

CONTENTS

ABSTRACT.....	XV
LIST OF FIGURES.....	XVII
LIST OF TABLES AND EQUATIONS	XIX
LIST OF ABBREVIATIONS.....	XXI
PART A: THEORETICAL FOUNDATION	1
1 INTRODUCTION	1
1.1 Motivation of the dissertation.....	1
1.2 Research objectives	2
1.3 Structure of the dissertation.....	2
2 PHENOMENOLOGICAL BACKGROUND	4
2.1 Men on the inside (MOI).....	4
2.2 Community-based Innovation	5
2.3 Open source innovation.....	6
2.3.1 Open source research.....	6
2.3.2 A bibliometric investigation in the field of open source innovation.....	7
2.3.3 Taking stock of the OSI research field	11
2.3.4 Epistemological foundations and anchoring	19
2.4 Implications of bibliometric findings and research gaps.....	27
3 THEORETICAL FOUNDATION.....	30
3.1 Theoretical building blocks and framework	30
3.1.1 The management of (open source) innovation	30
3.1.2 Theoretical puzzles to explain and explore MOI.....	32
3.2 Resource-based view	34
3.3 Knowledge-based view	39
3.4 Dynamic capabilities	40
3.4.1 The borderline of resources and capabilities	40

3.4.2	Classification and dimensions of capabilities.....	42
3.5	Theories of key individuals in the innovation process.....	46
3.5.1	Boundary spanners	46
3.5.2	Promotors.....	51
3.6	Embeddedness and social capital	54
3.6.1	Embeddedness	54
3.6.2	Social capital	56
3.7	Research questions, propositions and hypotheses	59
PART B: QUALITATIVE EMPIRICAL STUDY.....		63
4	CASE STUDIES	63
4.1	Case study approach	63
4.1.1	Multilevel case study.....	63
4.1.2	Case study framework	64
4.2	Selection of comparative case studies	68
4.2.1	Identification of cases.....	68
4.2.2	eZ	69
4.2.3	SilverStripe	70
4.3	Interviews	72
4.3.1	Semi-structured interviews.....	72
4.3.2	Interview question design.....	72
4.4	Netnographic analysis	74
4.4.1	Transitioning from ethnography to netnography	74
4.4.2	Netnographic software tool	75
4.5	Data collection and processing (interviews & netnographic analysis).....	76
4.5.1	Semi-structured interviews.....	76
4.5.2	Netnographic database	77
4.6	Case study validity	79
5	RESULTS.....	83
5.1	Typology of MOI.....	83
5.2	The capabilities of MOI.....	86
5.2.1	Information processing.....	88
5.2.2	External representation of the firm.....	89
5.2.3	Providing expertise.....	90
5.2.4	Managing processes	93
5.2.5	Managing relations.....	94

Contents	XIII
5.2.6 The impact of capabilities on resources.....	96
5.3 Capability patterns (results from the netnographic analysis)	98
5.3.1 Information processing.....	98
5.3.2 External representation.....	99
5.3.3 Providing expertise.....	101
5.3.4 Managing processes.....	102
5.3.5 Managing relations.....	104
5.3.6 Overview of netnographic results.....	106
PART C: QUANTITATIVE EMPIRICAL STUDY	111
6 SOCIAL NETWORK ANALYSIS	111
6.1 Important elements of social networks	111
6.2 Key measures in networks	113
6.2.1 Indegree, outdegree and prestige.....	113
6.2.2 Centrality	114
6.2.3 Internal boundary spanning value.....	116
6.2.4 Contributions	117
6.3 Visualization of social networks	117
6.4 Statistical testing	119
6.4.1 Distribution of data	119
6.4.2 Non-parametric tests.....	120
6.5 Data collection and processing (SNA & statistics).....	123
6.5.1 Raw data	123
6.5.2 SNA database.....	125
6.5.3 Statistical database	126
7 RESULTS OF THE SOCIAL NETWORK ANALYSIS	127
7.1 Social network analysis of SilverStripe and eZ community.....	127
7.2 Results of the statistical tests.....	131
7.2.1 MOI's capability to build resources	131
7.2.2 MOI's capability to build relations with top performers	145
PART D: DISCUSSION & CONCLUSION.....	153
8 DISCUSSION	153
8.1 Summary of results	153
8.2 Comparative discussion of empirical findings to prior related research	154

9 CONCLUSIONS	159
9.1 Academic positioning of this dissertation and contributions	159
9.1.1 Implications on the management of (open source) innovation	159
9.1.2 Overview of types and areas of contribution.....	160
9.2 Recommendations for managerial practice.....	163
9.2.1 Managerial implications on the value of going open source or not.....	163
9.2.2 Managerial implications on the measurement of value in open source networks	166
9.2.3 Managerial suggestions for the constitution of open source innovation processes.....	168
9.3 Limitations and avenues for future research.....	170