

## CV

**ERIKSSON, Kent**

[kenteri@kth.se](mailto:kenteri@kth.se)

BORN 1964

### Employment

2003- (leave of absence 2014-2017)

KTH -The Royal Institute of Technology, Valhallav 88, 100 44 Stockholm, Sweden

Professor (Chair), Department of Real Estate and Construction Management, Director for Center for Construction Efficiency and previously Director for Center for Banking and Finance

2015-05-17 –

Första AP fonden

Member of the board of directors

Fund with assets of approximately 350 BSEK (~40 BUSD).

2013-07-01- 2017-08-31

Stanford School of Engineering, Civil and Environmental Engineering, Construction Management

Stanford University

Visiting professor 2013-2016, Lecturer 2016-2017

2013-11-01 – 2014-07-31

The European Commission

Member of Financial Services User Group

2010-08-28 – 2011-01-08

Stanford Law School

Visiting researcher

2007

Finansinspektionen -The Swedish Financial Supervisory Authority

Member of the board of directors

1999-2003

Sodertorn University – The University College of Southern Stockholm,

Professor (Chair 2003),

1994-2001

Department of Business Studies, Uppsala University, P.O. Box 5301, Uppsala, Sweden.

### EDUCATION AND TRAINING

1989-1994

Ph D, Business Studies, Uppsala University, Uppsala, Sweden

1984-1989

Bachelor of Arts, Mathematics and Business, Uppsala University, Uppsala, Sweden

#### EXTERNAL RESEARCH GRANTS

In excess of 300 MSEK from 1990 until present.

#### CITATIONS IN SCIENTIFIC PUBLICATIONS

Google scholar citations are 9449 as of 2021 02 01

### Publications

#### Peer Reviewed Journal Articles

1. Kulkov, I., Berggren, B., Eriksson, K., Hellström, M. and Wikstrom, K. (2020), "The importance of financial resources and ownership of intellectual property rights for university spin-offs: the cases of Finland and Sweden", *Journal of Small Business and Enterprise Development*, Vol. 27 No. 7, pp. 1125-1147. <https://doi.org/10.1108/JSBED-09-2019-0308>
2. Eriksson, K., Hermansson, C. and Jonsson, S. (2020), "The performance generating limitations of the relationship-banking model in the digital era – effects of customers' trust, satisfaction, and loyalty on client-level performance", *International Journal of Bank Marketing*. <https://doi.org/10.1108/IJBM-08-2019-0282>
3. Casady, C. B., Eriksson, K., Levitt, R. E., & Scott, W. R. (2020). (Re) defining public-private partnerships (PPPs) in the new public governance (NPG) paradigm: an institutional maturity perspective. *Public Management Review*, 22(2), 161-183.
4. Tsvetkova, A., Eriksson, K., Levitt, R.E. & Wikstrom, K., (2019) Workflow interdependence analysis of projects in business ecosystems, *Engineering Project Organization Journal*, 8 (January) pp. 1-18.
5. Eriksson, K., & Hermansson, C. (2019). How relationship attributes affect bank customers' saving. *International Journal of Bank Marketing*, 37(1), 156-170.
6. Eriksson, K., Wikström, K., Hellström, M., & Levitt, R. E. (2019). Projects in the Business Ecosystem: The Case of Short Sea Shipping and Logistics. *Project Management Journal*, 50(2), 195-209.
7. South, A., Eriksson, K., & Levitt, R. (2018). How Infrastructure Public–Private Partnership Projects Change Over Project Development Phases. *Project Management Journal*, 49(4), 62-80.
8. Casady, C., Eriksson, K., Levitt, R. E., & Scott, W. R. (2018). Examining the State of Public-Private Partnership (PPP) Institutionalization in the United States. *The Engineering Project Organization Journal (December 2018) Volume*, 8.
9. Eriksson, K., Fjeldstad, O., & Jonsson, S., (2017) Transaction services and SME internationalization: The effect of home and host country bank relationships on international investment and growth, *International Business Review*. 26 (1), 130-144
10. Eriksson, K. & Hermansson, C. (2017) Do consumers subjectively perceive relationships in objectively defined relational, interimistic, and transactional exchange in financial services?, *International Journal of Bank Marketing*. 35 (3), 472-494
11. Levitt, R., & Eriksson, K. (2016) Developing a governance model for PPP infrastructure service delivery based on lessons from Eastern Australia, *Journal of Organizational Design*, 5(1), 1-8
12. Söderbergh, I., Sallis, J. and Eriksson, K. (2014), 'The Dark Side of Trust and the Light

- Side of Working Alliances in Financial Advice', *International Journal of Bank Marketing*, 32 (3), 245-263.
13. Eriksson, K., Jonsson, S., Lindbergh, J. and Lindstrand, A., 2014. Modeling firm specific internationalization risk: An application to banks' risk assessment in lending to firms that do international business. *International Business Review*, 23(6), pp.1074-1085.
  14. Eriksson, K. & Hermansson, C. (2014) 'Searching for new saving behavior theories: How relationships between banks' customers and advisors affect household saving', *International Journal of Bank Marketing*, 32 (4), 279-299.
  15. Lindstrand, A., Sharma, D., & Eriksson, K., 2012, 'The perceived usefulness of SMEs previous customer networks in the internationalization process of firms', *International Journal of Entrepreneurship and Small Business*, 15, 3, pp. 285-307.
  16. Eriksson, K. & Söderberg, I.-L., 2010, Customers' ways of making sense of a financial service relationship through intersubjective mirroring of others, *Journal of Financial Services Marketing*, 14:5
  17. Lindstrand, A., Eriksson, K. & Sharma D.D., 2009, The Perceived Usefulness of Knowledge Supplied by Client Networks, *International Business Review*, 18, 26-37.
  18. Eriksson, K., Nilsson, D. & Kerem, K., 2008, 'The adoption of commercial innovations in the former central and east European markets: the Case of Internet Banking in Estonia', *International Journal of Bank Marketing*, 24:8, 154-169
  19. Eriksson, K., 2008, Introduction to the Special issue on the Future of Retail Banking, *International Journal of Bank Marketing*.
  20. Eriksson, K., Fjeldstad, O., Sasson, A., 2007 'Knowledge of inter-customer relations as a source of value creation and commitment in Financial Service Firm's intermediation', *Service Industries Journal*, 27:5, 563-582.
  21. Eriksson, K. & Nilsson, D. 2007, 'Determinants of continued use of self-service technology: the case of internet banking', *Technovation*, 27, 159-167.
  22. Eriksson, K. & Sharma, D.D., 2007, 'Buyer loyalty development through seller education of service buyers', *Journal of Euromarketing*, 16:4, 17-31.
  23. Eriksson, K., Hohenthal, J. & Lindbergh, J. 2006, 'SME export channel choice in international markets', *Advances in International Marketing*, 16, pp. 1-22
  24. Chetty, S., Eriksson, K., & Lindbergh, J., 2006, 'The effect of specificity of experience on a firm's perceived importance of institutional knowledge in an ongoing business', *Journal of International Business Studies*, 37, pp. 699-712.
  25. Eriksson, K., Kerem, K., & Nilsson, D., 2005, 'Customer Acceptance of Internet Banking in Estonia', *International Journal of Bank Marketing*, 23,2, pp. 200-216.
  26. Blomstermo, A., Eriksson, K., and Sharma, D., 2004, 'Domestic Experience in the Internationalization Process', in the *Journal of International Entrepreneurship*. 2, Pp. 239-258.
  27. Blomstermo, A., Eriksson, K., Lindstrand, A., & Sharma, D.D. 2004, 'The Usefulness of Network Knowledge', *Journal of International Management*. 10, 355-373.
  28. Eriksson, K., Hohenthal, J., & Lindbergh, J., 2004, 'Cultural Diversity and Culture Specific Experience Effect on Development of Institutional Experiential Knowledge in SME's', in the *International Journal of Entrepreneurship and Small Business*, 1, 1, pp. 100-120.
  29. Eriksson, K. & Chetty, S. 2003, 'The Usefulness of Market Experience in Learning about Foreign Markets', in *International Business Review*. 12, 673-695.
  30. Eriksson, K. & Sharma, D.D. 2003, 'Modeling Uncertainty in Buyer Seller Relationships', *Journal of Business Research*. 56, 961-970.
  31. Chetty, S. & Eriksson, K. 2002 'Mutual Commitment and Experiential Knowledge in Mature International Business Relationships', in *International Business Review*. 11(3), pp. 305-324.

32. Eriksson, K. & Mattsson, J., 2002 , 'Managers' Perception of Relationship Management in Heterogeneous Markets, *Industrial Marketing Management*, 31, pp. 535-543.
33. Eriksson, K., Johanson, J., Majkgård, A., and Sharma, D., 2001 'Time and Experience in the Internationalization Process', in the *Zeitschrift für Betriebswirtschaft*. 71(1), pp. 21-42.
34. Blankenburg Holm, D., & Eriksson, K., 2000, "The Character of Bridgehead Relationships", *The International Business Review*, No. 9, pp. 191-210.
35. Eriksson, K., Johanson, J., Majkgård, A., and Sharma, D., 2000 "Variation in the internationalization process", *International Studies in Management and Organization*, 30, 1 pp.26-44.
36. Eriksson, K., Majkgård, A., and Sharma, D., 2000 "Path Dependence and Knowledge Development in the Internationalization Process", in *Management International Review*. 4, pp. 307-328.
37. Eriksson, K. & Hadjikhani A., 2000 "Perceptual Product Connections in an International Market", in the *International Business Review*. 9, pp. 301-320.
38. Eriksson, K. and Löfmarck Vaghult, A., 2000 'Customer Retention, Purchasing Behaviour and Relationship Substance in Professional Services', *Industrial Marketing Management*, 29, pp. 363-372.
39. Blankenburg Holm, D., Eriksson, K., & Johanson, J., 1999, "Value Creation through Mutual Commitment to Business Network Relationships", *The Strategic Management Journal*, No. 20, pp. 467-486.
40. Eriksson, K., Majkgård, A., and Sharma, D., 1999, "A Study of Factors Determining Supplier's Perception of Service Quality in the International Market", *The Journal of Services Marketing*, 13, 4/5, pp. 361-375.
41. Eriksson, K., Johanson, J., Majkgård, A., & Sharma, D., 1997, "Experiential Knowledge and Cost in the Internationalization Process", *Journal of International Business Studies*, Vol. 28 (2).
42. Eriksson, K., & Mattsson, J., 1996, "Organising for Market Oriented Banking: The Impact from Production Technology and Coherent Bank Norms", Vol. 16, No. 1, pp. 35-46, *the Service Industries Journal*.
43. Blankenburg-Holm, D., Eriksson, K., & Johansson, J., 1996, "Business Networks and Cooperation in International Business Relationships", Vol. 27 (5), *Journal of International Business Studies*.

## Chapters in Books

Casady, C. B., Eriksson, K., Levitt, R. E., & Scott, W. R. (2019). (Re) assessing public-private partnership governance challenges: an institutional maturity perspective. In *Public-Private Partnerships for Infrastructure Development*. Edward Elgar Publishing.

Levitt, R. E., & Eriksson, K. (2019). Mitigating PPP governance challenges: lessons from eastern Australia. In *Public-Private Partnerships for Infrastructure Development*. Edward Elgar Publishing.

Donner, H., Eriksson, K., & Steep, M. (2018). *Digital Cities: Real Estate Development Driven by Big Data*. Working Paper. Retrieved from <https://gpc.stanford.edu/publications/digital-cities-real-estate-development-driven-big-data>.

A Tsvetkova, T Nokelainen, M Gustafsson, K Eriksson (2017) A Framework for Ecosystemic Strategizing and Change, in *Practices for Network Management*, 275-301, Springer International Publishing

Eriksson, Kent, Financial service quality: people, processes and performance in Harrison, T., & Estelami, H. (Eds.). (2014). *The Routledge Companion to Financial Services Marketing*. Routledge.

Eriksson, K., & Thunman, C., "Bankmarknadens ändrade konkurrensbild" (The changed competition in the banking market), i, Thunman, C., & Eriksson, K., eds., 1990, *Bankmarknader i Förvandling* (Bank markets in transition), pp. 15 - 27, Studentlitteratur: Lund

Eriksson, K., "Management Stability and Change in Banking", 1996 in Schuster, L., *Intercultural Bank Management*. Fritz Knapp Verlag, Frankfurt am Main.

Blankenburg Holm, D., & Eriksson, K., 1996, "Foreign Expansion through Business Network Relationships", in Blankenburg Holm, D., *Business Network Connections and International Business Relationships*, diss. Department of Business Studies, Uppsala University: Uppsala.

Eriksson, K., Johanson, J., Majkgård, A., and Sharma, D., 1998, "Time and Experiential Knowledge in the Internationalization Process", in Majkgård, A., *Experiential Knowledge in the Internationalization Process of Service Firms*, diss. Department of Business Studies, Uppsala University: Uppsala.

Eriksson, K. and Majkgård, A., 1998, "Path Dependence in the Internationalization Process", in Majkgård, A., *Experiential Knowledge in the Internationalization Process of Service Firms*, diss. Department of Business Studies, Uppsala University: Uppsala.

Eriksson, K. Hohenthal, J. & Johanson, J., 1998 "A Model of Learning in International Business Networks" in *Yearbook 1998: Learning*, Wissenschaftszentrum Berlin.

Eriksson, K., Majkgård, A. and Sharma, D.D., 1997, 'A Quantitative Survey of Service Quality in SME Internationalization', In *Research at the Marketing/Entrepreneurship Interface*, Hills, G.E., Giglierano, J.J., Hultman C.M. (Eds.) The University of Illinois at Chicago, pp. 113-126.

Blomstermo, A., Eriksson, K., Johanson, J., and Sharma, D., 2001, "The Usefulness of Network Relationship Experience in the Internationalization of the Firm". in Håkansson, H. & Johanson, J., *Business Network Learning*. Elsevier. UK

Eriksson, K. & Hohenthal, J., 2001 "Learning in International Business Relationships" forthcoming in Håkansson, H. & Johanson, J., *Business Network Learning*. Elsevier. UK

Choi, S.-G. & Eriksson, K. 2001 "Knowledge Translation as a Learning Process in International Business Relationships" forthcoming in Håkansson, H. & Johanson, J., *Business Network Learning*. Elsevier. UK

Eriksson, K., Majkgård, A., and Sharma, D., 2001 "Knowledge and Time: A Forgotten Factor in the Internationalization Process of Firms" in Forsgren, M., Havila, V., & Håkansson, H., *Internationalization and Networks*.

Chetty, S. & Eriksson, K., 2003 "The importance of depth of involvement versus diversity of experience when learning about foreign markets" in Majkgård, A., & Sharma D.D. *Learning in the Internationalization Process of Firms*. Edward Elgar, UK

Chetty, S., Eriksson, K., & Hohenthal, J., 2003 "A Cross cultural Comparison of Collaborative Experience in Internationalizing Firms" in Majkgård, A., & Sharma D.D. *Learning in the Internationalization Process of Firms*. Edward Elgar, UK

Choi, S.- G., Eriksson, K. & Lee, J.-W. 2003 "Korean Firms' Knowledge Translation to the Polish Market" in Majkgård, A., & Sharma D.D. *Learning in the Internationalization Process of Firms*. Edward Elgar, UK

Choi, S.- G., Eriksson, K. & Lee, J.-H. 2003 "Knowledge Translation in the Internationalization

Process of the Hyundai Motor Company” in Majkgård, A., & Sharma D.D. *Learning in the Internationalization Process of Firms*. Edward Elgar, UK

Blomstermo, A., Eriksson, K., and Sharma, D., 2003, 'Learning and its Relationship with Domestic Experience of Internationalizing Firms', in Dana, L., the *Handbook of International Business*.

Blomstermo, A., Eriksson, K., and Sharma, D., 2004, 'Swedish Perspectives of International Entrepreneurship', in Dana, L., the *Handbook of research on international entrepreneurship*.

Lindstrand, A., and Eriksson, K., 2005, 'Business Networks: The Context for Firm Learning about Internet Use' in Lindstrand, Sharma and Johanson 'International Business and the Internet', Pergamon

Eriksson, Kent, Choi, Soon-Gwon & Johanson, Jan, 2006, 'Knowledge Transfer in Internationalization through Relationship Development', Hadjikhani, Amjad, Lee, Joong-Woo & Johanson, Jan (eds.), *Business Networks and International Marketing*, Doo Yang Publishing Co., Seoul, South Korea, pp. 245-262

Eriksson, Kent, and Enrique Rodriguez, 2007 'Stockholm som finansiellt centrum för Sverige och norra Europa', (Stockholm as a financial centre in Sweden and northern Europe) in Håkan Lindgren (ed.) *Stockholms Ekonomiska Historia*, Stockholmia förlag: Stockholm.

## **Books**

Eriksson, K., & Thunman, C., eds., 1990, *Bankmarknader i Förvandling* (Bank markets in transition), Studentlitteratur: Lund.

Eriksson, K., 1992, *Differentiation and Integration in Banking*, Licentiate thesis, Department of Business Studies, Uppsala University.

Eriksson, K., 1994, *The Interrelatedness of Environment, Technology and Structure: A study of Differentiation and Integration in Banking*, Doctoral thesis, Department of Business Studies, Uppsala University.

Eriksson, K., 1998, *LISREL for Business Analysis*, Department of Business Studies, Uppsala University.

Eriksson, K., 2000, *The Management of Relationship Development*, CeFin, Södertörn University College.

Eriksson, K., 2006 'Utveckling av kundrelationer inom bank och finansmarknader', (Development of customer relationships in banking and finance) Studentlitteratur: Lund.

Eriksson, K., & Söderbergh, I.-L. 2009 'Finanssektorns roll i samhällsökonomi' (The role of the financial services sector in societal development) Sparbanksakademien: Stockholm