**RSA Research Network Seminar**

**The Role of Business Services and Knowledge Transfer in Cluster Formation in Central and Eastern Europe**

17th - 18th September 2009  
Department of Regional Development  
Institute of Geography and Spatial Management  
Jagiellonian University

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<th><strong>Thursday, 17th of September</strong></th>
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<tr>
<td><strong>11.30 – 12.00</strong></td>
<td><strong>Registration, Coffee/tea</strong></td>
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| **12.00 – 13.30** | **Session 1**  
Chair: Prof Boleslaw Domański  
- Opening address (Prof Boleslaw Domański, Jagiellonian University)  
  Dr Grzegorz Micek, Jagiellonian University)  
- Keynote address  
  Prof Seamus Grimes (National University of Ireland, Galway): *Deconstructing Ireland’s Policy Approach to Business Services*  
- Prof Jane Hardy (University of Hertfordshire), Dr Magdolna Sass (Hungarian Academy of Sciences, Budapest), Dr Martina Fifeková (University of Economics, Bratislava): *Problematising Vertical Foreign Investment in Business Services: The Impact of New Networks in Central and Eastern Europe*
| **13.30 – 14.30** | **Lunch** |
| **14.30 – 16.00** | **Session 2**  
Chair: Prof Petr Pavlinek  
- Dr Zoltán Gál (Hungarian Academy of Sciences): *Repositioning CEE in the Global Services Offshoring Market: Evidence from the Trade and Location Statistics*  
- Dr Jan Drahokoupil (University of Mannheim & Economy and Society Trust, Brno), Pawel Capik (Sheffield Hallam University): *Service Sector Outsourcing in the Visegrád Four: Transforming the European Assembly Platform into a Knowledge-Based Economy?*
| **16.00 – 16.30** | **Coffee/tea break** |
| **16.30 – 18.00** | **Session 3**  
Chair: Prof Jane Hardy  
- Prof Petr Pavlinek (Charles University, Prague; University of Nebraska, Omaha): *Industrial upgrading in the Czech automotive industry*  
- Dr Graham Hollinshead & Prof Jane Hardy (University of Hertfordshire): *The HR effects of offshoring software development to Ukraine*
| **19.45** | **Seminar Dinner (Ukrainski Smak, Kanonicza Street 15)**

**RSA Research Network**  
Regional Development and the Changing Geography of Outsourcing Business Services in an Enlarged Europe
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<td>9.15 – 11.30</td>
<td><strong>Keynote address</strong>&lt;br&gt;Prof Robert Huggins (University of Wales, Cardiff): <em>Global and Local Knowledge Flows: Theoretical and Empirical Perspectives</em>&lt;br&gt;<strong>Dr Pavel Ptaček</strong> (Palacký University, Olomouc), Dr Zoltán Gál (Hungarian Academy of Sciences): <em>The Role of Regional Universities in the Knowledge Transfer and Knowledge Flows into the Business Sector: the Case Studies from the Czech Republic and Hungary</em>&lt;br&gt;<strong>Dr Pavel Bednař, Ondřej Slach, Jan Beneš</strong> (University of Ostrava): <em>Location and Networking of Advanced Business Services in the Regional Post-socialist Cities</em></td>
<td><strong>Dr Adam Szymaniak</strong> (Adam Mickiewicz University), Anna Harendarz, (Quality Specialist for French Team, Lufthansa, Dublin): <em>Philosophy and practice in operations of Lufthansa SSCs: The case of Global Telesales (Dublin) and Airline Accounting Center (Kraków)</em>&lt;br&gt;<strong>Dr Grzegorz Micek, Jarosław Działek, Janusz Górecki</strong> (Jagiellonian University): <em>Impact of Kraków's Service Centers on Local Economy</em></td>
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<td>14.30 – 15.30</td>
<td>Roundtable Discussion (Grzegorz Micek/Pawel Capik): <em>The Role of Business Services and Knowledge Transfer in Cluster Formation in Central and Eastern Europe</em></td>
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**Venues:**  
The Seminar will take place in the 3rd Campus at the Institute of Geography and Spatial Management, Jagiellonian University, Gronostajowa Street 7, 30-387, Kraków, Poland.  
Seminar sessions will take place in room 1.19. Coffee/tea will be served in an adjacent room (1.23).

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