





# 6th Annual Conference of the EuroMed Academy of Business

# Confronting Contemporary Business Challenges through Management Innovation

**Edited by:** Demetris Vrontis,

Yaakov Weber,

**Evangelos Tsoukatos** 

Published by: EuroMed Press

# 6th EuroMed Conference of the EuroMed Academy of Business

#### CONFERENCE READINGS BOOK PROCEEDINGS

September 23<sup>rd</sup>-24<sup>th</sup>, 2013 Estoril, Cascais, Portugal

# Confronting Contemporary Business Challenges through Management Innovation

#### Copyright ©

The materials published in this Readings Book may be reproduced for instructional and non-commercial use. Any use for commercial purposes must have the prior approval of the Executive Board of the EuroMed Research Business Institute (EMRBI).

All full papers and abstracts submitted to the EMRBI Conference are subject to a peer reviewing process, using subject specialists selected because of their expert knowledge in the specific areas.

ISBN: 978-9963-711-16-1 Published by: EuroMed Press

#### **FOREWORD**

The Annual Conference of the EuroMed Academy of Business aims to provide a unique international forum to facilitate the exchange of cutting-edge information through multidisciplinary presentations on examining and building new theory and business models for success through management innovation.

It is acknowledged that the conference has established itself as one of the major conferences of its kind in the EuroMed region, in terms of size, quality of content, and standing of attendees. Many of the papers presented contribute significantly to the business knowledge base.

The conference attracts hundreds of leading scholars from leading universities and principal executives and politicians from all over the world with the participation or intervention of Presidents, Prime Ministers, Ministers, Company CEOs, Presidents of Chambers, and other leading figures.

This year the conference attracted over 250 people from over 65 countries. Academics, practitioners, researchers and Doctoral students throughout the world submitted original papers for conference presentation and for publication in this Book. All papers and abstracts were double blind reviewed. The result of these efforts produced empirical, conceptual and methodological papers and abstracts involving all functional areas of business.

#### **ACKNOWLEDGEMENT**

Many people and organizations are responsible for the successful outcome of the 6th Annual Conference of the EuroMed Academy of Business.

Special thanks go to the Conference Chair Professor Vitor Ambrosio, the Conference Organising Committee and the Faculty of Estoril Higher Institute for Tourism and Hotel Studies, in Portugal, for accomplishing an excellent job.

It is acknowledged that a successful conference could not be possible without the special co-operation and care of the Track Chairs and Reviewers for reviewing the many papers that were submitted to this conference. Special thanks to the Session Chairs and Paper Discussants for taking the extra time to make this conference a real success.

The last but not the least important acknowledgment goes to all those who submitted and presented their work at the conference. Their valuable research has highly contributed to the continuous success of the conference.

### **TABLE OF PAPERS**

D :6
26
E
10
3
3
E 5
55
2
92
[S
)7
1
21
G io
80
3
!3
D 8
8
'5
5
J- 97
97
D
1

COMPARISON OF POLISH AND BULGARIAN PREFERENCES OF TEACHING TOOLS IN THE ACCOUNTING FIELD AND THEIR DETERMINANTS230
Białek Jaworska, Anna¹; Yaneva, Dafina²; Żukowski, Marek³
DIFFERENCE IN VALUATION AS AT THE BALANCE SHEET DATE USED BY THE NEWCONNECT LISTED COMPANIES
Białek Jaworska, Anna¹; Yaneva, Dafina²; Drązikowska, Katarzyna³251
THE PRINCIPLE OF KNOWLEDGE MANAGEMENT AND THE NEW MODEL OF THE ORGANIZATION IN THE KNOWLEDGE-BASED ECONOMY268
Bică, Gheorghe¹; Constantinescu, Mădălina²; Baltă, Corneliu³
ARE CONSUMERS OF HEALTHY FOOD ECOLOGY MINDED AS CONSUMERS OF HEALTHIER FOOD IN ISRAEL?
Bijaoui, Ilan¹; Dayanzada, Dana²; Vdee, Hadar³287
ENTREPRENEURSHIP AND "CLUSTERIZATION PROCESS" IN THE TOURISM AND AGRICULTURE SECTOR
Bijaoui, Ilan¹; Regev, David²299
CONCEPTUALIZING, VISUALIZING AND MEASURING CORRUPTION, STATE CAPTURE AND THEIR IMPACT IN ITALY319
Borgonovi, E. <sup>1</sup> ; Esposito, P. <sup>2</sup>
THE IMPACT OF LACK OF COOPERATION BETWEEN MUNICIPALITIES AND ACADEMIC ORGANIZATIONS ON ECONOMIC DEVELOPMENT IN SLOVAKIA353
Borseková, Kamila; Petríková, Katarína²; Vaňová, Anna
"THEORETICAL FRAMEWORK ON PUBLIC PRIVATE PARTNERSHIP AND SERVICE CONCESSION ARRANGEMENT, BEFORE AND AFTER IFRIC 12 ADOPTION. A RESEARCH NOTE: EVIDENCE IN SUBSTANCE FROM ITALY"
Braja, E.M. <sup>1</sup> ; Campra, M. <sup>2</sup> ; Esposito, P. <sup>3</sup> ; Ricci, P. <sup>4</sup>
FACING A FINANCIAL CRISIS – THE CASE OF SPANISH RESTAURANTS412
Bremser, Kerstin <sup>1</sup> ; Alonso-Almeida, María del Mar <sup>2</sup> 412
THE APPROACH OF FAMILY BUSINESSES IN THE LUXURY INDUSTRY422
Bresciani, Stefano¹; Bertoldi, Bernardo²; Giachino, Chiara³; Ferraris, Alberto⁴422
THE INTERNATIONALIZATION OF R&D ACTIVITIES TO ASIAN DEVELOPING COUNTRIES
Bresciani, Stefano <sup>1</sup> ; Thrassou, Alkis <sup>2</sup> ; Vrontis, Demetris <sup>3</sup>
COST OF EQUITY CAPITAL IN PRIVATE COMPANIES445
Britzelmaier, Bernd¹; Schlegel, Dennis²; Vardanyan, Lilit³445
MECHANISMS OF (DE)CERTIFICATION: UNDERSTANDING HOW CONFLICTS UNFOLD IN ORGANIZATIONS
Brodeur , Louis-François472

INTEGRATION OF FASTER PLATFORM INTO EDUCATION PROCESS OF ECONOMIC INFORMATION SYSTEMS
Bucko, Jozef¹; Vejačka, Martin²496
THE EMERGENCE OF HRM TOOLS IN R&D PROJECTS AT COMPETITIVENESS CLUSTERS: ANALYSIS AND INSIGHTS IN THE LIGHT OF ACTOR-NETWORK THEORY
Calamel, L. <sup>1</sup> ; Sanseau P. Y. <sup>2</sup>
CARBON DISCLOSURE SCORE AS A PROXY OF CORPORATE ENVIRONMENTAL PROACTIVITY: A CROSS-CULTURAL ANALYSIS
Calza, Francesco¹; Cannavale, Chiara²; Tutore, Ilaria³523
THE RELATIONSHIP BETWEEN CORPORATE GOVERNANCE AND BUSINESS MODEL CHOICE IN FAMILY FIRMS: IS THERE A MISSING LINK IN FAMILY BUSINESS STUDIES?
Casprini, Elena¹; D'Antone, Simona²; Paranque, Bernard³; Pucci, Tommaso⁴; Zanni, Lorenzo⁵538
THE ROLE OF ART IN LUXURY MANAGEMENT554
Chailan, Claude554
THE GOVERNANCE OF 'COLLECTIVE' STRATEGIES FOR INTERNATIONALIZATION: SMALL BUSINESSES IN THE ITALIAN WINE SECTOR
Ciasullo, Maria¹; Festa, Giuseppe²560
THE IMPACT OF FACEBOOK PRESENCE ON BRAND IMAGE579
Coelho, Joana¹; Nobre, Helena²; Becker, Kip³579
BRANDING OF SUSTAINABLE CLOTHING
Coleman, Bethany; D'Souza, Clare594
THE INTERNATIONALIZATION STRATEGIES OF ITALIAN COMPANIES IN INDIA609
Cortili, Massimo¹; Pisoni, Alessia²; Onetti, Alberto³
HEALTH LEAN MANAGEMENT AND CLINICAL RISK MANAGEMENT: A SYSTEMATIC LITERATURE REVIEW626
Crema, Maria <sup>1</sup> ; Verbano, Chiara <sup>2</sup>
CAN COOPETITION BE A WINNING STRATEGY FOR SMALL FRUITS PRODUCTION COMPANIES IN SICILY?641
Crescimanno, Maria¹; Farruggia, Domenico²; Galati, Antonino³; Schimmenti, Emanuele⁴; Siggia, Dario⁵ 641
COMPETITIVENESS OF ITALIAN WINES ON THE NTERNATIONAL MARKET653
Crescimanno, Maria¹; Galati, Antonino²653
MANAGEMENT ACCOUNTING CHANGES TOWARD RISK MANAGEMENT. IMPLICATIONS FOR MANAGEMENT ACCOUNTANTS
Culasso, Francesca¹; Broccardo, Laura²; Manzi, Luca Maria³; Truant, Elisa⁴672
FAMILY ITALIAN LISTED FIRMS: COMPARISON IN PERFORMANCES AND IDENTIFICATION OF TWO MAIN CONFIGURATIONS701
Confronting Contemporary Business ISBN: 978-9963-711-16-1 Challenges Through Management Innovation

Culasso, Francesca <sup>1</sup> ; Manzi, Luca Maria <sup>2</sup> ; Broccardo, Laura <sup>3</sup> ; Giacosa, Elisa <sup>4</sup> 701
RELATIONSHIP QUALITY DRIVES AND OUTCOMES: A SYSTEMATIC LITERATURE REVIEW APPROACH
Cunha, Namércio¹; Loureiro, Sandra Maria Correia²; Rego, Arménio³731
MEASURING CUSTOMER PERCEPTION AND SATISFACTION IN INTERNET BANKING, SCALE DEVELOPMENT AND VALIDATION759
Datta, Saroj K. <sup>1</sup> ; Sukanya, Kundu <sup>2</sup>
UNAUTHORISED BUILDING AND FINANCIAL RECOVERY OF URBAN AREAS: EVIDENCES FROM CASERTA AREA783
De Biase, Claudia¹; Forte, Fabiana²
ENTREPRENEURSHIP, VENTURE CAPITAL, AND THE VALUATION OF FIRMS IN MATURITY STAGE
Delgado, Madalena1; Pereira, Renato2; Dias, Álvaro3799
THE CHALLENGE OF ENGAGING ORGANIZATIONAL DIVERSITY IN DIVIDED SOCIETIES: THE CASE OF ETHNICALLY MIXED NURSES' TEAMS816
Desivilya Syna, Helena¹; Raz, Michal²816
A BUSINESS STRATEGY DEVELOPMENT FRAMEWORK FOR SMES835
Elshamly, A.B.M <sup>1</sup> ; Davies, Barry <sup>2</sup> ; GEAR, Tony <sup>3</sup> ; Verschueren, R.B. <sup>4</sup>
"BACK TO THE FUTURE: THE VIRTUAL MUSEALIZATION IN PUBLIC MANAGEMENT.  A RESEARCH NOTE FROM ITALY"857
Esposito, P
PPP AND PUBLIC WORKS LAW IN FRANCE868
Evangelatou, Konstantina¹; Maniatis, Antonios²; Manoliadis, Odysseas³868
PORTUGUESE FIRM'S MOTIVATIONS AND DECISION FACTORS TO PARTICIPATE IN INTERNATIONAL TRADE FAIRS880
Freitas Santos, Jose¹; Mendonça da Silva, Pedro Bruno²
EVALUATING THE GUIMARÃES 2012 EUROPEAN CAPITAL OF CULTURE (ECOC): A TOURIST PERCEPTION APPROACH902
Freitas Santos, Jose 1; Vareiro, Laurentina 2 ; Remoaldo, Paula 3 ; Cadima Ribeiro, J. 4902
UNDERSTANDING THE HRM – PERFORMANCE LINK IN PROFESSIONAL ERVICE FIRMS: A MULTI-LEVEL PERSPECTIVE
Fu, Na <sup>1</sup> ; Flood, Patrick <sup>2</sup>
THE DYNAMIC OF WINE SUPPLY AND PRICE FORMATION IN CHIANTI CLASSICO DENOMINATION932
Gaeta, Davide¹; Corsinovi, Paola²932
AN ANALYSIS OF WORK COST IN COMPANIES LISTED ON THE FTSE MIB947
Giacosa, Elisa <sup>1</sup> ; Giovando, Guido <sup>2</sup>

A MODEL OF EFFECTIVE RECOVERY FOR ITALIAN COMPANIES TO OVERCO	
Giacosa, Elisa¹; Mazzoleni, Alberto²	968
SERVICE FAIRNESS, SERVICE QUALITY AND RELATIONSHIP QUALITY EVAI EFFECTS ON CUSTOMER LOYALTY	
Giovanis, Apostolos¹; Athanasopoulou, Pinelopi²; Tsoukatos, Evangelos³	1000
FROM OFFSHORE OUTSOURCING PROVIDER TO OWN BRAND MANUFACTUEXPLORATORY APPROACH USING RESULTS FROM THE PORTUGUESE FO INDUSTRY	OTWEAR
Gomes, Paulo¹; Meneses, Raquel²	1019
CROWDSOURCING FOR DUBAI APPAREL NDUSTRY MIRAGE OR A REALIT	Y?1038
Grandhi, Balakrishna¹; Singh, Jyothsna Appaiah²; Gupta, Mani³; Kaur, Jasveen⁴; Seth, Rahul⁵	1038
A GROUNDED THEORY OF PERPETUAL RATIFYING. PUTTING LIFELONG LE STRATEGIES INTO PRACTICE FOR BUSINESS COMPETITIVENESS	
Green, Jan	1053
VARIANCES ANALYSIS OF THE FREE CASH FLOWS TO FIRM AND ITS IMITHE FINANCIAL STRUCTURE. SPARE PARTS MANUFACTURERS IN THE AUTOMOTIVE INDEPENDENT AFTER MARKET IN THE 2008-2011 PERIOD	ITALIAN
Guelfi, Silvano	1067
ORGANISATIONAL CULTURE AND THE VALUE PRIORITISATION OF A INTELLECTUAL CAPITAL: TOWARDS A CONCEPTUAL FRAMEWORK	
Gupta, Uma¹; Massa, Nathaniel P.²; Azzopardi, Joseph ²	1087
SOCIAL ASPECTS OF CORPORATE GOVERNANCE	1100
Kachala, T. M.¹; Berezina, O. Y.²	1100
HERITAGE PPP LAW AND MANAGEMENT	1114
Kalogirou, Sofia¹; Maniatis, Antonios²	1114
KNOWLEDGE-INTENSIVE STRATEGIES IN LOW-TECH SECTORS DURING TH	IE CRISIS:
THE CASE OF THE GREEK WOOD AND FURNITURE SECTOR	1126
Karagouni, Glykeria¹; Tsakanikas, Aggelos²	1126
PRODUCTION TECHNOLOGIES AND INNOVATION IN KNOWLEDGE-IN LOW-TECH VENTURES: EVIDENCE FROM THE GREEK WOOD AND FUINDUSTRY	RNITURE
Karagouni, Glykeria¹; Caloghirou, Yannis²	1148
UNIVERSITY- INDUSTRY COLLABORATION A THEORETICAL FRAMEWORK	1166
Khodabandehloo, Akbar	1166
NETWORKING FOR REGIONAL DEVELOPMENT: A CASE STUDY	1180
Khodabandehloo, Akbar	1180

THE ADOPTION, APPLICATION AND IMPACT OF SOCIAL MEDIA IN FASHION MARKETING
Kontu, Hanna <sup>1</sup> ; Vecchi, Alessandra <sup>2</sup> 1196
MEDIATING IMPACT OF "TRUST" IN THE RELATIONSHIP BETWEEN E-SERVICE QUALITY & CUSTOMER SATISFACTION IN THE CONTEXT OF INTERNET BANKING 1206
Kundu, Sukanya
METRO CASH & CARRY UKRAINE: CHANGING HR STRATEGY IN LINE WITH BUSINESS STRATEGY
Kurdes, Nataliia
EMPIRICAL STUDY FINDINGS OF FOREIGN LANGUAGE ADAPTATION OF THE INDIAN BUSINESS PROCESSING AGENTS AND EFFECTIVE COMMUNICATION AT A TRANSNATIONAL WORK PLACE
Kyriakidou, Niki¹; Stewart, Jim²; Bobade, Anita P.³
MARKETING AND ORGANIZATIONAL LEARNING – EXPLORING THE CONNECTIONS  1248
Lagrosen, Stefan
THE ROLE OF CULTURAL AND SOCIAL NORMS ON INTRAPRENEURSHIP IN LITHUANIA
Laužikas, Mindaugas¹; Vaiginienė, Erika²; Rosinaitė, Vikinta³; Miliūtė, Aistė⁴; Batulevičiūtė, Skaistė⁵;Dailydaitė, Simona <sup>6</sup> 1261
MERGERS AND ACQUISITIONS WERE NOT A SOLUTION TO THE LIQUIDITY AND CAPITAL REQUIREMENTS OF GREEK BANKING SECTOR
Liargovas, Panagiotis¹; Repousis, Spyridon²
ANALYSING RISKS ASSOCIATED WITH EXTERNAL QUALITY ASSESSMENT IN HIGHER EDUCATION: A CASE STUDY ON ROMANIAN HIGHER EDUCATION SYSTEM
Lisievici, Petru
CORPORATE SOCIAL RESPONSIBILITY AND STAKEHOLDER STRATEGIES: THE IMPACT IN RISK MANAGEMENT
Lizarzaburu, Edmundo R.*1300
Z – ALTMAN REVIEW. THE CASE OF BEVERAGE COMPANY IN LATAM
Lizarzaburu, Edmundo R.¹; Berggrun, Luis²; Ostos, Jhony³
EXPLORING THE ANTECEDENTS OF BRAND EQUITY IN SERVICE INDUSTRY 1336
Loureiro, Sandra Maria Correia¹; Filipe, Yesica²; Pires, Ana Regina³1336
INVESTIGATING THE IMPACT OF INTERNET USAGE AND ACCEPTANCE ON ACTIVE AGEING AMONG OLDER ADULTS
Macedo, Isabel Maria¹; Pinho, José Carlos²; Liao, Mei-Na³1350

STICKY BEHAVIOR OF SELLING, GENERAL, AND ADMINISTRATIVE COSTS AND EARNINGS MANAGEMENT PRACTICES: AN INTERNATIONAL COMPARATIVE
PERSPECTIVE
Naoum, Vassilios - Christos
DESIRABLE CODE OF CORPORATE GOVERNANCE FOR NON-LISTED COMPANIES – AN EXPERIENCE FROM PAKISTAN
Nazar, Mahreen <sup>1</sup> ; Nishat, Mohammed <sup>2</sup>
INVOLVEMENT OF ENTERPRISES AND SECTORS OF ECONOMY IN THE DESIGNING AND IMPLEMENTATION OF THE NATIONAL QUALIFICATIONS FRAMEWORK: EXPERIENCE OF LITHUANIA
Nazelskis, Eugenijus¹; Tūtlys,Vidmantas²1563
AN INTUITIONISTIC FUZZY APPROACH FOR AUTOMATIC EVALUATION AND COMPARISON OF ONLINE TEST ANSWERS
Netov, Nikolay Chudomirov¹; Tisheva, Diana²
MULTISKILLING IN THE HOSPITALITY INDUSTRY IN SOUTH AFRICA AND ADJACENT COUNTRIES
Nicolaides, Angelo1608
PPP AND CULTURAL SPONSORSHIP LAW AND MANAGEMENT1642
Nikolopoulou, Marina¹; Maniatis, Antonios²1642
GREEN WOODEN FURNITURE. DETERMINATION OF MARKET TRENDS AND TENDENCIES IN GREECE AND CYPRUS DURING ECONOMIC CRISIS
Papadopoulos, Ioannis ¹; Karagouni, Glykeria ²; Trigkas, Marios ³; Beltsiou, Zoi ⁴
MARKETING PUBLIC RELATIONS: A CASE STUDY IN THE ADVERTISING SECTOR IN CYPRUS
Papasolomou, Ioanna¹; Melanthiou, Yioula²; Sabova, Majka
HUMAN RESOURCE MANAGEMENT: 'CONTENT', 'PROCESSES', OR 'PERCEPTIONS'?
Pavlou, Fotis
E-COMMERCE AND MOBILE COMMERCE FOR FASHION BUSINESS1699
Pereira, Maria Madalena Rocha <sup>1</sup> ; Martins, Paulo Gabriel Correia <sup>2</sup> ; Miguel, Rui Alberto Lopes <sup>3</sup> ; Trindade, Isabel Maria Goncalves <sup>4</sup> ; Lucas, Jose Mendes <sup>5</sup> 1699
PATTERN-FINDING IN QUALITATIVE DATA - A 17 STEPS PROCEDURE OF MAKING DATA ANALYSABLE
Philipson, Sarah
PRIMARY HEALTH CARE SERVICES EVALUATION IN GREECE
Pierrakos, George¹; Kyriakidou, Niki²; Yfantopoulos, John³; Goula, Aspasia¹; Giovannis, Apostolos¹; Latsou, Dimitra¹; Sarris, Markos¹

A STUDY ON ANTECEDENTS AND IMPACTS OF ENGAGEMENT AND PARTICIPATION IN BRAND COMMUNITIES IN PORTUGAL
Pires, Ana Regina <sup>1</sup> ; Loureiro, Sandra Maria Correia <sup>2</sup>
SUSTAINABLE WINE CONSUMER: MYTH OR REALITY?
Pomarici, Eugenio <sup>1</sup> ; Vecchio, Riccardo <sup>2</sup>
CRAFT BEER: A CONSUMER PREFERENCE AND SWITCHING PERSPECTIVE
Poponi, Stefano <sup>1</sup> ; Secondi, Luca <sup>2</sup> ; Aquilani, Barbara <sup>3</sup>
ROLE OF TAXATION IN INVESTMENTS ALLOCATION DECISIONS: USING A GRAVITY APPROACH FOR EXPLORING BILATERAL FDI INTO THE EU
Raudonen, Svetlana
THE IMPACT OF CHINESE FOREIGN DIRECT INVESTMENT IN SWITZERLAND 1830
Rios-Morales, Ruth; Brennan, Louis; Schweizer, Max
BIOTECHNOLOGICAL MERGERS AND ACQUISITIONS: AN OVERVIEW1851
Rossi, Matteo <sup>1</sup> ; Vrontis, Demetris <sup>2</sup> ; Thrassou, Alkis <sup>3</sup>
ON THE CONSISTENCY AND LINEARITY OF ASSOCIATIONS BETWEEN NATIONAL CULTURAL DIMENSIONS AND ENTREPRENURIAL INTENTIONS RATES
Rotem, Shneor
MANAGING TEAM PERFORMANCE: DISINGENUOUS OR JUST PLAIN STUPID! 1869
Rowland, Caroline <sup>1</sup> ; Scott, Peter <sup>2</sup>
LESSONS FROM THE PAST: LIGHTS AND SHADOWS OF PUBLIC-PRIVATE PARTNERSHIP IN THE ITALIAN HEALTHCARE SECTOR
Russo, Salvatore
CLUSTERS – A KEY ELEMENT OF REGIONAL DEVELOPMENT IN ROMANIA1912
Sabău, Cosmin
IMPACT CAPITAL FOR SUSTAINABLE DEVELOPMENT IN THE MEDITERRANEAN REGION
Saltini, Tommaso
SUPPORTING PROGRAMS TO DEVELOP IMPACT CAPITAL IN THE MEDITERRANEAN REGION
Saltini, Tommaso
INSIGHTS ON ITALIAN AND INDIAN HEALTH CARE SYSTEMS FROM VSA PERSPECTIVE
Saviano, Marialuisa¹; Parida, Ratri²; Caputo, Francesco³; Datta, Saroj Kumar⁴
ARE PUBLIC PRIVATE PARTNERSHIPS WORTHWHILE?
Schein, Andrew
THE MAIN EFFECTS OF GREEN HARVESTING ON THE SICILIAN WINE COOPERATIVES

Schimmenti, Emanuele <sup>1</sup> ; Crescimanno, Maria <sup>2</sup> ; Borsellino, Valeria <sup>3</sup> ; Galati, Antonino <sup>4</sup> ; Pisano, Gaetano <sup>5</sup> 1999
THE CONTRIBUTION OF WEB COMMUNICATION TO AGRI-FOOD SMES'
COMPETITIVENESS. A COMPARISON BETWEEN ITALIAN- AND ENGLISH-LANGUAGE
WEBSITES
Scorrano, Paola <sup>1</sup> ; Maizza, Amedeo <sup>2</sup> ; Rosato, Pierfelice <sup>3</sup> ; Gravili, Silvia <sup>4</sup>
THE IMPACT OF CONSUMER LOYALTY ON THE COMPETITIVENESS AND SUSTAINABILITY OF PRIVATE LABELS
Serra, Elizabeth de Magalhães¹; Amorim, Carla Sofia Fonseca²; Del Rio, Maria Luisa³2030
COMPETITIVE ENVIRONMENT AND THE ADOPTION OF CUSTOMER-ORIENTATION BEHAVIOUR: AN EMPIRICAL STUDY
Serra , Elizabeth de Magalhães¹; Machado, Simão Nuno²; Gonzalez , Jose Antonio Varela³2039
CAN A SOCIAL NETWORK MARKETING STRATEGY BENEFIT SMALL AND MEDIUM ENTERPRISES? 2049
Silva, Daniela <sup>1</sup> ; Nobre, Helena <sup>2</sup> ; Becker, Kip <sup>3</sup> 2049
PERCEPTUAL ANTECEDENTS OF VOICE TO VOICE SERVICE ENCOUNTERS AND ITS
IMPACT ON CUSTOMER LOYALTY: EVIDENCE FROM A SOUTH ASIAN COUNTRY 2065
Sirisena, Amila Buddhika
ANTECEDENTS AND CONSEQUENCES OF SURROGATE ADVERTISING – AN EMPIRICAL STUDY IN INDIA
Soumi, Paul <sup>1</sup> ; Datta, Saroj Kumar <sup>2</sup>
INNOVATION AND SME GROWTH: THE CASE OF PALESTINE2097
Sultan, Suhail Sami
CLOUD COMPUTING AND THE WEB: THEIR POTENTIAL DISRUPTION OF THE DIGITAL AND EDUCATION DIVIDE2110
Sultan, Nabil
EXPLORING ORGANIZATION'S CHANGE CAPABILITY2130
Swetlik, Ralf¹; Sanchez Bengoa, Dolores²2130
FACTORS INFLUENCING FUND RAISING: AN EMPIRICAL STUDY ON ITALIAN STARTUPS2146
Talaia, Marco¹; Pisoni, Alessia²; Onetti, Alberto³
IS THE GLOBE MODEL USEFUL FOR CROSS-CULTURAL LEADERSHIP RESEARCH? 2164
Teodósio, João Paulo Correia¹; Robalo, António da Silva²
EMERGING IMPLICATIONS OF THE DEREGULATION OF THE PHARMACY RETAIL SECTOR IN GREECE: THE PHARMACISTS' PERSPECTIVE2181
Theodoridis, Constantinos <sup>1</sup> ; Priporas, Costantinos-Vasilios <sup>2</sup>
ORGANISATIONAL SEQUESTERING OF WORKPLACE BULLYING: ADDING INSULT TO INJURY2195
Thirlwall, Alison
11111 г.ш., Анзин

Confronting Contemporary Business Challenges Through Management Innovation

MUTUAL RELATIONSHIP OF WINE INDUSTRY VS. WINE TOURISM; THE ISRAELI PERSPECTIVE
Tirosh, Nathan2211
WORK-FAMILY BALANCE IN CHILDCARE CENTERS: IS SUPPORT RELATED TO PARTICIPATORY MANAGEMENT?
Tremblay, Diane-Gabrielle
RANGELANDS AND REGIONAL DEVELOPMENT: A BIBLIOGRAPHIC APPROACH .2243
Tsiantikoudis, S¹;Arabatzis, G²; Aggelopoulos, S³
COMPARISON OF IFRS AND SLOVAK ACCOUNTING REGULATIONS IN THE AREA OF ACCOUNTING AND RECOGNITION OF NONCURRENT ASSETS2252
Tušan, Radoslav¹; Bánociová, Anna²; Buleca, Ján³2252
SIGNIFICANCE OF QUALITY DIMENSIONS IN TOURISM SERVICES AND THEIR IMPACT ON CUSTOMER DECISION-MAKING PROCESS
Vajčnerová, Ida¹; Ryglová, Kateřina²
GREEK BANKS' INTERNATIONAL BEHAVIOUR IN S.E.E. COUNTRIES: BUSINESS COMMITMENT AND POLITICAL DIMENSIONS
Vasiliadis, Labros¹; Panta, Maria²
CHINESE ACQUISITIONS AND THEIR IMPACT ON THE MADE IN ITALY LUXURY SECTOR –
Vecchi, Alessandra
ANALYZING THE REQUIREMENTS OF AN ON-LINE ACCOUNTING PLATFORM IN GREECE: THE VIEWS OF DIFFERENT USER GROUPS2310
Venieris, George¹; Cohen, Sandra²; Vlismas, Orestes³; Naoum, Vassilios-Christos⁴; Karatzimas, Sotiris⁵ 2310
WHEN WINE MEETS TERRITORY: THE ITALIAN SCENARIO
Vrontis, Demetris¹;Viassone, Milena²2322
THE INTERNATIONALISATION OF CHINESE FIRMS: BRAND, ENTRY MODE, AND COUNTRY OF ORIGIN OPTIONS
Wilson, Ian
COLLABORATION COMPETENCE DEVELOPMENT: THE CASE OF BIONIC, LTD 2350
Yeromenko, Galyna
A COMPARISON BETWEEN THE PERCEPTIONS OF THE IDEAL LEADER FOR COLOMBIANS AND CHILEANS USING THE LEADERSHIP PRACTICES INVENTORY OF KOUZES AND POSNER2365
Zárate, Rodrigo¹; Matviuk,Sergio²2365
EXPLORING THE ROLE OF TRUST IN BUSINESS RELATIONSHIP WITHIN THE CHINESE SHIPBUILDING INDUSTRY
Zhou, Jiangfan¹; Sanchez Bengoa, Dolores²
WEB TECHNOLOGY AND BUYERS' PROFILES
Confronting Contemporary Business ISBN: 978-9963-711-16-1 Challenges Through Management Innovation

6th Annual EuroMed Conference of the EuroMed Academy of Business	16

### **TABLE OF ABSTRACTS**

FACTORS AFFECTING INNOVATION IN THE HOTEL INDUSTRY	2391
Afonso, Victor¹; Carvalh, Luísa²	2391
A REVIEW OF BOYCOTTS AND BRAND LOYALTY IN INTERNATIONAL M	
Al Serhan, Omar¹; Sirkeci, Ibrahim²	
LITERARY PORTRAITS OF LISBON: IMAGE AND PROMOTION OF A	
DESTINATION	
Ambrósio, Vitor¹; Matos, Graça²	2393
MOBILE MARKETING AND SO-LO-MO CONVERGENCE: THE NEW T	
Amirkhanpour, Monaliz	2396
COMPREHENSIVE APPROACH TO CRISES MANAGEMENT	2398
Balta, Corneliu¹; Bica, Gheorghe²; Rosioru, Nicoleta Diana³	2398
POLITICAL AND MILITARY ACTION FRAME OF THE EUROPEAN UNION W CRISES MANAGEMENT	
Balta, Corneliu¹; Bica, Gheorghe²; Stanca, Costel³	2402
MANAGING THE CRISIS IN THE EUROPEAN UNION	2407
Balta, Corneliu¹; Stanca, Costel²	2407
NEGOTIATORS' ATTITUDES TOWARD FORMAL CONTRACTS: A SEVEN ANALYSIS	
Banai, Moshe <sup>1</sup> ; Stefanidis, Abraham <sup>2</sup> ; Schınzel, Ursula <sup>3</sup> ; Shetach, Ana <sup>4</sup>	2413
ESTABLISHING A SUSTAINABLE GROWTH FOR A SME	2414
Bertoldi, Bernardo <sup>1</sup> ; Branca, Stefano <sup>2</sup>	2414
STATE OF ART ABOUT THE TRADITIONAL, UNIDIRECTIONAL INTERAMONG CONSUMPTION PATTERN AND SOCIETAL AND CODEVELOPMENT	ORPORATE
Bondrea, Aurelian¹; Costea, Carmen-Eugenia²	2416
CHALLENGES FOR EXECUTIVE RECRUITMENT IN THE LIGHT OF THE TALENT IN GERMANY	
Buttenberg, Katharina	2420
PROFITABLE INDEX ON TOURISM PROMOTION ON MADEIRA – A F	
Camacho, Élvio José Sousa¹; Coelho, Maria Manuela M. S Sarmento²	2423
BUSINESS MODEL FOR ASSEMBLE IT YOURSELF FURNITURE RETADEVELOPING ECONOMY PERSPECTIVE	
Chandrasekhar, Natarajan <sup>1</sup> ; Ostheimer, Bernard <sup>2</sup>	2424

Confronting Contemporary Business Challenges Through Management Innovation

SOCIAL DISCOURSES TOWARD HEALTHY EATING: EVIDENCE FROM ROMANIA 2425
Chrysochou, Polymeros; Festila, Aleksandra
SOCIAL MEDIA, PREDICTIVE ANALYTICS, AND TOURISM2427
Claster, William¹; Pardo, Phillip²; Cooper, Malcolm³2427
MANAGEMENT ACCOUNTING SYSTEMS AND SMES: EXPLORING THE EFFECTS OF THE FINANCIAL CRISIS IN GREECE
Cohen, Sandra¹; Karatzimas, Sotiris²; Naoum, Vassilios-Christos³
EXPLORING THE DETERMINANTS OF MARKETING INNOVATIVE BEHAVIOURS IN WINE SMES: AN EXPLORATIVE CASE STUDY IN THE APULIAN WINE BUSINESS 2433
Contò Francesco¹; Fiore Mariantonietta²; Santini, Cristina³; Silvestri Raffaele⁴2433
ACCOUNTABILITY AND DISCOURSE: IDENTITY CONSTRUCTION OF 'ÁGUAS DE PORTUGAL, S.A.'
Costa, Luís¹; Menezes, Carlos²; Oliveira, Lídia³
AN INTEGRATED APPROACH TO VALUE BASED INNOVATION ENVIRONMENT CREATED BY CROSS SECTOR STAKEHOLDERS INTERACTION
Czarczyńska, Anna
AIRLINE SERVICE QUALITY IN SOUTH AFRICA AND MALAYSIA - AN INTERNATIONAL CUSTOMER EXPERIENCE APPROACH
De Jager, Johan <sup>1</sup> ; Van Zyl, D. <sup>2</sup> ; Bin Dahari, Z. <sup>3</sup>
TRAVELING TO RISKY DESTINATION: THE MEDIATING EFFECTS OF RISK PERCEPTIONS *
Desivilya Syna, Helena¹;Teitler Regev, Sharon²; Shahrabani, Shosh³
WHY POSITIVE FEEDBACK FOR FUTURE ORGANIZATIONS STRATEGY DESIGN?2446
Doval, Elena¹; Negulescu, Oriana²
BIO-ECONOMY AND BIOECONOMICS. WHAT HAS SOCIAL MARKETING TO DO WITH?2449
Epure, Manuela2449
EXAMINING THE ROLE OF TRUST IN USER PERCEPTIONS OF QUALITYAND SATISFACTION IN THE PUBLIC SECTOR: EMPIRICAL EVIDENCE FROM THE HEALTH SECTOR
Esquerdo, Teresa Josefina¹; Macedo, Isabel Maria²; Pinho, José Carlos³2453
CHILDREN'S CONSUMER SOCIALIZATION: THE ROLE OF MARKETING2455
Estrela Rui¹; Pereira, Francisco Costa²; Bruno, Jorge ³
THE INNOVATION BASED ON DYNAMIC CAPABILITIES
Flores, Alejandro
ORGANIZATIONAL CHANGE AND INTERCULTURAL MANAGEMENT INTO THE MERGER AND ACQUISITIONS PROCESSES

Flores, Alejandro¹; Bremser, Kerstin²	2458
EFFICIENCY AND PROFITABILITY: AN APPLICATION OF DEA TO GREEK SMES	. 2459
Floros, Christos¹; Voulgaris, Fotini²; Tsoukatos, Evangelos³	2459
TOURIST DESTINATION IMAGE: A STUDY ON LISBON'S DESTINATION IMAGE	. 2461
Fontes Falcão, Pedro ¹; Santos, Dulce²	2461
WHEN WEST MEETS EAST: COMPARING THE USE OF HIGH PERFORMANCE W SYSTEMS BETWEEN IRISH AND CHINESE PROFESSIONAL SERVICE FIRMS	
Fu, Na <sup>1</sup> ; Flood, Patrick <sup>2</sup> ; Bosak, Janine <sup>3</sup> ; Qinhai Ma <sup>4</sup> ; Yang Liu <sup>5</sup> ; Yang Zhang <sup>6</sup> ;	2464
CANONICAL CORRELATION ANALYSIS AS A CONFIRMATORY METHOD PRINCIPAL COMPONENTS ANALYSIS. APPLICATION TO FINANCIAL INFORMATION TO FINANCIAL INFORMATION.	ΓΙΟΝ
Garcia-Gallego, Ana¹; Mures-Quintana, Maria-Jesus²; Vallejo-Pascual, M. Eva³	2468
WINESUCCESS® FRAMEWORK: AN EMPIRICAL ASSESSEMENT IN THE FAMEWORK WINERIES OF CYPRUS	
Georgiou, Thoukis	2471
THE PORTUGUESE NATIONAL HEALTH SERVICE AND THE IMPLEMENT ACCOUNTING STANDARDS: THE PROBLEMATIC OF CONSOLIDATED FINANCE STATEMENTS	CIAL
Gomes, Delfina¹; Oliveira, Lídia²; Pedro, Mota e Costa³; Soares, Teresa⁴	2475
ORGANISATIONAL JUSTICE IN INTERNATIONAL MERGERS AND ACQUISITE THE IMPACT OF PROCEDURAL AND INTERACTIONAL JUSTICE ON EMPLO COMMITMENT.	OYEE
Gomes, Emanuel <sup>1</sup> ; Mellahi, Kamel <sup>2</sup> ; Harvey, Amy <sup>3</sup> ; Sahadev, Sunil <sup>4</sup>	2477
NARCISSISM AND CREATIVITY OVER TIME: TOWARD A DYNAMIC MODEI GROUP CREATIVITY	
Gonçalo, Jack¹; Krause, Verena²	2487
CONSUMING THE CITY, SPACES OF CONSUMPTION: COMMODIFYING AESTHETICISING CARDIFF'S EVERYDAY LIFE	. 2490
Gonçalves, Ana	
CYPRUS OPTIMAL NATURAL GAS WEALTH MANAGEMENT MODEL. GOVERNM. PRODUCTION CONSUMPTION (GPC)	
Homayoon, Morvarid	2493
NORMS AND NON-CLASSICAL NEGATIONS	. 2496
Iliescu, Gabriel <sup>1</sup> ; Kabbara, Teo <sup>2</sup>	2496
BEYOND THE LIMITS OF CRISIS	. 2501
Ionescu, Eduard¹; Costea, Carmen²	2501
IDEA EXPLOITATION AND VALUE APPROPRIATION: THE EXPERIMENTAL LAB	
Iscaro, Valentina¹; Castaldi,Laura²	2507

ROMANIAN INTERNATIONAL MIGRATION AND SUSTAINABLE DEVELOPMENT IN RURAL SENDING AREAS: MIGRANT INVESTMENTS IN HOUSES2510
Jacob Larionescu, Andra¹; Ciotoiu, Iuliana²2510
LOSING QUALITY ON THE WAY FROM THE MEADOW TO THE CONSUMER'S PLATE
Kaufmann, Hans Ruediger¹; Strata, Sonny²; Domenighini, Cecilia³; Novak, Magdalena⁴; Kessler, Kathleen <sup>£</sup>
SOCIAL ENTERPRISES: PANACEA FOR CRISIS SITUATIONS AND CHANGE?2522
Kaufmann, Hans Ruediger¹; Polycarpou, Marina²; Auphan, Aude-Marie³2522
HOW TO ACHIEVE PERFORMANCE EXCELLENCE: THE CASE OF COCOMAT, WINNER OF THE EFQM EXCELLENCE AWARD
Kriemadis,Thanos¹; Papaioannou, Alkistis²; Kourtesopoulou, Anna³2526
IMAGES FROM LITERATURE AND THE ARTS IN CONSTRUCTING GASTRONOMIC CULTURAL TOURISM
Leitão, Isilda
INNOVATIVE APPROACHES IN ROMANIA EDUCATION SYSTEM - ELEARNING SOLUTION PROVIDED BY SIVECO
Luminita, Pistol¹; Ungureanu, Adrian²2532
BIO-ECONOMY: TRANSITION FROM THE ECONOMIC PARADIGM TO THE NEW GLOBAL ECONOMY
Maria Ramona, Chivu¹; Dragoș Gabriel, Popescu²; Rodica, Dragomiroiu³2535
THE IMPORTANCE OF THE BRAND IN THE PORTUGUESE MOULD INDUSTRY 2537
Medina, Catarina¹; Estrela, Rui²2537
SOCIAL NETWORKING SITES: WORKPLACE IMPACT2539
Melanthiou, Yioula¹; Anastasiou, Nicos²2539
CORPORATE RECRUITING: E-RECRUITMENT IN CYPRUS2541
Melanthiou, Yioula <sup>1</sup> ; Contantinou, Eleni <sup>2</sup> 2541
INTEREST RATES VS. INCOME TAX IN WEALTH CREATION OR WEALTH DESTRUCTION2543
Mihai Yiannaki, Simona
THE POLITICAL ECONOMY OF THE PUBLIC-PRIVATE PARTNERSHIPS ACCOUNTING
Moscariello, Nicola¹; Cinque, Ettore²2547
INTERACTIONS BETWEEN THE VOLATILITY OF FINANCIAL MARKETS AND INVESTORS' BEHAVIOUR
Mouzoura, Georgia
LEADERSHIP FOR 21ST CENTURY: TOWARDS A TRANSCENDENT FRAMEWORK 2553

Mukerji, Debu2553
A MATRIX OF INVESTMENTS IN SOCIAL RESPONSIBILITY AND SUSTAINABILITY .2561
Negulescu, Oriana¹;Doval, Elena²;
INFORMATION TECHNOLOGY AS AN ENABLER IN PRODUCE WASTAGE OVOIDANCE2564
Ostheimer, Bernhard¹; Chandrasekhar, Natarajan²
EFQM EXCELLENCE MODEL AS A BASIS FOR SELF-ASSESSMENT: A STUDY OF ELECTROMECHANICAL SECTOR IN TURKEY
Özmen, Özgür¹; Demir, Ahmet²; Özel, Semih³
AN ANALYSIS OF HUMAN RESOURCE EMPOWERMENT: A CASE STUDY IN THE HEALTH CARE SECTOR
Papaioannou, Alkistis¹; Kriemadis,Thanos²; Kourtesopoulou, Anna³; Kolovos, Petros⁴; Gkouzou, Maria⁵ 2569
INNOVATIVE MARKETING STRATEGIES IN FAMILY OWNED BUSINESSES: A WORK IN PROGRESS FRAMEWORK TO INTEGRATE SOCIAL MEDIA
GOVERNMENT - ACADEMY DIFFERENT APPROACHES TO TECHNOLOGY TRANSFER
Porath, Amiram <sup>1</sup> ; Ramos , Isabel <sup>2</sup> ; Rahman, Hakikur <sup>3</sup>
IS THAT THE DIASPORA CAN BE A NETWORK OF INFLUENCE IN THE CREATION OF BUSINESS IN ITS COUNTRY OF ORIGIN? CASE OF THE LAO DIASPORA2580
Pravong, Souchinda
HORIZONTAL MERGERS AND ACQUISITIONS: HOW WINNERS AND LOSERS DIFFER:  A MARKETING PERSPECTIVE
Rahman, Mahabubur <sup>1</sup> ; Lambkin, Mary <sup>2</sup>
A CAUSAL MODEL OF THE INTERNATIONALIZATION OF SMES AND OF THE TRANSMEDITERRANEAN: THE CASE OF MOROCCAN SMES
Ramadan, Maarouf1; Levratto, Nadine2
INNOVATION THROUGH INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN ROMANIAN EDUCATION
Rascu-Pistol, Silvia1; Varga Ungureanu, Anca2
FOREIGN DIRECT INVESTMENT AS A MEANS OF ECONOMIC DEVELOPMENT 2603
Rios-Morales, Ruth; Brennan, L.; Schweizer, M.; Flores, A
THE IMPACT OF INTERNATIONAL INVESTMENT AGREEMENTS ON FOREIGN DIRECT INVESTMENT: THE SWISS EXPERIENCE2605
Rios-Morales, Ruth; Schweizer, M.; Gamberger, D.; Ursprung, D
FACTORS IMPACTING CUSTOMERS' FOOD AND GROCERY RETAIL FORMAT CHOICE IN PAKISTAN
Rotem, Shneor¹; Shujaat, Ali²2607

EXPLORING THE INTERRELATIONS BETWEEN CODES OF CONDUCT A FINANCIAL PERFORMANCE: EVIDENCE FROM GREECE	
Roumeliotis, Michael <sup>1</sup> ; Kyriakogkonas, Panagiotis <sup>2</sup>	2613
A QUALITY MODEL FOR INTEGRATED HEALTHCARE IN POLAND2	2616
Rudawska, Iga	2616
THE IMPLEMENTATION OF FORMAL AND INFORMAL HRM PRACTICES BY MIDE MANAGERS IN THE PUBLIC SECTOR: THE CASE OF CYPRUS	
Sakka, Georgia	2621
SOCIAL RESPONSIBILITY AS DRIVER OF COMPETITIVE SUCCESS IN SMES IN REGION OF EXTREMADURA	
Sánchez-Hernández, M. Isabel¹; Gallardo-Vázquez, Dolores²	2625
AN EXAMINATION OF HUMAN RESOURCE EMPOWERMENT APPLIED TO TO PUBLIC SECTOR: THE CASE OF GREEK RESEARCH CENTERS	
Sarri, Stavroula <sup>1</sup> ; Kriemadis,Thanos <sup>2</sup> ; Papaioannou, Alkistis <sup>3</sup>	2628
SERVICE QUALITY IN THE REAL ESTATE INDUSTRY IN SOUTH AFRICA	2632
Serfontein, Mariska¹; Drotsky, Tonie²; De Jager, Johan³	2632
CREATIVE ADVERTISING, CLASSICAL LEARNING AND PRODUCT IMAGE	2636
Shuv-Ami, Avichai¹; Shuv-Ami, Sivan²	2636
FANS' BRAND COMMITMENT TO THEIR FOOTBALL TEAM	2639
Shuv-Ami, Avichai	2639
THE IMPACT OF THE FINANCIAL CRISIS AND AUSTERITY IN A LOCAL HOSPIT THE CASE OF ANTIBIOTICS CONSUMPTION AND ITS COSTS	
Silva, Anabela¹; Oliveira, Lídia²; Gomes, Delfina³; Caria, Ana Alexandra⁴	2642
ACHIEVING QUALITY AND EFFICIENCY BY IMPROVING PHYSICIAN MEDICATION ORDER ENTRY IN THE HOSPITAL SETTING	
Silva Martins, Anabela¹; Macedo, Isabel Maria²; Silva, Joana Isabel³	2644
THE ECOTOURISM EXPERIENCE AN EXPLORATORY STUDY IN A TUNISIAN CONT	EXT
	2647
Smaoui, Fatma¹; Ben Ali, Amira²	2647
A REVIEW OF THE CURRENT SITUATION OF GENDER DIVERSE CORPORATE BOAL AND THE IMPACT OF MORE DIVERSITY	
Snorrason, Jón Snorri	2651
THE INTRODUCTION OF ACCRUAL ACCOUNTING IN THE ITALIAN PUBLIC SECT	OR:
THE 'EXCEPTIONAL' ACCOUNTING TREATMENT FOR FINANCE LEASE	
Sorrentino, Marco	2654
THE WORKPLACE MOBBING: THE NEGOTIATED CODES OF CONDUCT EFFECTIVE CONTRAST AGENTS	

	558
THE BALANCE SHEET AS A MODEL FOR SELF-ASSESSMENT AND PERSONAL BRANDING	
Stavroulakis, Peter J.¹; Fountzoula, Zoe E.²; Pantaleon, Aneza A.³	661
CONCEPTUALIZING A NEW MODEL OF SOCIAL INNOVATION IN ONLIN ENVIRONMENT	
Ţâmpu, Diana Larisa¹; Libardea, Laura²; Cerchez, Adela³26	664
ABNORMAL INVESTOR RESPONSE TO THE INDEX EFFECT FOR DAILY AN INTRADAY DATA	
Tavor, Tchai	668
INCREASING ECONOMIC NEED SATISFACTION ON THE PUBLIC SOCIAL SOFTWAI PLATFORM FACEBOOK – INSIGHTS FROM THE AIRPORT INDUSTRY	
Tenge, Marion	669
THE DETERMINANTS OF E-GOVERNANCE AND HOW TO ESTABLISH A SUCCESSFUR RELATIONSHIP WITH CITIZEN	
Toma, Mihaela¹; Balint, Antoniu Ovidiu²; Ionescu, Adrian³	673
GENDER ROLE STEREOTYPES AND REQUISITE MANAGEMENT CHARACTERISTIC EVIDENCE FROM GREECE	
Tsoukatos, Evangelos¹; Giovanis, Apostolos²	677
DELIBERATE LEARNING MECHANISMS AND ALLIANCE MANAGEMEN	NΤ
CAPABILITY: A PILOT STUDY	81
CAPABILITY: A PILOT STUDY	
	681
Turi, Claudio¹; Castaldi, Laura²	581 584
Turi, Claudio¹; Castaldi, Laura²	581 584 584
Turi, Claudio¹; Castaldi, Laura²	581 584 584 588
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 588
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 588 DM 592
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 0M 592 592
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 592 592 HE
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 592 HE 597 EK
Turi, Claudio¹; Castaldi, Laura²	581 584 588 588 0M 592 597 HE 597 EK 702
Turi, Claudio <sup>1</sup> ; Castaldi, Laura <sup>2</sup>	581 584 588 588 592 597 697 EK 702
Turi, Claudio <sup>1</sup> ; Castaldi, Laura <sup>2</sup>	581 584 588 588 592 592 HE 597 EK 702 702

Confronting Contemporary Business Challenges Through Management Innovation

THE	HYBR	IDIZATION	OF HR	M P	RACTICES	WITHIN	MNCS:	SHIFT	ING	FROM
RECE	PTIVE	TO LEARNII	NG SUBS	DIAR	RIES					2707
Yah	iaoui, Do	orra¹; Chebbi, He	ela²							2707
"SOM	E CUST	TOMERS TH	INK THE	SERV	ICE INCLU	DES ME" -	- SEXUAI	L HARA	SSMI	ENT BY
CUST	OMERS	S TOWARDS	WOMEN	SER	VICE PROV	IDERS			•••••	2710
Yas	sour Bord	ochowitz, Dalit .								2710
LINK	ING	PSYCHOLO	OGICAL	CO	NTRACT	VIOLAT	IONS	TO 0	CONS	SUMER
SATIS	SFACTI	ON: WHAT 1	MATTER	5?					•••••	2713
Zha	o, Xin¹; I	Fu, Na²; Schalk,	René³							2713

BOOK OF CONFERENCE PROCEEDINGS

VARIANCES ANALYSIS OF THE FREE CASH FLOWS TO FIRM AND ITS IMPACT ON THE FINANCIAL STRUCTURE. SPARE PARTS MANUFACTURERS IN THE ITALIAN AUTOMOTIVE INDEPENDENT AFTER MARKET IN THE 2008-2011 PERIOD.

#### Guelfi, Silvano

Department of Management and Production Engineering - DIGEP, Politecnico di Torino, Italy, silvano.guelfi@polito.it

#### **ABSTRACT**

All along, the financial balance is basic for the continuity of a company and especially when money is the critical resource. The competitive strategy needs a coherent structure and the financial receipts and payments related to the core business drive the financial structure, i.e. the relationships between equity and financial debts. In this direction, management awareness is a true source of competitive advantage and for this reason it's necessary a coherent method of analysis and a comprehensive system of measures. The present essay investigates through the variances analysis the relationship between the free cash flows to firm and the change in the financial structure and it supports the idea of an equilibrated financial structure is first of all a question of core business competitiveness, namely the distinctive quality of its products, customers, suppliers, technologies, core competences, processes, etc., and then a financial evaluation. At the end it's summarized the variances analysis of the free cash flows to firm, and the related impact on the financial structure, with reference to the Spare Parts Manufacturers, 291 limited companies, operating in the Italian Independent Automotive Aftermarket in the 2008-2011 period.

**Keywords:** free cash flows to firm, variances analysis, financial structure, ebitda, net working capital

#### 1. INTRODUCTION

The primary goal of every living organism is to continue to exist in the best state of health. For the company there are the same rules and the goal of a healthy continuity is essentially nourished of balance and, in particular, of economic and financial balance. The economic

1068

balance is achieved if, when and as the return on invested capital (Phillips, 1997) of the firm is higher than the cost of capital (Modigliani and Miller, 1958) (also defined as the return that would have generated the same capital risk in similar conditions): in this scenario, the company creates economic value. The financial balance has multiple views that, for the object of this paper, are substantially related to two: the attitude of the company, on one side, to generate cash from its operating activities and, secondly, to finance consistently its own competitive strategies using the financial resources of the shareholders rather than debt capital, the so-called financial structure (Myers *et al.*, 1984).

With particular attention to financial equilibrium, the objective of this work is to investigate, under a purely financial point of view and then without analyzing the economic impact, the relationships that exist between operating cash flow and the choices, often constrained and binding, of financial structure.

In this framework of analysis, the basic thesis of the following pages is that the relations between the two expressions of financial equilibrium are, on one side, deep and mutually interconnected and, on the other side, essential to guide the competitive strategies in the sign of a lasting health.

These conditions of financial equilibrium, once shared the main methodological implications, are then analyzed in practice versus a real economic sector, so that you can better appreciate the significance, scope of interpretation and application issues.

#### 2. LOGIC AND METRIC OF THE ANALYSIS

The logic and the metric chosen for the analysis at issue are consistent with the objective of the company management to acquire promptly the wider awareness of the management priorities and to orientate properly their managerial decisions and actions. Consistently with this logical line are available "ad hoc" models of financial analysis more consistent with the above "managerial objectives" and in particular:

a. as concerns the dynamic of cash flows, i.e. the receipts and the disbursements of the company, the logical driver is in the rational management that triggers them and in the different management area to which they belong: in this direction, there are operating cash flows related to the core business (the so-called free cash flows to firm) (Damodaran, 2001), cash flows related to the fiscal relationship with the treasury, cash flows related to extraordinary non-recurring events and cash flows related to shareholders' equity and third-parties lenders debt;

b. as regards the variances analysis the focus is on the individual factors that contribute to the determination of the free cash flows to firm (Fig. 1) and consequently cause changes in the financial structure. Through the variances analysis, as Anthony *et al.* (2004) claim, "Management wants to know not only *what* the amounts of the differences between actual and planned results were but also, and more important, *why* these variances occurred".

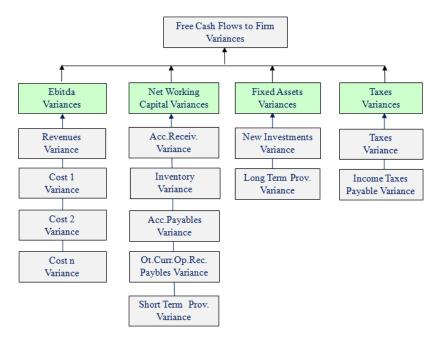


Fig. 1 – An overview of the Free Cash Flows to Firm variances analysis

c. as concerns the financial structure, the logical assumption is the distinction of the funding sources between pure "full risk" lenders, the shareholders, and pure "partial risk" lenders, the third-parties lenders debt: in other words the financial structure under investigation is exclusively composed of shareholders' equity and net financial position lenders, the so called pure providers of capital.

#### 2.1. Free cash flows to firm. Two basic ingredients

Before we get into the analysis of the dynamic relationships between free cash flows to firm (FCFF) variances and financial structure it's useful a synthetic overview of their nature. In this direction, FCFF:

- a. are a magnitude-flow, that is they belong to the family of the financial variables that can find measurement only with reference to a specific period of time (for example, an administrative exercise);
- b. arise from the union of the economic components of a given period and from the changes in balance sheet items (always related to the same period);

- c. show the ability of the company to generate or absorb financial resources from its own core business;
- d. determine the financial requirements to satisfy by resorting to the use of the financial leverage or new financial resources contributed by the shareholders.

#### Two basic ingredients

The determination of the free cash flows to firm requires two basic ingredients:

1. revenues and related costs summarized in the so-called Income Statement (or Profit and Loss Statement or Earnings Statement): the following Tab. 1 shows (among the many) a classic synthetic Added Value-Ebitda Income Statement based view:

Income Statement	Time	% vs Net	Time	% vs Net	Managerial Meaning
	Period n	Revenues	Period n-1	Revenues	
a) Net revenues (or sales)	1.000	100,00%	950	100%	Product between volumes sold and related selling prices
b) External operating costs	-400	40,00%	-390	-41,05%	Product between volumes purchased from external suppliers (raw materials, services, consulting, etc.) and related purchasing prices
c=a+b) Added value	600	60,00%	560	58,95%	Value added by internal operating costs (labor costs and depreciation) compared to the external operating costs
d) Labor cost	-250	25,00%	-260	-27,37%	Amount of the costs related to wages and salaries
e=c+d) Earnings before interests, depreciation and amortization (Ebitda)	350	35,00%	300	31,58%	Margin generated by the core business before interests, depreciation and amortization
f) Depreciation and amortization	-40	4,00%	-30	3,16%	Periodic decrease in an asset's value caused by obsolescence
g) Provisions for risks and future costs	-10	1,00%	-10	1,05%	Periodic provisions to support future risks and costs
h=∑e:g) Earnings before interests and taxes (Ebit)	300	30,00%	260	27,37%	Margin generated by the core business
i) Interests	-50	5,00%	-50	5,26%	Financial expenses (or incomes) generated by financial debts (assets)
<ul><li>a) Extraordinary revenues/costs</li></ul>	0	0,00%	0	0,00%	Extraordinary expenses (or incomes)
$k=\sum h:j$ ) Earnings before taxes (Ebt)	250	25,00%	210	22,11%	Margin before taxes
l) Taxes	-100	10,00%	-84	8,84%	Fiscal costs due to the Tax Authorities
m=k+l) Net income (NI)	150	15,00%	126	13,26%	Margin after taxes

Tab. 1 - Income Statement focused on Valued Added and Ebitda

2. investments and related funds of capital summarized in the so-called Balance Sheet (or Statement of Financial Position): the following Tab. 2 shows (among the many) a classic synthetic Balance Sheet view based on Net Operating Capital Invested (Brealey *et al.*, 2011), just net operating assets, financed by shareholders' equity and third-parties lenders debt, just pure capital providers:

	Time Perio	d and % to Net			
Balance Sheet	Time Period n	% to NOCI	Time Period n-1	% to NOCI	Managerial Meaning
a=∑b:d) Current operating assets	390	97,50%	350	102,94%	Financial resources invested in the core business for a period < 12 months
b) Accounts receivable	300	27,50%	270	79,41%	
c) Inventories	80	20,00%	60	17,65%	
d) Other current operating receivables	10	2,50%	20	5,88%	
e= $\Sigma$ f:i) Current Operating Liabilities	180	45,00%	180	52,94%	Financial resources provided by operating resources suppliers for a period < 12 months
f) Accounts payable	110	27,50%	130	38,24%	
g) Income taxes payable	50	12,50%	40	11,76%	
h) Other current operating payables	20	5,00%	10	2,94%	
<ul><li>i) Short term accumulated provisions for risks</li></ul>	0	0,00%	0	0,00%	
j=a-e) Net Working Capital	210	52,50%	170	50,00%	Net financial resources invested in the core business for a period < 12 months
k) Tangible and intangible long term asset, net	240	60,00%	220	64,71%	
l) Long term accumulated provisions for risks and costs	50	12,50%	50	14,71%	
m=k-1) Net Fixed Assets	190	47,50%	170	50,00%	Net financial resources invested in the core business for a period > 12 months
n=j+m) Net Operating Capital Invested (or total net operating assets)	400	100,00%	340	100,00%	Total net financial resources invested in the core business
o=∑p:s) Shareholders' Equity	290	72,50%	220	64,71%	Financial resources provided by shareholders' equity
p) Common stock	50	12,50%	50	14,71%	
q) Additional paid-in capital	30	7,50%	30	8,82%	
r) Retained earnings	60	15,00%	14	4,12%	
s) Net income	150	37,50%	126	37,06%	
$t=\sum u:z)$ Third-Parties Lenders Debt (or Net Financial Position)	110	27,50%	120	35,29%	Net financial resources provided by third-parties lenders debt
u) Short term financial debts	50	12,50%	60	17,65%	

ISBN: 978-9963-711-16-1

Confronting Contemporary Business Challenges Through Management Innovation

v) Cash and cash equivalent	-10	.2,50%	-10	-2,94%	
w) Long term financial debts	80	20,00%	80	23,53%	
z) Investment securities	-10	-2,50%	-10	-2,94%	
x=o+t) Net Operating Capital Acquired (or net financial position and shareholders' equity)	400	100,00%	340	100,00%	Net financial resources provided by shareholders' equity and third- parties lenders debt

Tab. 2 – Balance Sheet focused on Net Operating Capital Invested and Shareholders' equity and third-parties lenders debt

An appropriate mix of economic and balance sheet components generates automatically (through the indirect method) the so-called Cash Flows Statement: the following Tab. 3 shows (among the many) an "ad hoc" Cash Flows view based on the distinction between operating and financial cash flows and the related impact on the Financial Structure (shareholders' equity and net financial position):

	Ti	me Period ar	nd % to Revenu	ies	
Cash Flows Statement	Time	% to	Time	% to	- Managerial Meaning
	Period n	Revenues	Period n-1	Revenues	
a) Ebitda	350	35,00%	300	31,58%	Margin generated by the core business before interests, taxes, depreciation and amortization
b=∑c:i) ∆ Net Working Capital	-50	-5,00%	-10	-1,05%	Cash provided/required by decreasing/increasing of Net Working Capital
c) Δ Accounts Receivable	-30	-3,00%	-20	-2,11%	Cash provided/required by decreasing/increasing of accounts receivable
d) $\Delta$ Inventories	-20	-2,00%	-10	-1,05%	Cash provided/required by decreasing/increasing of inventories
e) Δ Accounts Payable	-20	-2,00%	10	1,05%	Cash provided/required by increasing/decreasing of accounts payable
f) $\Delta$ Other current operating receivables	+10	1,00%	+5	0,53%	Cash provided/required by decreasing/increasing of other current operating receivables
g) $\Delta$ Other current operating payables	+10	1,00%	+5	0,53%	Cash provided/required by increasing/decreasing of other current operating payables
h) $\Delta$ Short term accumulated provisions (risks and costs)	0	0,00%	0	0,00%	Cash required by core business short term risk and costs
i) Provisions for short term risks and costs	0	0,00%	0	0,00%	
h=a+b) Current Cash Flow	300	30,00%	290	30,53%	Cash provided/required by core business before investments and taxes
i) $\Delta$ Tangible and intangible long term asset, net	-20	-2,00%	-10	-1,05%	Cash required by long term investment in the core business
j) Depreciation and	-40	-4,00%	-30	-3,16%	

ISBN: 978-9963-711-16-1

Confronting Contemporary Business Challenges Through Management Innovation

amortization					
k) $\Delta$ Long term accumulated provisions (risks and future costs)	0	0,00%	0	0,00%	Cash required by core business long term risk and costs
l) Provisions for long term risks and costs	-10	-1,00%	-10	-1,05%	and costs
m=∑i:l) Δ Gross Fixed Assets	-70	-7,00%	-50	-5,26%	Cash provided/required by decreasing/increasing of Gross Fixed Assets
n=h+m) Gross Cash Flows to Firm	230	23,00%	240	25,56%	Cash provided/required by core business before taxes
o) Operating Taxes	-120	-12,00%	-84	-8,84%	
p) $\Delta$ Income taxes payable	+10	1,00%	+5	0,53%	Cash required by fiscal impact
q=∑n:p) Free Cash Flows to Firm	120	12,00%	161	16,95%	Company's attitude to provide/require financial resources (after taxes) from its own core business
r) Extraordinary revenues/cost (tax shield net)	0	0,00%	0	0,00%	Cash in/cash out due to extraordinary revenues/cost (net tax impact)
s=q-r) Free Cash Flows to (Pure) Lenders	120	12,00%	161	16,95%	Free cash flow available to pure lenders
t) Financial revenues/costs (tax shield net)	-30	-3,0%	-30	-3,16%	Cash in/cash out due to financial revenues/cost (net tax impact)
u) Dividends to shareholders	-80	-8,0%	-80	-8,42%	Shareholders' pay out
v) $\Delta$ Shareholders' equity	0	0,00%	0	0,00%	Variance of financial resources invested by Shareholders' equity
w) $\Delta$ Net financial position	-10	-1,00%	-51	-5,37%	Variance of net financial resources invested by third-parties lenders debt

Tab. 3 - Cash Flows Statement focused on FCFF and free cash flows to pure lenders

#### 2.2. Financial structure and financial leverage

As concerns the financial structure, the latter is the mix of the financial resources provided by pure capital suppliers: shareholders' equity (common stock, additional paid-in capital, retained earnings, net income) and third-parties lenders debt (short and long term financial debts net of cash and cash equivalents and investment securities).

The relationship between net financial position and shareholders' equity is the so-called financial leverage (Blazenko, 1996) (see the following Tab. 4). The latter is a very important ratio for managerial trade-off evaluations in terms of financial risk (Markowitz, 1952), funding opportunities, cost funding, company reputation, etc. and for these reasons it's rich of pervasive managerial implications.

	Tim	e Period and % to Net				
Financial Structure	Time Period n	Period % to Net Operating Capital Invested		% to Net Operating Capital Invested	Managerial Meaning	
a=Shareholders' Equity	290	72,50%	220	64,71%	Financial resources provided by shareholders' equity	
b= Third-Parties Lenders Debt (or Net Financial Position)	110	27,50%	120	35,29%	Financial resources provided by third-parties lenders debt	
c=b/a) Financial Leverage	0,38		0,55		Company's attitude to finance core business with equity to financial debts	

Tab. 4 - Financial structure and financial leverage

#### 2.3. The variances analysis of the free cash flows to firm

A variance is the difference between two values (Anthony, 2004). Typically, the first value represents what actually happened, that is, the performance actually achieved. The other value is a performance benchmark, such as a planned result (what the firm wanted to happen) or a historical result (what happened in the past) or the best competitor performance. A variance analysis involve the breakdown of the global variance into the individual factors that caused the variance. Obviously the algebraic sum of the single variances is equal to the global variance, but it's very important to realize that there isn't only one way to do variance analysis and managers perform different variances analysis because, as Anthony *and al.* claim, "the techniques used to analyze variances depend on management's judgment as to how useful the results are likely to be".

The variances analysis methodology involves five basic steps:

- 1. identify the individual factors that cause the global variance;
- 2. define the most useful sequence of the individual factors identified: generally, from a cash flow point of view, revenues are the starting point for the variances analysis;
- 3. always from a cash flow point of view, it's useful to normalize each absolute value to the revenues;
- 4. accordingly with the previous most useful sequence, the next step, so-called flexible phase of the values, is to replace each past value with its actual value and calculate the resulting amounts;
- 5. calculate the variance between the two above said amounts. In particular, there are two different algebraic evaluations about variance:

- 1. an *unfavorable variance* is the one that makes, all other conditions being equal, actual revenues/margins (costs) value lower (higher) than in the past (or planned target): for example, if the actual external operating costs are higher than in the past, the variance is said to be unfavorable;
- 2. a *favorable variance* makes actual revenues/margins (costs) value higher (lower) than in the past (or planned target): for example, if actual revenues are higher than in the past, the variance is said to be favorable. As Anthony *and al.* claim, "The words favorable and unfavorable do not necessarily connote value judgments about managerial performance ... but indicate only the algebraic impact of a variance ...".

As concerns FCFF variances analysis, the individual factors that caused the global variance between two periods (for example two years) and a related useful sequence are shown by the following Tab. 5. In particular, these eleven individual factors are connected to four different variances:

- ebitda (earnings before interest taxes depreciation and amortization) variance generated by three individual factors - revenues, external operating costs and labor costs - coming from income statement;
- 2. net working capital variance generated by five individual factors coming from balance sheet - change in accounts receivable, change in inventories, change in accounts payable, change in other current operating receivables and payables, change in short term accumulated provisions and provisions for risks and costs - and by one individual factor coming from a mix between Balance Sheet and Income Statement, change in short term accumulated provisions and provisions for risks and costs;
- 3. *fixed assets variance* generated by two individual factors change in tangible and intangible long term (net) assets and depreciation and amortization, change in long term accumulated provisions and provisions for risks and costs coming from a mix between Income Statement and Balance Sheet;
- 4. *taxes variance* generated by one individual factor, taxes and change in payable income taxes, coming from a mix between Income Statement and Balance Sheet.

	Individual factors of the global variance and a related useful sequence	
From	Through	То

T. C	1.	revenues			
Income Statement	2.	external operating costs	Ebitda variance		
	3.	labor costs			
	4.	$\Delta$ accounts receivable			
Balance Sheet	5.	$\Delta$ inventories			
balance sheet	6.	$\Delta$ accounts payable	Net Working Capital		
	7.	$\boldsymbol{\Delta}$ other current operating receivables and payables	variance		
	8.	$\Delta$ short term accumulated provisions and provisions for risks			
		and costs			
A mix between	9.	$\Delta$ tangible and intangible long term (net) asset and	T: 1		
Income Statement		depreciation and amortization	Fixed	Assets	
and Balance Sheet	10.	$\Delta$ long term accumulated provisions and provisions for risks	variance		
and balance sheet		and costs			
	11.	taxes and $\Delta$ payable income taxes	Taxes variand	e	

Tab. 5 - Individual factors of the global variance and a related useful sequence. From Income Statement and Balance Sheet to four basic variances: Ebitda, Net Working Capital, Fixed Assets and Taxes

Using the symbol  $\Delta$  (delta) to represent the difference between an actual amount and a past one, the commonly used rules to find the single variances (V) are as follows:

- a. as concerns the individual factors related to the Ebitda V there are three specific variances (all the following variances can be further broken down; for example, the revenues variance can be splitted into three components: volumes (or quantity) variance, product mix variance and price variance (Anthony, 2004); the costs variance too can be decomposed into four components: volumes (or quantity) variance, mix variance, efficiency variance, price variance; the collection times variance can be disaggregated into three components related to the revenues: volumes (or quantity) variance, customer mix variance and price variance; etc.):
- 1. the *intensity revenues V* measures the effect on the FCFF related to a different amount of revenues:

revenues V=  $\Delta$ revenues x (1 - past % cash absorption)= 50 x (100,00% - 83,05%)= 8,47 In synthesis, the increasing revenues generates, all other conditions being equal, a favorable variance equal to 8,47 (2,18% to actual revenues or 5,26% to past FCFF);

2. the *external operating costs efficiency V* measures the change in the FCFF caused by a different rate of external operating cost efficiency: external operating costs V= actual revenues x  $\Delta$ % cash absorption by external operating

In synthesis, the better external operating costs efficiency produces, all other conditions being equal, a favorable variance equal to 10,52 (1,05% to actual revenues or 6,54% to past FCFF);

ISBN: 978-9963-711-16-1

costs= 1.000 x (41,05% - 40,00%)= 10,52

3. the *efficiency labor costs V* measures the effect on the FCFF due to a different level of efficiency labor costs:

labor costs V= actual revenues x  $\Delta\%$  cash absorption by labor costs= 1.000 x (27,37% - 25,00%)= 23,68

In synthesis, the improved labor cost efficiency generates, all other conditions being equal, a favorable variance of 23,68 (2,37% to actual revenues or 14,71% to past FCFF).

The sum of the above 1), 2) and 3) variances generates the so-called Ebitda variance: Ebitda V= revenues V+ external operating costs V+ labor costs V=8,47+10,52+23,68=42,68.

In synthesis, the higher Ebitda produces, all other conditions being equal, a favorable variance of 42,68 (4,27% to actual revenues and 26,51% to past FCFF).

- b. as concerns the individual factors related to the Net Working Capital V there are five different variances:
- 1. the *collection times V* measures the effect on the FCFF related to a different days sales outstanding:

collection times V= actual revenues x  $\Delta\%$  cash absorption by accounts receivable= 1.000 x (- 3,00% - (- 2,11%))= - 8,95

In synthesis, the worsening of collection times from customers generates, all other conditions being equal, an unfavorable variance of -8,95 (-0,89% to actual revenues or 5,56% to past FCFF);

2. the *inventory V* measures the effect on the FCFF related to a different days inventory outstanding:

inventory V= actual revenues x  $\Delta\%$  cash absorption by inventory= 1.000 x (- 2,00% - (- 1,05%))= - 9,47

In synthesis, the worsening of the inventory rotation produces, all other conditions being equal, an unfavorable variance of -9,47 (-0,95% to actual revenues or 5,88% to past FCFF);

3. the *payment times V* measures the effect on the FCFF due to a different payment time of suppliers:

payment times V= actual revenues x  $\Delta\%$  cash absorption by accounts payable= 1.000 x (- 2,00% - 1,05%)= - 30,53

In synthesis, the worsening of time payment to suppliers generates, all other conditions being equal, an unfavorable variance of 30,53 (3,05% to actual revenues or 18,96% to past FCFF);

- 4. the *other current operating receivables and payables V* measures the effect on the FCFF due to a different incidence of the other current operating receivables and payables: other current operating receivables and payables V= actual revenues x  $\Delta$ % cash absorption by other operating receivables and payables=  $1.000 \times (2,00\% 1,05\%) = 9,47$  In synthesis, the improving of the current operating receivables and payables incidence generates, all other conditions being equal, a favorable variance of 9,47 (0,95% to actual revenues or 5,88% to past FCFF);
- 5. the *short term provisions risks V* measures the effect on the FCFF related to a different level of use of short term provisions for risks:

short term provisions for risks V= actual revenues x  $\Delta$ % cash absorption by use of short term provision for risks= 1.000 x (0,00% - 0,00%)= 0,00

The sum of the above 1), 2) 3), 4) and 5) variances generates the so-called Net Working Capital variance:

Net Working Capital V= collection times V + inventory V + payment times V + other current operating receivables and payables V + short term provisions risks V= -8,95 - 9,47 - 30,53 + 9,47 + 0,00 = -39,47.

In synthesis, the greater amount of Net Working Capital produces, all other conditions being equal, an unfavorable variance of -39,47 (3,95% to actual revenues and 24,52% to past FCFF).

- c. as concerns the individual factors related to the Fixed Assets V there are two different variances:
- 1. the *new investments* (originated by the algebraic sum of change in the net fixed assets and depreciation and amortization) V measures the effect on the FCFF related to a different rate of new tangible and intangible investments:

new investment V= actual revenues x  $\Delta\%$  cash absorption by new investments= 1.000 x (-6,00% - (-4,21%))= -17,89

In synthesis, the increasing new investments generate, all other conditions being equal, an unfavorable variance of -17,89 (-1,79% to actual revenues or 11,11% to past FCFF);

2. the *long term provisions risks V* measures the effect on the FCFF related to a different level of use of provisions for risks:

long term provisions risks V= actual revenues x  $\Delta\%$  cash absorption by use of provision for risks= 1.000 x (- 1,00% - (- 1,1%))= 0,53

In synthesis, the higher use of provisions for risk generates, all other conditions being equal, an unfavorable variance of 0,53 (0,05% vs actual revenues or 0,33% vs past FCFF);

The sum of the above 1) and 2) variances generates the so-called Fixed Assets variance: Fixed Assets V= new investments V + long term provisions risks V= -17.89 + 0.53 = -17.36. In synthesis, the greater amount of Fixed Assets Capital produces, all other conditions being equal, an unfavorable variance of -17.36 (1.74% to actual revenues and 10.78% to past FCFF).

- d. as concerns the individual factors related to the Taxes there are two variances:
- 1. the *taxes pressure V* measures the effect on the FCFF related to a different tax rate pressure:

taxes pressure V= actual revenues x  $\Delta\%$  cash absorption by taxes pressure= 1.000 x (-12,00% - (-8,84%))= -31,58

In synthesis, a higher tax rate pressure generates, all other conditions being equal, an unfavorable variance of -31,58 (-1,90% to actual revenues or -19,61% to past FCFF);

2. the *payable income taxes V* measures the effect on the FCFF related to a different payable income taxes level:

payable income taxes V= actual revenues x  $\Delta\%$  cash absorption by payable income taxes= 1.000 x (1,00% - 0,53%)= +4,74

In synthesis, the higher level of payable income taxes pressure generates, all other conditions being equal, a favorable variance of +4,74 (+0,47% to actual revenues or 2,94% to past FCFF);

The sum of the above 1) and 2) variances generates the so-called Taxes variance:

Taxes V= taxes pressure V + payable income taxes V= -31,58 + 4,74 = -26,54.

In synthesis, the increasing negative fiscal cash flows produces, all other conditions being equal, an unfavorable variance of -26,54 (2,65% to actual revenues and 16,67% to past FCFF).

The following FCFF Bridge, Fig. 2, summarizes the contribution of each individual variance to the FCFF global variance. In particular, it's very important to identify if the

change in FCFF is due to an Income Statement factor or to a Balance Sheet factor, and in particular to a contribution of ebitda, net working capital, fixed assets and taxes.

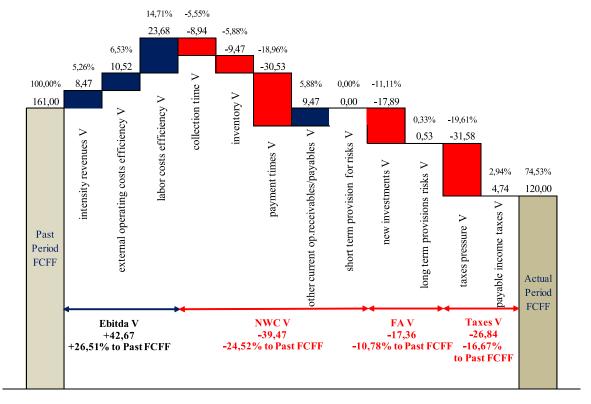


Fig. 2 – Free Cash Flows to Firm bridge

Under a managerial point of view it is essential, on one side, to measure which managerial processes – selling, purchasing, innovation, etc. - are increasing (or decreasing) FCFF and, on the other side, to identify the best way to preserve good performance, that is the positive FCFF variances (in the example the ebitda components), and to correct bad performance, that is the negative FCFF variances (in the example the net working capital and taxes components). By the variances quantification, the management conquests the precious opportunity to focus the right energies on the most relevant critical points and to concentrate on the existing, and frequently hidden, relationships between the different variances.

### 3. From the variances analysis of the free cash flows to firm to a different financial structure. Synthetic relationships of equilibrium

Between FCFF and financial structure there is a strong relationship in terms of financial equilibrium and healthy continuity of the firm. In this direction, positive FCFF variances are, financial and extraordinary costs paid, the most authentic way to lead the company towards a double purpose: the financial structure target and the competitive position target. In particular, the positive FCFF variances, all other conditions being equal, allow:

- a. the strengthening of the degree of financial independence and therefore a greater bargaining power towards stakeholders;
- b. a continuous pay out of dividends with a consequent shareholders' satisfaction;
- c. an improvement of the financial debts quality: extension of financial debt maturities, lower funding costs, greater possibilities to reduce the amount of financial debts;
- d. a better competitive reputation.

In the above example the reduction of FCFF, from 161,00 to 120,00, causes, all extraordinary and financial and dividends conditions being equal, an identical impact, -41,00 on the process of reducing the Net Financial Position, from 51 of the past year to 10 for the current year (Tab. 6). In particular, this is the difference between positive ebitda variance (+42,67) and negative net working capital (-39,47), fixed assets (-17,36) and taxes (-26,84) variances.

Time Period and % to Net Revenues								
Financial Values	Time Period n	% to Net Revenues	Time Period n-1	% to Net Revenues	Managerial Meaning			
a. Free Cash Flows to Firm	120	12,00%	161	16,95%	Company's attitude to provide/require financial resources (after taxes) from its own core business			
b.Free Cash Flows to (Pure) Lenders	120	1,00%	161	16,95%	Cash flows available for pure lenders			
c. Financial revenues/costs (tax shield net) and Dividends to shareholders	-110	-11,00%	-110	-11,58%	Cash out by financial revenues/costs and dividends			
d=b-c)Net Financial Position reducing through change in FCFF	10	1,00%	51	5,37%				
e.Net Financial Position	110	11,00%	120	12,63%	Financial resources provided by third- parties lenders debt			

Tab. 6 – The change in Free Cash Flows to Firm drive (extraordinary, financial and dividends cash out conditions being equal) changes on the financial structure

### 4. Spare Parts Manufacturers in the Italian Automotive Independent After Market. The variances of the free cash flows to firm and the financial structure in the 2008-2011 period

This last section highlights, in brief and in accordance with the purpose of the present work, the results obtained from the Competitive Risk and Entreprise Value Research Center of the Polytechnic of Turin (Italy), whose mission is to develop models and metrics for measuring economic performance. First of all, some information about the analysis scope:

- a. the results of the analysis are focused on the free cash flows to firm variances analysis and their impact on the financial structure;
- b. the statistical sample is composed by 291 limited companies operating in Italy as Spare Parts Manufacturers for the Italian Automotive Independent After Market. The above 291 companies are composed by 36 large companies (turnover greater than € 100 million), 43 medium-sized enterprises (turnover between 30 and 100 million euro) and 212 small business (turnover lower than € 30 million). All data, extracted from the financial statements officially registered at the Italian Chambers of Commerce, are public;
- c. the 2008-2011 is the analyzed period and for each period the FCFF variances analysis shows the contribute of each individual factor as ebitda, net working capital, fixed assets and taxes and the related relationship with the financial structure.

The set of all the 291 companies shows, in brief (Tab. 7), the following financial highlights:

- a. a slight increase in revenues (2011-2008 cagr of +0,47%);
- b. a meaningful decrease in ebitda (2011-2008 cagr of -2,08%);
- c. a small increase in taxes with a 2011-2008 cagr of +0,36%;
- d. an increasing of net capital invested (cagr of +0,98%) in both its components, net working capital (cagr of +1,33%) and net fixed assets (cagr of +0,55%);
- e. a consistent improving in the financial structure: shareholders' equity, cagr of + 1,95%, and third-parties lenders debt, cagr of -19,38%.

Financial Highlights	2011	2010	2009	2008	Cagr 2011/2008
Net revenues	14.367.975	13.794.764	11.865.651	14.168.271	0,47%
Ebitda	1.057.623	1.097.205	894.752	1.126.306	-2,08%
Taxes	229.053	211.284	152.926	226.569	0,36%
Net Working Capital	2.391.162	2.280.608	2.125.237	2.298.281	1,33%
Net Fixed Assets	1.910.717	1.939.896	1.867.210	1.879.459	0,55%
Net Capital Invested	4.301.879	4.220.503	3.992.447	4.177.740	0,98%
Shareholder's Equity	4.179.437	4.367.495	4.124.765	3.944.051	1,95%
Third-Parties Lenders Debt	122.442	-146.992	-132.318	233.689	-19,38%

Tab. 7 – The main financial highlights for the Spare Parts Manufacturers in the Italian

Automotive Independent After Market

As concerns the individual factors of the FCFF variances analyses, the Tab. 8 highlights some interesting observations:

- a. except for 2010, ebitda has always negatively contributed to the improvement of the FCFF: in other words, the lower Ebitda produces for three years on four, all other conditions being equal, an unfavorable variance: -0,53% to 2011 revenues, -0,36% to 2009 revenues and -1,41% to 2008 revenues. The critical point is especially related to the external operating costs (always negative except the 2009) which are absorbing the positive contribution of revenues to FCFF: it's an uneconomic exchange between revenues and external operating cost. On the contrary, labor cost generates a favorable variance in 2011 and in 2010, but is not enough to change the sign of ebitda variance;
- b. as regards to the net working capital the contribution to FCFF is always, except for 2010, positive and first of all thanks to lower collection times, for the second consecutive year, and to a favorable variance of the other current operating receivables and accounts payable;
- c. the positive fixed assets variance is mainly due to an investment slowdown and this trend could have a negative impact on future results; without this investment cutting, 0,95% to revenues in 2011, the FCFF variance would have been negative in 2011, -0,10% to revenues;
- d. higher taxes produce an increasing unfavorable variance: -0,47 to revenues in 2011 and -0,22 to revenues in 2010.

Free Cash Flows to Firm: Individual Factors V (to Revenues)	2011	2010	2009	2008	Δ2011-2008
a=b+c+d+e)Free Cash Flows to Firm V	0,85%	-2,13%	3,11%	0,80%	0,05%
b)Ebitda V	-0,53%	0,92%	-0,36%	-1,41%	0,88%
b1)Revenues V	0,06%	0,51%	0,05%	0,00%	0,06%
b2)External operating costs V	-0,77%	-0,53%	1,12%	-0,86%	0,09%
b3)Labor costs V	0,17%	0,94%	-1,52%	-0,56%	0,73%
c)Net Working Capital V	0,63%	-2,46%	0,02%	3,48%	-2,85%
c1)Collection times V	0,70%	0,51%	-4,22%	4,27%	-3,58%
c2)Inventory V	-0,79%	-2,07%	2,21%	0,71%	-1,50%
c3)Payment times V	-0,58%	2,02%	1,62%	-4,06%	3,47%
c4)Other current op. rec. acc. paybles V	1,31%	-2,93%	0,40%	2,55%	-1,25%

d)Fixed Assets V	1,23%	-0,37%	1,83%	-1,63%	2,86%
d1)New investments	0,95%	-0,06%	2,56%	-2,31%	3,25%
d2)Long term provisions risks V	0,28%	-0,31%	-0,74%	0,68%	-0,40%
e)Taxes V	-0,47%	-0,22%	1,62%	0,37%	-0,84%
e1)Taxes pressure V	-0,20%	-0,10%	0,68%	0,48%	-0,67%
e2)Income taxes payable V	-0,27%	-0,13%	0,94%	-0,11%	-0,17%

Tab. 8 – The main individual factors of the FCFF variances analysis for the Spare Parts Manufacturers

in the Italian Automotive Independent After Market

As concern the relationship between the FCFF variance and the impact on the financial structure, Tab. 9 shows how the positive 2011 FCFF V, +0,85% to revenues, is higher than extraordinary revenues/costs (tax shield net) V, -0,69% to revenues, but not enough to hold up shareholders' equity V needs, -3,80% to revenues, and all this in despite of a positive financial revenues/costs (tax shield net) V to revenues, +0,35. It means a financial deficit V to revenues equal to -3,28% satisfied through, on the one hand, the 2011 FCFF, +1,40% to revenues, and, on the other side, an increasing of the Net Financial Position V, + 1,89% to revenues.

Free Cash Flows to Firm: Individual Factors V vs Revenues	2011	2010	2009	2008
a)FCFF V to revenues	0,85%	-2,13%	3,11%	0,80%
b)Extraordinary revenues/costs (tax shield net) V to revenues	-0,69%	0,74%	0,46%	-0,58%
c=a-b)Free Cash Flows to Pure Lenders V to revenues	0,17%	-1,39%	3,57%	0,22%
d)Financial revenues/costs (tax shield net) V to revenues	0,35%	-0,28%	0,39%	0,31%
e)Net Shareholders' equity V to revenues	-3,80%	-1,35%	-0,55%	-0,87%
f=c+d+e)Financial Surplus (-Deficit) V to revenues	-3,28%	-3,02%	3,40%	-0,33%
g)Third-Parties lenders debt (or net financial position) V to revenues	1,89%	-0,11%	-3,08%	1,13%
h)FCFF actual period to revenues	1,40%	3,13%	-0,32%	-0,80%
i=g+h)Third-Parties lenders debt V vs revenues + FCFF actual period to revenues	3,28%	3,02%	-3,40%	0,33%

Tab. 9 – The main individual factors of the FCFF variances analysis for the Spare Parts Manufacturers

in the Italian Automotive Independent After Market and the impact on the financial structure

In synthesis, in 2011 Spare Parts Manufacturers generate a favorable but insufficient FCFF V: at the same time, they, on the one hand, increase third-parties lenders debt and, secondly,

decrease shareholders' equity realizing by this way an important change in the Financial Structure in the direction of worsening the level of financial independence.

#### 3. CONCLUDING REMARKS

As shown in the present essay there are strong relationships between free cash flow to firm and financial structure: a rigorous management of FCFF is the best way to manage seriously the financial structure (and sometimes vice versa). The variances analysis is a simple, flexible and precious method able to quantify the impact of the management process, from competitive strategies to managerial actions, on the financial structure equilibrium. Through ebitda, net working capital, fixed assets and taxes variances it's possible to investigate each link between the economic and balance sheet side and the financial one, too often the dark side of the firm crisis/weakness and almost always the true over boosting for a continuous competitiveness. Each variance in the individual factors of the FCFF is, all extraordinary and financial cash in cash out being the same, a variance in the financial structure and consequently it is a variance compared to those who finances the company and its possibilities to belong to the future.

#### **BIBLIOGRAPHY**

Abell D.F., Defining the Business, Prentice-Hall, Englewood Cliffs, New Jersey, February 1980.

Anthony R.N., Hawkins D.F., Merchant K.A., *Accounting. Text and cases*, 11<sup>th</sup> edition, McGraw-Hill, New York, 2004.

Bartley J.Madden, Cash Flow ROI Valuation, Butterworth Heinemann, Oxford, 1999.

Bennet Stewart G. III, The quest for value, Harper Collins, New York, 1991.

Besanko D., Dranove D., Shanley M., Economics of Strategy, Wiley, NY, 2000.

Blazenko, George W., Corporate Leverage and the Distribution of Equity Returns, Journal of Business & Accounting (October 1996), p. 1097-1120).

Brealey R.A., Meyers S.C., Allen F., *Principles of Corporate Finance*, 10th edition, McGraw-Hill/Irwin, New York, 2011.

Damodaran A., Investment Valuation, Wiley, NY, 2004.

Donna G., Guelfi S., Analisi della performance economica d'impresa: il modello della creazione di valore, pubblicato in Economia aziendale & Management: scritti in onore di Vittorio Coda, a cura di

Donna G., La creazione di valore nella gestione dell'impresa, Carocci, Roma, 2007.

Fischer I., Appreciation and interest, MacMillan, New York, 1896.

Freeman FR.E., Strategic Management. A Stakeholder Approach, New York, Pitman Publishing Inc., 1984.

ISBN: 978-9963-711-16-1

Confronting Contemporary Business Challenges Through Management Innovation

Greenwald B., Kahn J., Sonkin P., Van Biema M., Value Investing, Wiley, NY, 2004.

Guelfi S., Decisioni ed azioni manageriali, McGraw-Hill, 2005.

Khan M.Y., Jain P.K., Management Accounting, Tata McGraw-Hill Education, New York, November 2006.

Koller T., Goedhart M., Wessels D., *Valuation: Measuring and Managing The value of Companies*, University Edition, Wiley & Sons, Hoboken, 2010.

Markowitz, H.M., *Portfolio Selection*, The Journal of Finance, Vol. 7, No 1, pp. 77–91, March 1952.

Mauboussin M., Bartholdson K., Measuring the Moat. Assessing the magnitude and sustainability of value creation, Credit Suisse First Boston Equity Research, 2002.

Myers, Stewart C., Majluf, Nicholas S., Corporate financing and investment decisions when firms have information that investors do not have, Journal of Financial Economics, Vol. 13, No 2, pp. 187–221, 1984.

Rappaport A., Creating Shareholder Value. The New Standard for Business Performance, New York, The Free Press, 1998.

Van Horne J.C., Financial management and policy, New York, Prentice hall, Englewood Cliffs, New Jersey, 2008

Weiss D.J., Analysis of Variance and Functional Measurement: A Practical Guide, Oxford University Press, New York, 1996.