

# Business School Impact Report 2023





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From the Dean



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Written and edited by Trisha Barbour and Rebekah Woodward, Strategic Projects Team — UQ Business School.

# Message from the Dean

2023 has been a terrific year for the UQ Business School, our international students returned to campus, our research impact and grant success was phenomenal and as always our staff, academic and professional, looked for new ways to innovate and improve our offerings for students, partners and our community.

We started the year implementing our new governance arrangements, which were reviewed and developed in 2022. The new arrangements aim to ensure that the School's structure, committees and leadership accountabilities are fit to deliver on the School's priorities and aspirations. With our mission in mind, we set out to educate, inspire, engage and enable, and I think these new governance arrangements allow us to better meet these expectations.



In our teaching and learning portfolio the School finalised the development of our new Master of Finance and Investment Management program, the first cohort of students will commence in January 2024. Our academics implemented innovative improvements to their courses including engaging with students to enhance aspects of the learning experience. Our Executive Education portfolio launched a new suite of short courses and expanded its industry partnerships to deliver high quality custom programs locally and across the state.

Our research success was phenomenal as academics across the School achieved ARC linkage, discovery and laureate fellowship grant success along with several other significant grants. Our research impact through our Research Hubs and disciplines continue to provide value and impactful research enriching our community.

We welcomed fifteen new full-time staff to the School. We launched our new Indigenous Business Hub aiming to support better connections with students, the Indigenous business sector, Indigenous communities and advance research efforts. A Business Educator Hub was launched to positively impact upon the lives of our Schools stakeholders, and the wider global community. The School hosted and participated in a number of conferences and events allowing us to advance our research through meaningful industry and academic engagement.

Thank you to the Business School academic, professional, casual, honorary, adjunct and emeritus staff, the BEL Faculty and all our stakeholders, alumni and industry partners for your contributions. Finally, thanks to our students for their enthusiasm, engagement and commitment to their studies and contributions to the School and the University.

Have a great 2024.

Kind regards



#### **Professor Brent Ritchie**

Dean and Head of School

The Business School acknowledges the Traditional Owners and their custodianship of the lands on which the School operates.

We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country. We recognise their valuable contributions to Australian and global society.

# 2023 Year in review



#### **January**

Professor Brent Ritchie appointed Dean and Head of School until 2027.



#### **February**

The Business School's Strategy & Entrepreneurship discipline hosted the 2023 Australian Centre of Entrepreneurship Research Exchange (ACERE).



#### March

Research.com ranked UQ in the subject of Business and Management #1 in Australia and #24 globally. In Finance and Economics, UQ is ranked #5 in Australia and #74 in the world.

QS World University Ranking ranked the academic subject 'Hospitality and Leisure Management' #27 globally and #2 in Australia, while Business and Management ranked #85 globally and #5 in Australia.



#### **April**

The first meeting for the new Executive Committee under the Business School's new governance structure was held.



### August

The School received ratification of its international accreditation with AACSB for another five years.



#### July

The Business School hosted the Australian Business Deans Council. A number of Deans from around the country were in attendance and had discussions focused on the implications of decasualisation, Indigenisation of business school curriculum and the Indigenous Voice to Parliament.

The Metro South Emerging Leaders Program commenced with Executive Education.



#### June

Establishment of the Business Educators Hub. The hub aims to positively impact upon the lives of our Schools stakeholders, and the wider global community through high quality dissemination of research and teaching.

The School received the UN PRME Award for Excellence in Reporting.



The School hosted the AACSB Review Panel for the School's intenraitonal accreditation review.

MBA students and alumni launched the first UQ MBA Women's Network. The Network brings together current and previous students to develop and expand their engagement and networking skills.



#### September

Applications open for the new Master of Finance and Investment Management program. The first submission was received for the 2024 intake.



#### October

UQ Giving Day saw the School assisted in raising \$21,330 for the Aboriginal and Torres Strait Islander Scholarship endowment fund.

The School hosted an Indigenous Business Month event titled 'Partnering with Sustainable Indigenous Business'. The event welcomed 80 delegates from industry, government and the University. During the event the School launched its Indigenous Business Hub and it's Indigenous Engagement Strategy.



#### November

The School hosted the Future of Business Industry Partners Lunch which was attended by 200 industry partners and their sponsoring academics. The panel discussion was focused on Leading Workforce Capability in Queensland with panellists from Aurecon, Metro South, QFI and the Business School.



#### **December**

UQ was named Australia's top university by the Australian Financial Review's Best University Ranking. Universities were measured across five categories including student satisfaction, research performance, global reputation, career impact, and equity and access.

# Our people

#### **Appointed Leadership Roles**

#### **Executive Committee:**



**Head of School**Professor Brent Ritchie



**Deputy Head of School**Professor Shaun Bond



**Deputy Head of School**Professor Martin Edwards



**Deputy Head of Schoo**l Professor Lisa Ruhanen



**Director of HDR**Professor Peter Popkowski-Leszczyc



Director of Research
Professor
Marta Indulska



**Director of Teaching & Learning**Professor Tyler Okimoto



School General Manager Bronwyn Diffey

#### Research Hub Leads:

#### **Business Sustainability Initiative**

Professor Kathleen Herbohn and Professor Matthew Hornsey

#### Future of Health

Professor Andrew Burton-Jones and Associate Professor Nicole Hartley

#### Practice & Process Studies

Professor Paula Jarzabkowski and Professor Jorgen Sandberg

#### Service Innovation Alliance

Associate Professor Christoph Breidbach and Professor Janet McColl-Kennedy

#### Social Impact: Non-profits & Social Enterprises

Associate Professor Cassandra Chapman and Associate Professor Jay Weerawardena

#### Trust, Ethics and Governance Alliance

Professor Nicole Gillespie and Professor Thomas Maak

#### Specialist Hubs:

#### Education

Dr Stuart Middleton

#### Indigenous Business

Dr Sharlene Leroy-Dyer

#### **New Service Roles**

**Discipline Convenors:** Accounting-Professor Peter Clarkson and Associate Professor Robyn King

Business Information Systems-Professor Stan Karanasios
Executive Education-Associate Professor Nicole Hartley
Finance-Associate Professor Jacquelyn Humphrey
International Business-Professor Peter Liesch
Management-Professor Matthew Hornsey
Marketing-Associate Professor Len Coote
Strategy & Entrepreneurship-Dr Henri Burgers
Tourism-Associate Professor Monica Chien

Teaching & Learning: Direct

**Director of MBA and Executive Education-** - Associate Professor Nicole Hartley

Deputy Director of MBA and Executive Education-Dr Sam MacAulay

Deputy Director of Teaching & Learning (Business)-Dr Sarel Gronum

Deputy Director of Teaching & Learning (Commerce)-Dr Micheal Axelsen

**Program Convenors:** 

Bachelor of Business: and Master of Business-Dr Sarel Gronum

Bachelor of Advanced Business (Hons)-Dr Michael Turner

Bachelor of Advanced Finance & Economics (Hons)-Professor Stephen Gray
Bachelor of Commerce; and Master of Commerce-Dr Micheal Axelsen

Bachelor of Tourism, Hospitality & Event Management and Master of Tourism,

**Hotel & Event Management-**Associate Professor Karen Hughes

Honours Programs-Dr Kelvin Tan

Master of Business Administration-Associate Professor Nicole Hartley

Master of Business Analytics-Dr Ping Wang

Master of Entrepreneurship & Innovation-Dr Frederick von Briel

Master of Finance & Innovation Management-Professor Rumi Masih

Master of Leadership Innovation-Professor David Solnet

**Major Convenors:** 

**Accounting-**Dr Joyce Xin Yu

**Business Analytics-**Associate Professor Len Coote

**Business Information Systems-**Dr Katie Williams

Finance-Dr Lily Nguyen

Human Resource-Dr Yiqiong Li

Innovation & Entrepreneurship-Dr Jonathan Staggs

International Business; and Supply Chain-Dr Miriam Moeller

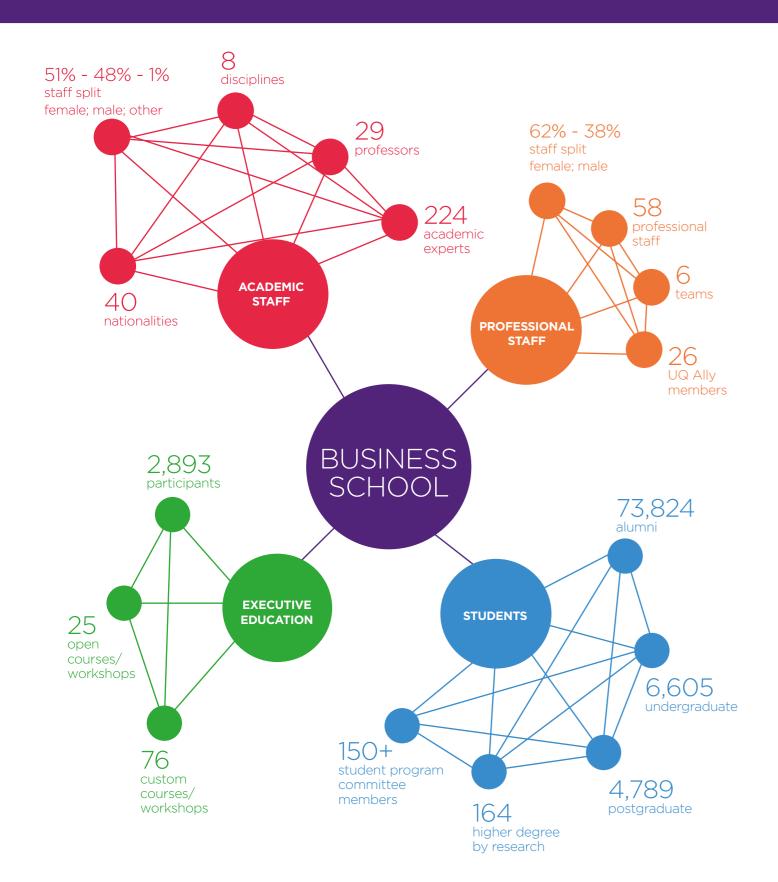
**Leadership-**Dr Daisung Jung

**Marketing; and Advertising-**Dr Jo Previte

Organisational Sustainability-Professor Daniel Nyberg

# Our stakeholders

# **New** academic & professional staff

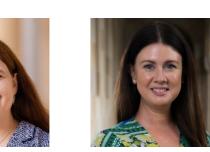




Dr Elizabeth Agyeiwaah Tourism



Ady Boreham Professor Melissa Cardon Executive Team Entrepreneurship



Prue Gall Executive Team



Weiting Hu Finance



Dr Stefan Jooss Management



Kaylee Kirkby Executive Education



Dr Caroline Knight Management



Georgia-Rose Lean Executive Team



Professor & Chair in Ethics Thomas Maak



Adrian Meyer Student Administration



Professor Daniel Nyberg PRME Director



Professor Ashish Sinha Marketing



Associate Professor Ping Wang Information Systems



Dr Jonah Zankl Entrepreneurship

<sup>\*</sup> Continuing and Fixed Term contracts

#### **Achievements and Awards**

- **Dr Saeed Akhlaghpour:** Received Best Track Organisation Award at the Australasian Conference on Information Systems (ACIS).
- **Professor Remi Ayoko:** Elected board member to represent Universities in Queensland and Northern Territory on the Australian and New Zealand Academy of Management (ANZAM).
- **Professor Andrew Burton-Jones**: appointed President-Elect at global Association for Information Systems (AIS).
- Professor Victor Callan AM, Dr Ree Jordan, Associate Professor Terrance Fitzsimmons: Awarded the Academy of Management for Best Paper Award for the Group & Organisation Management division, as well as the Development and Change Division Award - This is the Rupert Chisholm Theory to Practice Prize.
- Associate Professor Cassandra Chapman: Awarded Early Career Emerging Scholar at the Association of Fundraising Professionals (AFP).
- **Professor Peter Clarkson:** Awarded Distinguished Contributions to Accounting Literature from American Accounting Association.
- Professor Sara Dolnicar: Awarded the Emerald Real Impact award for her Low Harm Hedonism research team.
- **Dr Alexandria Gain:** Received Best Paper Award (Sustainability and Ethics Track) as well as the Layton Dissertation of the Year Award at the Australian & New Zealand Academy of Management (ANZAM).
- Professor Nicole Gillespie, Professor Marta Indulska, Dr Tapani Rinta-Kahila and Dr Ida Someh: Received the Stafford Beer Medal from The Operation Research Society for the best publication in the prestigious European Journal of Information Systems..
- **Professor Marta Indulska**: appointed for two years to the executive committee of the Business Academic Research Director's Network (BARDsNet).
- **Dr Sharlene Leroy-Dyer**: Awarded the Dr Robert (Uncle Bob) Anderson award by Queensland Council for Unions.
- Professor Peter Liesch: Appointed Presidency of the Academy of International Business.
- **Professor Janet McColl-Kennedy:** Received Bo Edvardsson Industry Impact in Service award at the International Research Symposium (QUIS18). Pictured right with Professor David Solnet.
- **Professor Bob McKercher:** Received the Roy Wolfe Award for outstanding contributions in the field and discipline of Recreation, Tourism and Sport Geography.
- Dr Stuart Middleton: Awarded Mid-Career Distinguished Educator by the Management and Organization Behavior Teaching Society (MOBTS).
- **Dr Miriam Moeller**: Awarded Universitas 21 (U21) to celebrate the achievements of work that has crossed boarders and furthered the network's principles of internationalisation.
- Associate Professor Andre Pekerti: Awarded Best Student-Led Paper from the Academy of Management.
- **Professor Brent Ritchie:** Awarded Queensland Academy of Arts and Science Fellow; Ranked Field Leader in Tourism & Hospitality in 2024 Research Magazine for leading the nation; Ranked Highly Cited Researcher 2023 in the field of Social Sciences by Clarivate.
- Associate Professor Sergeja Slapnicar: appointed to Education Committee of the Institute of Internal Auditors Australia.
- Mr Mark Tanner: Received national recognition at the UA Australian Awards for University Teaching for outstanding contributions to student learning.

#### Appointed Higher Education Academy (HEA) Fellowships

Dr Cecilia Chiu - Fellow Dr Teegan Green - Fellow Dr Ree Jordan - Fellow

Dr Zara Taba - Associate Fellow

Dr Usha Pappu - Fellow



# **Key** figures 2023



#### **REPUTATION**

#27 QS World University Rankings by Subject 2023 Hospitality & Leisure Management

#1 in Australia in subject of Business & Management ranking by *Research.com* 2023

#1 leading institute within Australia in the field Tourism and Hospitality by *The* Australian Research Magazine 2024

**4<sup>th</sup>** for reputational rank and 11<sup>th</sup> for quality of program in the field of postgraduate business and management by *AFR Boss 2023* 



#### RESEARCH

\$5.5+ million
Australian Research Council
(ARC) research grants

6 Research Hubs

1 Indigenous Business Hub

1 Business Educator Hub

**535+** journal articles published



#### **PROGRAMS**

#### **Bachelors**

5 Programs 6,605 students 40.1% international

#### **Masters**

8 Programs 4,421 students 86.6% international

#### **MBA**

3 study modes 368 students 1.3% international

#### **HDR**

164 students 43.8% international



#### **EVENT PARTNERSHIPS**





AUSTRALIAN INSTITUTE of COMPANY DIRECTORS



Professor Nicole Gillespie Dr Caitlin Curtis Dr Javad Khazaei Pool & Dr Steve Lockey

February Most Australians don't trust Al in the workplace



Momentum 61,000+ readers

**Dr Saphira Rekker** August

Tool to track climate progress shows fossil fuel producers come up short



**2,023** media stories

Dr Lucas Dixon & Associate Professor Nicole Hartley

September

Manifesting your way to bankruptcy



**\$37+ million**Advertising Space Rate

The School continues to grow its industry engagement through event partnerships which include webinars, seminars, panel discussions, conferences and workshops. With over **5,000 people registering for 32 industry events in 2023**, the School is actively working to develop its engagement impact within our community.

### Australian Centre for Entrepreneurship Research Exchange (ACERE) Conference

The School hosted the ACERE conference, one of the key international conferences in the field entrepreneurship. The conference recorded a record number of 250 paper submissions, drawing delegates from around the world. The conference was able to build capacity, and held professional paper development workshops featuring editors-in-chief and representatives from leading journals such as the *Journal of Business Venturing;* Entrepreneurship, Theory & Practice; and Academy of Management Review.

### Australian Accounting Standards Board (AASB) Research Forum

The Accounting Discipline partnered with AASB to host the 2024 research forum. Two of the discipline's academics presented, Professor Kathleen Herbohn gave the opening remarks and Associate Professor Muhammad Nadeem facilitated a panel session. There were approximately 70 in attendance consisting of partners of accounting firms, academics and regulators including APHRA and ASIC.

# **Learning** & student experience

# **Strengthening** programs



We offer rich and varied educational experiences that are designed to foster a sense of belonging, while equipping our students to be leaders within their field with the agility to thrive in a global environment.



## UQ and the Technical University of Munich (TUM) Partnership

Remi Decscamps, MBA Career Consultant spent time at TUM sharing MBA career support strategies to strengthen both UQ and TUM's programs.

The partnership fosters innovation and encourages entrepreneurial thinking, meeting the future-focused needs of our students, peers, industry, and government collaborators. Both institutes are committed to a partnership focused on innovative student learning experiences, high-impact research, and industry excellence by integrating the core principles of sustainability and social responsibility while contributing to global governance and public policy agendas across multiple disciplines.

#### **Developing Partnerships**

UQ Business School hosted first partner institute visit from China since the pandemic.

The Southwestern University of Finance and Economics (SWUFE) visited the School in May making it the first partner visit from China since the COVID-19 pandemic. Business, Economics and Law (BEL) Faculty and SWUFE have had a successful partnership for approximately 10 years, with over 100 students commencing BEL undergraduate programs through 2 by 2 articulation arrangements. During this visit the School assisted with signing a further agreement with the goal to establish a dedicated UQ cohort of postgraduate students for our Master of Tourism, Hotel and Event Management program (pictured left).

#### **Business Educator Hub**

### Establishment of a Business Educators Hub in the School.

The Hub aims to positively impact upon the lives of our teachers, students, industry partners, and the wider global community through high quality dissemination of research and teaching.

It will assist staff with opportunities for developing and disseminating Scholarship of Teaching and Learning works, as well as formal and informal opportunities for development, collaboration, and sharing effective classroom practice. The Hub is not just for teaching focused academics but for all academics in the School to engage with. It is also a space for professional staff involvement, especially for those in teaching and learning.

#### **New Colombo Plan**

UQ Ventures Startup AdVenture in partnership with UQ Business School and FPT University heads to Hanoi, Vietnam.

15 students participated in the Startup AdVenture program, recipients of a New Colombo Plan mobility grant spent four weeks in November discovering, and immersing themselves into the Hanoi startup ecosystem and learn first hand from startup founders what it takes to build a successful startup. The program holds countless possibilities for personal and professional growth, expanding entrepreneurship and innovation mindsets, and forming new connects.

#### Master of Finance and Investment Management

#### The Business School launched a new program.

Developed at an advanced level to be able to respond to industry needs and maximise industry engagement. Students will gain exposure to innovative investment strategies across liquid and alternative asset classes and be introduced to recent technological developments shaping the financial sector. The first cohort will commence in January 2024.



14 1:

# Empowerment through experiential learning

Test ideas and accelerate learning through prestigious student competitions

#### **UQ Ventures Industry Challenge**

UQ Business School students Rex Chen (MBA), Peter Laffan (BBusMan) and Appolonia (AJ) Smith-Laffin (BBusMan) with Cheuk Lam Lee (MEngScience) who participated in the Industry Challenge to address current housing crisis with their idea for 'Seriously Social', a planning software to help maintain Australian social housing in a more socially conscious and efficient manner, won 2<sup>nd</sup> place and the People's Choice prize.

#### **CFA Institute Research Challenge**

Bachelor of Advanced Finance and Economic students Alex, Kosei, Mackenzie and Yaron were among the top 4 teams in the CFA Research Challenge Asia Pacific Region. This is the first time UQ has made it to the Asia Pacific Final in the history of the competition with thanks to the team's industry mentor from BDO. There were over 100 universities in the Asia Pacific Region that took part in the competition.

#### **ANZMAC Awards**

PhD student Aakash Thottam was winner of the Best Paper Award. While fellow students Lars-erik Casper Ferm won the Gamma Best Paper Award and David Goyeneche was the winner of the Nest Poster Award at the Australian & New Zealand Marketing Academy Conference (ANZMAC).



#### **Consulting Case Competition**

Newish Communications was created by the Business School to be a place of workintegrated learning where students can apply skills learned in the classroom to real life projects. Now in their 4<sup>th</sup> year they participated in the annual Consulting Case Competition hosted by KPMG Australia. They were engaged by Raytracer, a start-up business that focuses on AI and Space. The team created a compelling commercialisation strategy which enabled them to be finalists in the 2023 competition. Newish students are learning from these competitions, project partnerships, and technological advancements to support their ever growing capabilities and realising Newish as a viable consultancy.

### The Australian Council of Professors and Heads of Information Systems (ACPHIS)

PhD student Mark Bremhorst received the ACPHIS PhD Medal at the ACIS conference. The PhD Medal is awarded annually for the best Australian PhD thesis in the discipline of Information Systems.



#### **3 Minute Thesis Competition**

PhD students Csilla Demeter and Wendy Pham won first and third place in the 3 minute competition at the 2023 Surrey Conference in the UK (pictured left).

The competition celebrates the research conducted by Postgraduate Researchers. The competition was originally founded by The University of Queensland in 2008 and has now spread to more than 600 universities across the world. It allows students to cultivate academic, presentation and professional communication skills, along with raising their research profile to boost their career.



## Enhance innovative thinking and entrepreneurial mindset

#### **Industry Research and Consultancy**

As part of the Master of Tourism, Hospitality and Event Management program students undertaking the Industry Research and Consultancy course had a hands-on experience at consultancy projects with the Queensland Governament Department of Tourism, Innovation and Sport (DTIS) and Novotel Brisbane South Bank. Student teams were selected to present projects to these industry partners on topics such as travel accessiblity for people with a disablity and metaverse implications in hospitality. Two teams won the best award presentation.

These industry partners highly value the great outcomes of the projects, which aligned with the work being done as part of the Queensland Government's 2023 Year of Accessible Tourism.

#### Launching a Social Media Agency while Studying

Current Bachelor of Business Management and Bachelor of Commerce student Nicole Petzer has launched a social media agency 'Pastel Social' while studying and gaining practical industry experience through Newish Communications.

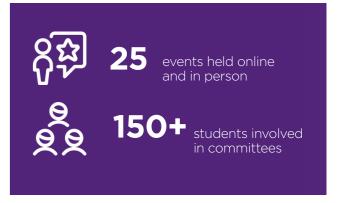
Having this platform has allowed her to specialise in short-form video creation, social media management and one-on-one strategy and coaching. This has helped her clientel promote their product or service in a crowded market.

#### **Student Program Committees**

The Student Program Committee initiative aims to enhance transparency and collaboration between the School and the student body.

There is one student lead committee per Business School degree. Each committee is a collaboration between Student Program Committee representatives, the student cohorts, the academic program convenor and the Business School.

The committees continually work hard to create a sense of belonging for all students within their cohorts on and offshore. The committees customise events for their cohorts during the year, along with conducting student feedback surveys and focus groups to enhance the student journey.



## **Research** & innovation

## **Research** Hubs



Through our commitment to conducting impactful discovery research and collaborating with our partners to translate our research discoveries, seek to not only create new knowledge but share it in ways that enrich our communities, our economy and the environment. Addressing business and societal problems at local, national and global levels through engaging in multi-disciplinary and industry research partnerships.





#### **Business Sustainability Initiative (BSI)**



The Business Sustainability Initiative leads the way in a rapidly changing business landscape, championing environmentally and socially conscious business practices and designing strategies for a sustainable future. BSI researchers are internationally recognised in:

- Corporate sustainability decarbonisation, circular economy, climate change and natural resources
- Capital markets social and environmental performance and measurement
- Risk and resilience climate impacts and environmental uncertainty



#### Future of Health (FoH)



The Future of Health draws on business backgrounds to work alongside clinicians and healthcare leaders to help address the challenges in the future of healthcare. Their research expertise undertakes future-focused, industry-relevant, high-impact and cross-disciplinary research that has benefits for stakeholders in the health sector. Their research has been internationally recognised in four distinct areas of excellence:

- Managing for transformational healthcare change
- · Transformation health and wellbeing innovations
- Patient centred care
- Accountable and flexible healthcare systems



#### Practice and Process Studies (PPS)



Practice and Process Studies offers a multi-level research approach and frameworks for working closely with industry to drive change and enhance outcomes. Practice and Process Theory has gained significant influence advancing theory across disciplinary boundaries, including management, strategy, information systems, accounting,marketing and finance. The research undertaken in the Hub is underpinned by four interconnected areas of focus:

- **Practice and Process Studies in Strategy** helps navigate strategic change processes, positioning an organisation in an industry, helping an organisation plan for the next five or ten years
- Practice and Process Studies in Competence and Learning defines knowing (the capabilities, knowledge, and competence) and learning in skilful performance of individuals, groups and organisations
- Practice and Process Studies in Entrepreneurship examines the development of the startup ecosystem, following entrepreneurs in real time to analyse how they create startups, what works and what does not
- Advance Practice and Process Theory provide future managers with organisational templates - advancing theory to improve and refine the overall Practice and Process Studies perspective, and understanding the philosophical underpinnings and boundaries of practice and process theories



# Research Hubs



#### Service Innovation Alliance (SIA)



The Service Innovation Alliance undertakes research to help businesses improve productivity, train and manage their workforce, measure and manage customer experience, explore new ideas and successfully introduce new technologies. The inter-disciplinary research undertaken by SIA members is underpinned by three interconnected areas of focus:

- Customer experience
- Service workforce
- Sustainable service innovation



#### Trust, Ethics & Governance Alliance (TEGA)



Trust, Ethics, and Governance Alliance brings together academic experts and industry leaders to help address the complex and rapidly evolving challenges within trust, ethics and governance, Research expertise is focused around three interconnected areas:

- Building and restoring trust and reputation
- · Ethics, corporate regulation and culture
- Responsible stewardship of technology in the digital era



#### Social Impact Hub: non-profits and Social Enterprises (SIH)



The Social Impact hub seeks to advance our practical and theoretical understanding of social impact organisations and practice. SIH brings together more than 40 researchers and PhD students to:

- Facilitate mentorships, collaboration and research dissemination
- Advance practical and theoretical understanding of social impact practices
- Increase the impact of social enterprise research

#### **Future of Health:**

Reimagining Systems of Care: Health Leaders Roundtable Forum

July and October saw the Future of Health (FoH) Hub host the Thought Leadership Series in partnership with KPMG along with health leaders from across Queensland. The event discussion recognised challenges facing the future of healthcare, and the opportunities that exist for leaders within the sector to collectively address these.

The discussion throughout the event focused on strengthening cross-systems collaboration and scaling value to design a better health system and unlock innovation. Participants shared how, within their own organisations, they are thinking innovatively and boldly about their future direction. Read more about reimaging systems of care <a href="here.">here.</a>



## Service Innovation Alliance: Digital Service Transformation: Pathways to Human and Economic Wellbeing



May saw the Service Innvoation Alliance (SIA) Hub launch the Digital service Transformation: Pathways to Human Economic Wellbeing white paper.

The White Paper is the result of a Roundtable Summit held in 2022, an event that brought together industry representatives with academics to collaboratively identify key challenges and opportunities associated with the digital transformation of service. The White Paper outlines these, and provides important recommendations for policy and practice for how to best benefit from emerging digital technologies in service settings. The White Paper can be found here.

#### Trust, Ethics & Governance Alliance: Research Collaborations and Engagement Activities

In 2023, the Trust, Ethics and Governance Alliance (TEGA) led research collaboration and a series of insightful events, furthering its mission to conduct innovative, interdisciplinary research and engagement activities that advance an evidence-based understanding of trust, ethics, and governance.

One of the most significant events was the Navigating the Trust Challenges of AI webinar, co-hosted with KPMG, which launched the findings of a new UQ global study of over 17,000 people in 17 countries led by Professor Nicole Gillespie (pictured right) and Dr Steve Lockey. The event, moderated by Dr Caitlin Curtis from UQ Business School, drew 300 live attendees and over 200 subsequent views of the recorded session. The

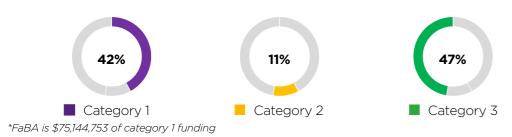


Expert panel included Alison Kitchen, National Chairman of KPMG Australia; Dr Ian Oppermann, NSW Government Chief Data Scientist; Lorraine Finlay, Australia's Human Rights Commissioner; James Mabbott, Partner-in-charge, KPMG Innovate; and Professor Nicole Gillespie, UQ Business School. They discussed how organisations can navigate the trust challenges associated with Al based on insights from the global study. This TEGA research was subsequently awarded the 2023 Business, Economics and Law Faculty Award for Impact and Engagement of its impact on policy and practice.

# Advance research and innovation in business

The Business School faculty have continued to show their high quality research capacity in 2023 through obtaining nineteen external grants worth over \$82 million\* to support their innovative impactful research projects. This external funding is divided into four research income categories:

- Category 1: Research schemes listed on the UQ competitive grants registration i.e. ARC, NHMRC.
- Category 2: Australian government schemes and business enterprises; and research income from CRCs in which the university was not the core participant or signatory.
- · Category 3: Research grants or contract research with Australian or international industry or non-Australian government agencies.
- Category 4: Research income received from a CRC in which the University was a core participant. Below is a percentage of the Schools external income categories for 2023 with a few examples:



#### **Endeavour Foundation Disability Research Fund (Category 3)**

Dr Miriam Moeller and colleagues, Dr Emily Russo (UQ Business School) and Dr Dana L. Ott (University of Otago), were recipients of the Endeavour Foundation Disability Research Fund for their project 'Understanding



the lived experiences of Autistic jobseekers and Autistic employees accessing Disability Employment Services in Southeast Queensland: Breaking down barriers and leveraging enablers.

#### School Academics included in top 1000 Scientists rankings for 2023 Research.com's Rankings

Several Business School researchers have been listed in the 2023 edition of Research.com's Ranking of the top 1,000 scientists in the field of Business and Management within Australia.



Professor Sara Dolnicar Ranked 8th



Professor Janet McColl-Kennedy Ranked 22<sup>nd</sup>



Professor Bob McKercher Ranked 10th



Professor Paula Jarzabkowski Ranked 28th



Professor Brent Ritchie Ranked 18th



Professor Peter Clarkson Ranked 48th

#### Australian Government's Indian Ocean Territory Marine Parks Grant (Category 2)



**Australian Government** 

Dr Noreen Breakey has successfully secured a grant that will allow a partnership with Ecotourism Australia and the Christmas Island Tourism Association successfully obtain a grant to strengthen sustainability of the Indian Ocean Territories Marine Parks and Local economy, through collaborative world-class ecotourism with contribute to marine conservation efforts and support local economies.

#### Australian Research Council (ARC) Funding Schemes

The Australian Research Council (ARC) grants are the most prestigious in Australia (category 1). The process is rigorous and includes review and assessment by the leading researchers in each field, with an average national success rate of only 18 percent.

The Australian Laureate Fellowship scheme reflects the Australian Government's commitment to excellence in research by supporting world-class researchers to conduct research in Australia. Up to 17 five-year Fellowships may be awarded each year, which has made the following an outstanding achievement by academic staff.

#### **ARC Laureate Fellowship:**



**Professor Matthew Hornsey** 

#### \$3,046,415 Understanding and overcoming community roadblocks to achieving net-zero

The project seeks to map community attitudes toward decarbonisation, understand psychological factors underpinning climate (in)action, test communication strategies for catalysing action to scale, and deliver impact tools for end-users.

#### **ARC Discovery Projects:**



**Professor Martin Edwards and Professor Tyler Okimoto** 



**Professor Daniel Nyberg** 

#### \$417,045

Well-being and Productivity in Metricised Employee Performance Systems

\$343,500

Above Time: Climate Change Adaptation in Australian Industries

#### 2024 ARC Discovery Early Career Researcher Projects:



Dr Saphira Rekker

\$434,727

Paris-Compliance: Assessing Companies and Portfolio



Dr Tapani Rinta-Kahila

\$448,117

Maintaining Human Expertise in an Al-Drive World

# **Enriching** our communities



The Business School is working to impact beyond our education, and research programs. We are committed to find solutions so that business and society can work together to create sustainable enterprises and communities.





#### **Indigenous Business Month**

In October the School gathered together to inspire the next generation of First Nations business leaders for Indigenous Business Month.

The event included Indigenous business leaders Jack Reis, Adam Williams, Shannon Ruska, Aunty Dale Chapman, James Reynolds and Ramone Close (pictured left) who discussed how businesses can create economic sustainability, by focusing on growth, new opportunities, and partnerships. The School also launched their Indigenous Business Hub and Indigenous Engagement Strategy.

# Computers Donated to Local Aboriginal Community Groups

The Business School in conjunction with the central Information Technology Team donated 30 computers and related peripherals to the Murri School in Acacia Ridge, and to the Minjerribah Moorgumpin Elders in Council on Minjerribah.

The idea came about as a project to both reduce waste and build capacity for the local Aboriginal and Torres Strait Islander community by providing equipment for Indigenous groups located near UQ.

UQ and the School are committed to driving change and values the contribution of the local Indigenous community. By providing the Murri School and Minjerribah Moorgumpin Elders with computers we hope to build the capacity of Indigenous communities to engage in higher education. Re-purposing redundant UQ resources will contribute to growing both UQ and the School's reputation in targeted areas and inspire other departments to consider how they could use redundant resources to drive change for the benefit of the broader community, inclusive of our natural environment.

#### Finance Roundtable - State of Real Estate

The School hosted a Finance Roundtable in August on 'The State of Real Estate' with experts from the Finance Discipline (pictured above with the Head of the Business School).

Students, alumni, industry and staff attended the fully booked out roundtable event. Professor Shaun Bond moderated the event. The panel included Tim Lawless (Executive Research Director, CoreLogic, Asia Pacific); Jen Williams (Queensland Executive Director, Property Council Australia); and Briar Dowsett (Director, Strategic Partnerships & Mandates, QIC Real Estate).

#### **Annual Blood Donation Drive**

The School supports our student run initiatives through its Student Program Committees to enhance transparency and collaboration between the School and the student body.

In 2022 the Bachelor of Business Management Student Program Committee initiated a partnership with the Australian Red Cross to drive awareness of the importance to donate blood. 2023 saw the committee undertake this initiative again making UQ ranked 4th nationally in the number of donations with only 45 donations separating the top 5 donating companies.

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# **Advisory** boards

#### Creating learning forums to take the Business School to the next level

The Business School continues to strengthen its relationships with industry in the form of advisory boards. It has engaged the following external orgnisations through its different boards:

#### **Business School Advisory Board:**

A source of independent advice to the Dean and Executive Committee regarding strategy and external engagement

- Susan Buckley, Managing Director, Funding & Markets: Queensland Treasury Corporation
- Richard Howes, former CEO: Challenger Limited
- Kerrie Mitchener-Nissen, Chief of Operations & Services; The Asset Management Exchange
- Diane Rutter, Partner; PwC Australia
- Raynuha Sinnathamby, CEO; Springfield Land Corporation

Established 2018

Established 2007

Sophie Usasz, Business Advisory Director; NSW Government

#### **Discipline Advisory Boards:**

Provide an environment where industry knowledge is valued and incorporated into its educational offerings, research collaborations, and strategic initiatives

Accounting Established 2020

- Nicole Bryant, Managing Director; Macro Group
- Cissy Ma, Managing Director; Grow & Sell Your Biz and Deputy Chair; CPA QLD
- Nina Moore, Senior Recruitment Consultant; BDO
- Jay Oei, QLD Careers Engagement Manager, CA ANZ
- Kimberley Ohayon, Regional Head QLD/NSW/ NT: CPA Australia
- Gordon Pereira, GRC Manager; KPMG and President; IIA Brisbane Chapter
- Amishree Raivadera, Early Careers Recruitment Lead: PwC Australia

#### **Business Information Systems**

- Vivian Chen, Co-Founder & Director; re.candle.co
- Stephen Coates, National Lead Partner; Anchoram Consulting
- Tonia de Bruin, Senior Manager; YourTown
- Stan Gallo, Partner; BDO
- Carol-Ann Gough, Chief Information Officer; Great Southern Bank
- Tony Hayes, former Deputy Director-General; QLD Government
- Bob McDonald OAM, former Chief Governance Officer; QLD Health
- Simon Middap, Marketing Development Coordinator; PlanetArkPower
- Mayus Nath. Associate Director: O'Connor Marsden
- Daniella Pittis, Global Chief Information Security Officer; Flight Centre Travel Group

#### **Human Resounces** Established 2019

- Tim Conroy, Head of People & Development; Aurizon
- Shona Germanos, Strategic Workforces Futures Manager; QLD Government
- Liz Heathwood, Principal Advisor Learning Experiences: Rio Tinto
- Richard Knox, General Manager; Thynne + Macartney Lawyers
- Drew MacOwan, VP HR Australia; Shell

- Ilana Nathan, State People & Culture Manager; Woolworths
- Marta Newport, National People & Culture Leader: Grant Thornton Australia
- Sam Popple, Psychological Health Unit Director; QLD Government
- Sue Sanderson, General Manager HR Pacific Operations; Rio Tinto
- Marion Schuddinh, People & Culture Director; KBR Inc.
- Catherine Seton, Director HR APAC: Palladium

#### Marketing

- Kathy Benson, Chief Client Officer; Ipsos Australia & New Zealand
- Oliver Braithwaite. Head SEO: Comparethemarket.com.au
- Edwina Gilmour. Business Development Manager: Carbon Creative Australia

- Established 2022
- Chloe Henry, Director Client Experience, Anglicare Southern Queensland
- Naomi Lynn, Business Development Director; BDO
- Simon Murphy, Chief Strategy Officer; Publicis Worldwide

#### Tourism

- Leanne Coddington, former CEO; Tourism & Events Queensland
- Daniel Gschwind, former CEO; QTIC

- Established 2014
- Harvey Lister, CEO; ASM Global Asia Pacific • Mark Olsen, CEO; Tourism Tropical North QLD
- Margie Osmond, CEO; Tourism Transport Forum

#### Research Hubs Advisory Boards:

To nurture fruitful industry relationships and maximise Business School research impact Established 2022

#### Future of Health

- Cameron Bean, Commercialisation & Health Lead: Max Kelsen
- David Bunker, Managing Director; The Second Law Consulting
- Adrian Carson, CEO; Institute for Urban Indigenous Health
- Chris Dougherty, CEO; Epilepsy QLD
- Jennifer Finch. Director: QLD Health

- Tanva Kelly, Acting Chief Clinical Information Officer & Chair of QLD Clinical Senate; eHealth QLD
- Dr Robyn Littlewood, CEO; Health & Wellbeing Queensland
- Professor Malcolm Thatcher, Chief Technology Officer; Australian Digital Health Agency
- Dr Julie White, Executive Director; Office of Precision Medicine & Research, QLD Health

#### Established 2019

#### Service Innovation Alliance

- Dr Jenine Beekhuyzen, Founder & CEO; Adroit Research
- Paul Bowers, Managing Director; Blue Helix
- Renee Davidson, General Manager Marketing; Allianz Australia
- Lisa Jenkinson, Partner; KPMG Australia
- Mark Olsen, CEO: Tourism Tropical North QLD
- Diane Rutter, Partner; PwC Australia
- Terrence Teh, Partner; Corporate Value Associates
- Jason Titman, Director, intergr8
- Alex Twigg, CEO; Shift Happens Group
- Melissa Witheriff, Regional Innovation Lead Director; Avanade Australia



#### Trust, Ethics and Governance Alliance

- Heidi Cooper, CEO: Business Chamber QLD
- Michael Hiller, Chairman of Partners, KPMG QLD
- Leanne Kemp, CEO; Everledger
- Juanita Maiden, Senior Associate; Mullins Lawyers
- Karl Morris, Managing Director; Ord Minnett, and Chair; QSuper and Broncos
- Graham Newton, Partner; McGrathNicol

#### Established 2019

- Fraser Power, Stakeholder & Advocacy Manager: Australia Pacific LNG
- Lesley Ray, Executive Director Philanthropy; Mater Foundation
- Chris Savage, Enterprise Risk Manager; Suncorp
- Richard Watson, Deputy Chief Executive Officer; Trade & Investment Queensland



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# Industry partnerships with impact

#### **Digital Transformation**

The Australian Department of Foreign Affairs and Trade (DFAT) has funded a project managed by UQ International Development involving the School. Associate Professor Christoph Breidbach and Associate Professor Stan Karanasios were involved in the project training on Digital Transformation to 25 Indonesian government staff from various agencies with the aim to accelerate digital government in Indonesia. Training was conducted in Jakarta throughout the year which saw engagement with government and industry representatives in Canberra.

#### **International Gender and Language Association**

Dr Kate Power worked with the International Gender and Language Association (IGALA) to bring the 2023 conference to UQ. The conference covers gender, sexuality and language research. The event saw over 90 delegates attending in hybrid format. Dr Power involved students as volunteers, who also participated in the program, engaging with world-leading research. The conference drew international attention and benefited the LGBTQIA+ communities by furthering international networks and scholarly knowledge about language-related issues affecting the communities.

#### International Telecommunications Union (ITU)Conference

Associate Professor Stan Karanasios represented both UQ and the Australian Department of Infrastructure, Transport, Regional Development, Communications and

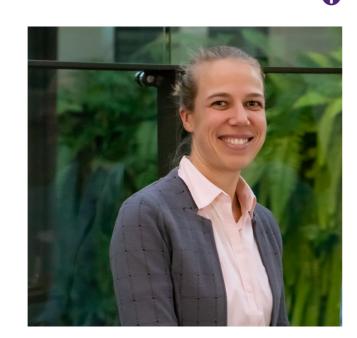
the Arts by speaking at the ITU conference.
Professor Karanasios's presentation was delivered to over 193 member states of the International Telecommunication Union based in Geneva.
His talk 'Digital Transformation in Developing Countries' drew from his recent research in Africa. The event aimed to gather inputs from member states of the ITU Development report, which serves as a key resource of digital policy formulation across numerous countries.

#### **National Industry PhD Program**

The Australian Government is investing to build a bedrock of research talent skilled in university and industry collaboration across the sector under the Increase Workforce Mobility initiative. Associate Professor Christoph Breidbach was successful in part of the National Industry PhD Program with industry partner Appeggio - a 'no-code' development platform. The project originated from a long-standing collaboration. Associate Professor Breidbach was only one of two successful applicants at UQ and one of 15 approved nationally.

#### **Australian Sustainable Finance Institute**

The Australian sustainable finance taxonomy project is a joint industry-government initiative to develop an Australian sustainable finance taxonomy. Dr Saphira Rekker (pictured below) is the only academic on the technical expert group advising the development of the project. The experts and stakeholders will work across the Australian financial system to design and develop an Australian sustainable finance taxonomy that is creditable, usable and internationally interoperable, while reflecting the Australian economy and context. It coordinates with the development of taxonomies in other jurisdictions, across the Asia Pacific region, the European Union, Canada and the United Kingdom.





#### Alumni creating positive change MBA Australasia Awards

The MBA Australasia (MBAus) Awards recognises outstanding achievements, innovation, and leadership in the field of Master of Business Administration (MBA) education.

- Brett Clark (MBA '05) won the MBAus Award of Business Excellence and Leadership. This award recognises exceptional individuals who have demonstrated outstanding leadership, strategic thinking, and a track record of driving business excellence within their organisations.
- Dr Claudia Giurgiuman (MBA '23) won the MBAus Most Outstanding Graduate Award. This award is for recent graduates who demonstrate excellence in every aspect of their academic, professional and personal lives.

#### Hailey Brown (BTHEM '21) UQ's Distinguished Young Alumni Award

Hailey has been awarded the '23 Distinguished Young Alumni Excellence Award for entrepreneurial achievement in the tourism industry, and empowerment of the blind and low vision community.

#### Dr Jordan English (BLaw(Hons) & BCom '16) UQ's Distinguished Young Alumni Award

Dr English has been awarded the '23 Distinguished Young Alumni Excellence Award for exceptional leadership, a commitment to meaningful change and advancing Indigenous representation in the field of law. (pictured above).

#### Daniel Wessels (BBusMan '12) UQ's Distinguished Young Alumni Award

Daniel has been awarded the '23 Distinguished Young Alumni Excellence Award for outstanding achievements and innovation in the finance and technology sectors.

#### Peter Loxton, MBA '21 Billboard's 2023 International Power Players

Peter has been named as one of the Billboard's 2023 International Power Players. As the Chief Operating Officer of ASM Global, Asia Pacific, Peter's work has led to the Queensland Government's decision to develop Brisbane Live, a new 18,000 seat multipurpose arena that will host swimming during the 2032 Olympics and serve as Brisbane's new Entertainment Arena.

# **Future** focus

# What's coming in 2024

The Business School is continually refreshing and re-imagining its curriculum, research, partnerships and engagement strategies. Changes in the world around us - both geopolitical, economic and social - provide an impetus for us to adapt and stay innovative, and create the academic model that will meet the challenges of the 21st century society.





#### Building our Connections to Industry

The School has great industry connections and in 2024 will look to develop these further through partnerships relating to teaching, student experience and research. The School wants to enhance these benefits for our partners and their sectors, including timely research insights, consultancies or targeted professional development opportunities through our education offerings.



# Improving our Student Experience

Ensuring our students achieve the graduate attributes our Programs aspire to deliver and have a positive, and rich experience is a UQ and Business School priority in 2024. The School will explore improvements to assurance of learning and look at ways to enhance the student experiene, including partnering with our Student Program Committees to develop actions.



## **Executive Education**

Expanding our suite of short courses to equip business leaders with high-level professional skills and insights.

Discover Executive Education and learn from business experts to accelerate success.





#### Accreditation

The School will be undergoing the EQUIS review during 2024. This is an important milestone for the School to retain this prestigious accreditation.



#### **New Program**

The Master of Finance and Investment Management will have its first cohort start in January 2024. The program is aimed to expose students to innovative investment strategies across liquid and alternative asset classes.



CREATE CHANGE

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#### Connect with us







