Iuliia Iliashenko, Patrizia Gazzola and Roberta Pezzetti***,** University of Insubria, Italy.

The Role of Non-Profit Organizations in Driving Net Zero Initiatives in the Food Industry. *Patrizia Gazzola, Stefano Amelio, Yasser Eliwa, Matteo Ferioli and Carlo Drago,* University of Insubria and UniCusano, Italy; Loughborough University, UK.

Digitalization and Sustainability in the Fashion Industry: consumer perspective. *Iuliia Iliashenko, Patrizia Gazzola, Roberta Pezzetti and Daniele Grechi.,* University of Insubria, Italy.

Sustainable tourism and technology: the case of glamping in the Puglia Region - *Stefano Amelio, Patrizia Gazzola, Enrica Pavione and Noemi Tagliani,* University of Insubria, Italy.

ORGANIZATIONAL AGILITY AND PERFORMANCE THROUGH THE LENS OF TECHNOLOGY: CARING OR SCARING?

Panel 1 (of 2)

Chair*: Elena- Mădălina Vătămănescu*

Room 2- 09,00- 10,30 am

Gliding between team members' similarity versus diversity toward performance: the role of technological advancements. *Elena-Mădălina Vătămănescu, Andreea Bunica and Elena Dinu*, National University of Political Studies and Public Administration, Romania.

Managing AI-driven innovation in tech companies: integrating generative AI, automation, and human-AI collaboration for product innovation and organizational efficiency. *Ioan-Loreni Jerdea*, National University of Political Studies and Public Administration, Romania.

Pillars of Progress: Navigating Innovation and Sustainability in Romania's IT Landscape. *Adela Mustatea*, National University of Political Studies and Public Administration, Romania.

The importance of project manager education – its impact on organizational performance and team management effectiveness. *Remus-Bogdan Besnea*, National University of Political Studies and Public Administration, Romania.

Exploring the Impact of Intellectual Capital on Organizational Performance and Agility: Insights from Romanian SMEs. *Mădălina-Elena Stratone*, National University of Political Studies and Public Administration, Romania

KNOWLEDGE MANAGEMENT AND TECHNOLOGY: NAVIGATING THE NEW PARADIGM

Panel 2 (of 2)

Chair: *Constantin Bratianu*

Room 3- 09,00 - 10,30

Knowledge management in the digital transformation era to enhance organizational resilience. *Ioana Marin and Radu Marin,* National University of Political Studies and Public Administration, Romania.

Knowledge Vulnerability. Representation using Tree Diagrams. A Method for Identifying Causes of Knowledge Risks. *Vlad-Mihai Ursache and Ruxandra Bejinaru,* National University of Political Studies and Public Administration and "Stefan cel Mare" University of Suceava, Romania.

Enhancing Resilience to Fake News through the Promotion of Trust in Science. *Aelita Skaržauskienė, Monika Mačiulienė, Gintarė Gulevičiūtė, Aistė Diržytė and Asta Zelenkauskaitė,* Mykolas Romeris University, Lithuania.

The role of rational, emotional, and spiritual knowledge in improving customer engagement through knowledge-sharing. *Andreea Bianca Camarà,* National University of Political Studies and Public Administration, Romania.

How AI Revolutionize Knowledge Management in Public Policy? A Methodological Strategy for Large-Scale Qualitative Categorization. *Sofía Teresa Díaz-Torres and Alarii Montesinos,* Centro de Investigación y Docencia Económicas, México.

TECHNOLOGICAL FRONTIERS IN SUSTAINABILITY: INNOVATING IN HIGH-IMPACT SECTORS

Panel 2 (of 2)

&

ARTIFICIAL INTELLIGENCE AND ITS TRANSFORMATIVE IMPACT ON CONSUMER BEHAVIOR AND BUSINESS-CONSUMER INTERACTIONS

Chairs: *Patrizia Gazzola, Mario Tani and Dan Cristian Dabija*

Room 1- 11,00- 13,00 am

Integrating Sentiment Analysis in Tourism: A Data-Driven Approach for Lake Como's Sustainable Development. *Roberta Minazzi, Giuseppe Porro, Michela Segato and Daniele Grechi*, University of Insubria, Italy.

Sustainable Food Consumption Habits among University Students Aged 18 to 26. *Renè Diaz Pichardo, Vincenza Vota and Patrizia Tettamanzi***,** University of Castellanza, Italy and University of Lorraine, France.

Examining the Impact of Environmental Information on Food Decision-Making of Consumers. *Vincenza Vota and Simon Cadez*, University of Castellanza, Italy and University of Ljubljana, Slovenia.

Sustainable Dining Dynamics: Consumer Perceptions in Traditional and Rural Restaurants. *Patrizia Gazzola, Daniele Grechi, Roberta Minazzi and Andrea Vitareti*, University of Insubria, Italy.

The application of virtual reality and augmented reality technologies by businesses in Kosova and their effects on consumer purchases. - *Vjosa Fejza Ademi and Anita Mehmeti*, University of Prishtina "Hasan Prishtina" and American School of Kosova, Kosova.

A meta-study to assess the key factors for the success of online stores. *Dan-Cristian Dabija*, Babes Bolay University, Romania.

The Current Global Migration and Technological challenges: Advantages or Threat to the European Union Social Security. *Eka Sepashvili and Tamar Mermanishvili*, Tbilisi State University, Georgia.

ORGANIZATIONAL AGILITY AND PERFORMANCE THROUGH THE LENS OF TECHNOLOGY: CARING OR SCARING?

Panel 2 (of 2)

Chair*: Elena- Mădălina Vătămănescu*

Room 2- 11,00- 13,00 am

Leveraging Professional Social Networks: Enhancing Managerial Competitiveness in SMEs. *Petrică-Dumitru Becheș,* National University of Political Studies and Public Administration, Romania.

Telecom Practices for Achieving Organizational Performance and Driving International Expansion. *Elena Adriana Biea,* National University of Political Studies and Public Administration, Romania.

Strategic Management of Intellectual Capital for Agility in BPOs: Driving Competitive Advantage Through Technology. *Andreea-Laura Oprea,* National University of Political Studies and Public Administration, Romania.

Technology-Driven Agility in Sustainable Management: Romanian Corporate Perspectives on Technology as a Societal Boon or Bane. *Victor-Emanuel Ciuciuc,* National University of Political Studies and Public Administration, Romania.

Corporate governance and open innovation: A systematic exploration of emerging trends and impact. *Pompei Mititean,* National University of Political Studies and Public Administration, Romania.

NAVIGATING THE FUTURE: THE ECONOMIC IMPACT OF EMERGING TECHNOLOGIES

Panel 1 (of 2)

Chair*: Ineza Gagnidze*

Room 3- 11,00 - 13,00

Emerging Technologies – Challenges for the Education System. *Ineza Gagnidze,* Ivane Javakhishvili Tbilisi State University, Georgia.

Enhancing Economic Growth Through AI: Focusing on e-Tax Services. *Demur Sichinava, Rusudan Seturidze and Nino Topuria,* Ivane Javakhishvili Tbilisi State University and Georgian Technical University, Georgia.

Utilization of ICT Systems and Innovations in Enterprises of Georgia. *Lia Charekishvili,* European University, Georgia.

Young entrepreneurs, the motivations for starting a business project. *Nathalie Lachapelle*, TELUQ University, University of Quebec, Canada.

Assessing Youth Entrepreneurship in Italy: The Development of a Density-Based Composite Youth Entrepreneurial Opportunity Interest Index. *Carlo Drago*, University Niccolo Cusano, Italy.

Evaluating Digital Transformation: The Case of Georgian SMEs. *Rusudan Papidze*, Sulkhan-Saba Orbeliani University, Georgia.

The socio-economic impacts of Sustainable solid waste management and Technological innovation for transition into a circular economy in sub-Saharan Africa: a Literature review study from the Ghanaian perspective. *Charles Randy Afful,* Tomas Bata University in Zlín, Czech Republic.

PANEL SESSIONS PROGRAM
FRIDAY, JANUARY 24th
AFTERNOON

REDESIGNING THE FUTURE OF WORK

&

INTELLIGENT COMMUNITIES

Chair*: May Potuguez Castro & Mauro Romanelli*

Room 1- 16,00- 18,30 pm

Skills for the Future of Work in Times of Technological Disruption. *May Portuguez-Castro,* CENTRUM Católica Graduate Business School, Perú.

Examining the Implications of Artificial Intelligence on Labor and the Economy: A Complex and Multifaceted Issue. *Vasja Roblek, Vlado Dimovski, Sandra Penger, Maja Meško, Judita Peterlin*, University of Ljubljana and University of Maribor, Slovenia.

Technology-Driven Economic Inequality: An Ensemble Keyword Community Detection Approach of the Literature. *Carlo Drago,* University Niccolò Cusano, Italy.

Bridging the Gap: Digital Skills for Digital Transformation. *Nino Papachashvili and Tamta Mikaberidze,* Sulkhan-Saba Orbeliani University, Georgia.

Worker coops and environmental awareness. *Marina Albanese,* University of Naples "Federico II", Italy.

Workforce impact of Artificial Intelligence: a Bibliometric Analysis. *Francesca Valentina Giglio Moro and Carlo Drago*, University Niccolò Cusano, Italy.

Rethinking intelligent cities as socially innovative urban communities. *Mauro Romanelli,* University of Naples "Parthenope", Italy.

Reclaiming Urban Space Through Parking Optimization: A Framework for Small Parking Lots Introduction. *Paulo Cesar Cantillano Lizana and Giulia Renzi,* Icoor / Unimore, Italy.

TRANSITIONING TO INDUSTRY 5.0 AND SOCIETY 5.0: BOON OR BANE?

Chair*: Ivan De La Vega*

Room 2- 16,00- 18,30 pm

Glocalization and the Transition towards the New Technological Revolution: Industry or Society 5.0? *Iván De la Vega,* CENTRUM Católica Graduate Business School and Universidad de Lima, Perú.

AI-Integrated Future and its Impact on New Pedagogical Frameworks in Education. *Gintarė Gulevičiūtė, Monika Mačiulienė and Aelita Skaržauskienė,* Vilnius Tech, Lithuania.

Characterizing Industry 5.0 and Society 5.0: Convergences and Divergences. *Kelly Santander and Iván De la Vega,* CENTRUM Católica Graduate Business School and Universidad de Lima, Perù.

Knowledge and Innovation Management to Measure Performance of Large Companies in Developing Countries: The Case of Ecuador. *Jose Luis Roman and Ivan De La Vega,* CENTRUM Católica Graduate Business School and Universidad de Lima, Perú; Escuela Politécnica Nacional, Quito, Ecuador.

Longitudinal scientific mapping and literature review on Metaverse, Digital business model and digital citizenship. *Alicia de la Torre and Ivan De La Vega,* CENTRUM Católica Graduate Business School, Perù.

The Electrification of Passenger Transport for Sustainable Mobility: Challenges and Opportunities from the Perspective of Key Stakeholders. *Alma Delia Torres-Rivera and Laura Alma Díaz-Torres,* Instituto Politécnico Nacional, Mexico.

NAVIGATING THE FUTURE: THE ECONOMIC IMPACT OF EMERGING TECHNOLOGIES

Panel 2 (of 2)

Chair*: Ineza Gagnidze*

&

FINANCIALS, ESG AND THE ROLE OF TECHNOLOGY

Chairs*:*

Elisa Farinelli and Saverino Verteramo

Room 3- 16,00 - 18,30 pm

Artificial Intelligence for Higher Education Institutions and their Students: A Bibliometric Systematic Literature Review. *Mario Tani and Gianpaolo Basile,* University of Naples "Federico II" and Universitas Mercatorum, Italy.

Human trafficking in the "digital age": new challenges and old shadows. *Claudia Pretto*, Independent Scholar, Italy.

Infiltration of Organised Crime within Organisations in the Era of Artificial Intelligence: The Implementation of Predictive Indicators in Government Strategies. *Marco Salemi and Salvatore Cincimino,* University of Palermo, Italy.

Cooperative finance and capital structure in worker cooperatives: divisible reserves, cooperative shares, and paid dividends. *Ermanno Tortia*, University of Trento, Italy.

A Comprehensive Analysis on the Impact of Digitalisation on Sustainability Performance. *Mohammed Ibrahim Gariba; Fazal Ur Rehman; Viktor Prokop; Carlo Giglio and Saverino Verteramo,* University of Calabria, Italy and University of Pardubice, Czechia.

Can Corporate Governance Factors Influence Eco-Efficiency? *Elisa Farinelli, Donato Morea, Giovanni Baldissarro and Gianpaolo Iazzolino*, University of Cagliari and Universitas of Calabria, Italy.

POSTER SESSION

DISPLAYED ALL DAY

The Importance and Implications of Central Bank Digital Currency (CBDC) Implementation in Small Open Economies. *Irina Gogorishvili*, Ivane Javakhishvili Tbilisi State University, Georgia.

Youth Unemployment in Georgia and Contemporary Global Challenges. *Rusudan Seturidze, Nanuli Okruashvili, Nino Paresashvili and Mzia Tikishvili*, Ivane Javakhishvili Tbilisi State University, Georgia.

Digitisation of cultural heritage of minority communities for equity and citizen engagement: aspect of funding and legislation. *Gintarė Gulevičiūtė, Kristina Kovaitė, Monika Mačiulienė, Aelita Skaržauskienė and Paulius Šūmakaris*, Vilnius Tech, Lithuania.

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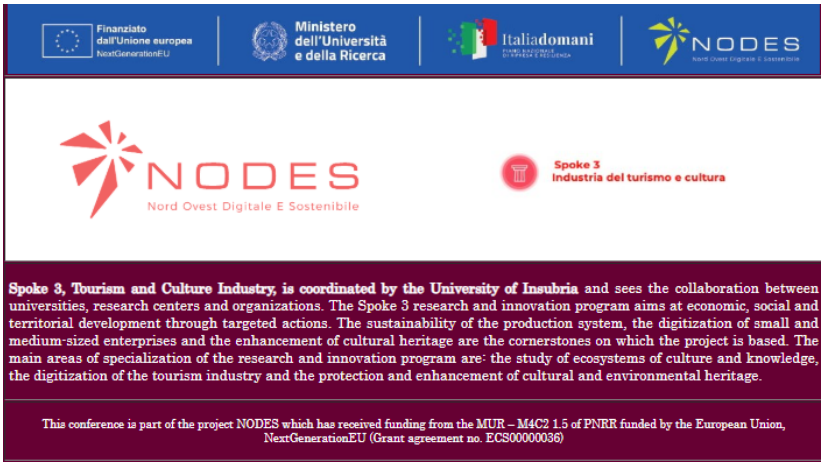

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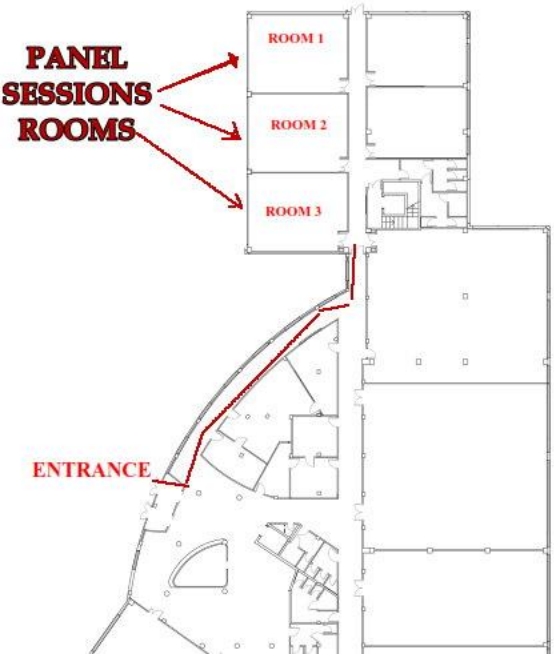
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