

Celine Schulz

# **Organising User Communities for Innovation Management**

With a Foreword by Prof. Dietmar Harhoff, Ph. D.



**GABLER**

**RESEARCH**

# Table of Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	Motivation . . . . .	1
1.2	User Communities in the Information Technology Industry . . . . .	4
1.2.1	Organisation of User Groups . . . . .	5
1.2.1.1	Goals . . . . .	5
1.2.1.2	Structure . . . . .	6
1.2.1.3	Members . . . . .	6
1.2.2	Computer Associates' User Groups . . . . .	7
1.2.2.1	The CA User Group Program . . . . .	8
1.2.2.2	Inter-National User Group for Endeavor . . . . .	9
1.3	Description of the Dissertation Chapters . . . . .	10
<b>2</b>	<b>Determinants of Sharing Information in User Communities</b>	<b>17</b>
2.1	Introduction . . . . .	17
2.2	The Embeddedness of Economic Action . . . . .	18
2.3	Determinants of Information Sharing . . . . .	23
2.3.1	Social Factors . . . . .	23
2.3.1.1	Structural Embeddedness . . . . .	23
2.3.1.2	Relational Embeddedness . . . . .	24
2.3.1.3	Cognitive Embeddedness . . . . .	24
2.3.2	Economic Factors . . . . .	25
2.4	Data Source and Variable Description . . . . .	26
2.4.1	Data Source . . . . .	26
2.4.2	Variable Description . . . . .	28
2.5	Empirical Analysis . . . . .	31

2.5.1	Descriptive Statistics . . . . .	31
2.5.2	Multivariate Analysis . . . . .	35
2.5.2.1	Model Specification . . . . .	35
2.5.2.2	Empirical Results . . . . .	38
2.6	Discussion of Findings . . . . .	43
<b>3</b>	<b>Maximising Benefits from Participating in User Communities</b>	<b>45</b>
3.1	Introduction . . . . .	45
3.2	Literature Review . . . . .	47
3.3	Determinants of Successful User Communities . . . . .	50
3.3.1	Individual-Specific Determinants . . . . .	50
3.3.2	Group-Specific Determinants . . . . .	52
3.4	Research Methods and Data Description . . . . .	53
3.4.1	Methods . . . . .	53
3.4.2	Variable Description . . . . .	54
3.5	Empirical Analysis . . . . .	58
3.5.1	Descriptive Statistics . . . . .	58
3.5.2	Multivariate Analysis . . . . .	64
3.5.2.1	Model Specification . . . . .	64
3.5.2.2	Empirical Results . . . . .	66
3.6	Conclusion . . . . .	71
<b>4</b>	<b>Selecting User Community Collaborators for Innovation Management</b>	<b>75</b>
4.1	Introduction . . . . .	75
4.2	Customer Integration in the Innovation Process . . . . .	77
4.2.1	Idea Generation . . . . .	77
4.2.2	Problem Solving . . . . .	78
4.2.3	Implementation and Diffusion . . . . .	79
4.3	Characteristics of User Community Collaborators . . . . .	80
4.3.1	Individual-Specific Characteristics . . . . .	80
4.3.2	Group-Specific Characteristics . . . . .	82
4.4	Study Setting and Method . . . . .	82

4.5	Data Description . . . . .	85
4.6	Empirical Analysis . . . . .	88
4.6.1	Descriptive Statistics . . . . .	88
4.6.2	Multivariate Analysis . . . . .	94
4.6.2.1	Model Specifications . . . . .	94
4.6.2.2	Estimation Results . . . . .	97
4.7	Discussion of the Findings . . . . .	105
<b>5</b>	<b>Conclusion</b>	<b>107</b>
5.1	Summary . . . . .	107
5.2	Limitations and Future Research . . . . .	111
	<b>Appendix A</b>	<b>115</b>
	<b>Appendix B</b>	<b>116</b>
	<b>Bibliography</b>	<b>135</b>