

ao.Univ.-Prof. Ing. Mag. Dr. Otto Krickl
Institute of Organization and Economics of Institutions, University of Graz

	<p>born February 10th, 1959 in Vienna nationality: Austrian</p>	
<p>Professional Activities</p>	<p>since 1997</p> <p>2004 – 2009</p> <p>2008 – 2009</p> <p>2009</p>	<p>Professor for Business Administration at the University of Graz</p> <p>Chair of “Curricula Committee” for Business Administration</p> <p>Head of the Department of Organisation and Human Resource Management</p> <p>Change to the Department of Organisation and Institutional Economics</p>
<p>research visits</p>	<p>1992</p> <p>2010</p>	<p>Washington D. C. and Berkeley</p> <p>University of Auckland, New Zealand</p>
<p>courses taught</p>	<p>Introduction to general business studies, Office automation and communication, Business administration; Lectures and tutorials in „Introduction to EDP”, Business organisation, Information and organisation management, Competitive advantages and information technology, Business modelling, Management and international business, Project management, Organisational design, Change management, Interorganisational business models.</p>	
<p>research focus</p>	<p>Designing innovative work procedures using the potential of modern information technology</p> <p>Creating internal and cross-company information systems by integrating workflow management systems</p>	

	<p>Methods of assessing economic viability of IT use in administration</p> <p>HRM Instruments as a strategic success factor for small and midsized company's</p> <p>Continuing education services – perceived service value and related constructs</p>
Projects, presentations	<p>Presenter at numerous international conferences, project leader in several business projects (e.g. inviting tenders for office communication systems, PC network and mini-computer systems, evaluation of bids, support in implementation of systems and training, business process optimization, implementation of health management</p>
Publications	<p>Articles in various specialist magazines and conference reports on issues of IT (networks, individual data processing, workgroup computing), organisation (business re-design, office information systems)</p>
Presentation to external audiences	<p>Academic director of diploma courses in „Change Management“, „Organisation Design“, „Human Resources Management“, „High Potential – Dialogical Leadership“ and „Systemic Management“; lecturer in numerous seminars on E-Business, Project Management, Business Process Organisation, etc.</p>
Current research activities	
Project: Continuing education services – perceived service value and related constructs	<p>This project examines the perceived service value and related constructs such as satisfaction and willingness to pay for educational services. Data was collected from 661 students in New Zealand (Centre for Continuing Education Auckland and Continuing Education Waikato) and Austria (Uni for Life Graz and University of Teacher Education Styria). Based on former and present research results, a conceptual framework for the measurement of perceived service value was developed for the special situation of further educational services provided by universities.</p>