

Jacob Kjær Eskildsen
Head of Department
Department of Management
Type of address: Postal address.
Fuglesangs Allé 4
2610, S331
8210
Aarhus V
Denmark
Email: eskildsen@mgmt.au.dk
Mobile: +4593521431



Research Management Experience

- Work group chair, 2013 World Summit on Big Data and Organization Design, Sorbonne , Paris
- Conference co-chair for the PMA Conference 2014 jointly organized by Aarhus University and the University of Cambridge
- Director, The Danish Customer Satisfaction Index, 2004 – 2008
 - o Total external funds received: DKK 4.5 mill.
 - o The Danish Customer Satisfaction Index is part of the European research project “EPSI Rating” originally sponsored by the EU commission. The vision of EPSI Rating is to: “Provide the standard for analyzing Stakeholder Satisfaction and Customer Loyalty among organizations in Europe as well as for comparing with other geographic regions”.
- Co-founder, The Membership Satisfaction Index, 2008 – present
 - o Total external funds received: DKK 3.1 mill.
 - o The purpose of this project is to provide a generic standard for measuring membership satisfaction. This standard applies to any organization that has a membership-like business model such as unions, NGO, political parties and sports associations.
- Co-founder, The CareIndex, 2010-present
 - o Total external funds received: DKK 3.3 mill.
 - o The CareIndex is a new standard for measuring the physical and mental health of employees making it possible for organizations to make an informed choice when investing in HR related activities. Ultimately the vision is to evaluate the economic return on investing in HR initiatives aimed at improving the physical and mental health of the workforce.
- Area coordinator, “Workplace Opportunities - Comparison between US and Europe” , 2004 – 2007
 - o Research project sponsored by Russell Sage Foundation and Rockefeller Foundation. The purpose of the project is to compare the quality of employment in Western Europe, i.e. Denmark, Germany, France, Netherlands and UK, with that found in the U.S.
- Reviewer for the following journals:
 - o Management Science
 - o International Journal of Productivity and Performance Management
 - o European Marketing Journal
 - o Quality Management Journal (Editorial Board Member)
 - o TQM Magazine
 - o Total Quality Management & Business Excellence
 - o International Journal of Quality and Reliability Management
 - o International Journal on Business Performance Management
 - o Academy of Management Review
 - o Employee Relations
 - o Telecommunications Policy
 - o Management Research News
 - o Strategic Outsourcing: An International Journal
 - o The TQM Journal
 - o Ledelse & Erhvervsøkonomi (in Danish)
- Textbook reviewer for Pearson Education in the field of quality management.
- Advisor for 4 PhD students.
- Chairman of two PhD committees

Academic Awards

- Best paper award for the paper: “Benchmarking Excellence” (Kristensen, K., H. J. Juhl and J. K. Eskildsen (2001). Measuring Business Excellence 5(1): 19-23).
- Best paper award for the paper: “Integrating SERVQUAL with National Customer Satisfaction Indices”, 13th International Conference on ISO 9000 & TQM.
- Best paper award for the paper: “Towards a Framework for Measuring Membership Satisfaction”, 14th International Conference on ISO 9000 & TQM.

Teaching Area

- Master level courses in multivariate statistics and business intelligence and performance management.
- PhD course in managing scientific innovation for PhD students within the natural sciences at Aarhus University
- MBA course on Business performance management
- Master thesis advisor and advisor for 2 PhD students

Publications

Effective Information Infrastructures for Collaborative Organizing: The Case of Maasai Mara

Håkonsson, D. D., Larsen, E. R. & Eskildsen, J. K., Jul 2023, In: *Organization Science*. 34, 4, p. 1509-1526 18 p.

Guest editorial

Gupta, M., Antony, J. & Eskildsen, J. K., Jan 2022, In: *TQM Journal*. 34, 1, p. 1-4 4 p.

Academic leadership: The Danish case

Eskildsen, J. K. & Obel, B., 2021, *How to Lead Academic Departments Successfully*. Lindgreen, A., Irwin, A., Poufelt, F. & Thomsen, T. U. (eds.). Cheltenham: Edward Elgar Publishing, p. 313-324 12 p.

Employee Absence in Public and Private Organizations

Eskildsen, J. K., Frederiksen, A. & Møller, A.-K. L., 2021, In: *Applied Economics*. 53, 21, p. 2416-2432 17 p.

The effect of epistemic information on collaborative consumption: The Case of Maasai Mara

Håkonsson, D. D., Larsen, E. R. & Eskildsen, J. K., 2021, In: *Academy of Management Proceedings*. 2021, 1

The intellectual structure of research in ISO 9000 standard series (1987–2015): a Bibliometric analysis

Hussain, T., Eskildsen, J. K. & Edgeman, R., Aug 2020, In: *Total Quality Management & Business Excellence (Print Edition)*. 31, 11-12, p. 1195-1224

Risk of death within 7 days of discharge from emergency departments with different organizational models

Møllekær, A., Kirkegaard, H., Vest Hansen, B., Duvald, I., Eskildsen, J. K., Obel, B. & Madsen, B., Feb 2020, In: *European Journal of Emergency Medicine*. 27, 1, p. 27-32 6 p.

Decisions to use surgical mesh in operations for pelvic organ prolapse: a question of geography?

Nüssler, E. K., Nüssler, E., Eskildsen, J. K. & Löfgren, M., Sept 2019, In: *International Urogynecology Journal*. 30, 9, p. 1533-1539 7 p.

Imperatives of sustainable university excellence: A conceptual framework

Hussain, T., Eskildsen, J., Edgeman, R., Ismail, M., Shoukry, A. M. & Gani, S., 2019, In: *Sustainability (Switzerland)*. 11, 19, 21 p., 5242.

Sustainable enterprise excellence: Attribute-based assessment protocol

Hussain, T., Edgeman, R., Eskildsen, J., Shoukry, A. M. & Gani, S., 8 Nov 2018, In: *Sustainability (Switzerland)*. 10, 11, 4097.

The organization of Danish emergency departments

Moellekaer, A., Duvald, I., Obel, B., Madsen, B., Eskildsen, J. & Kirkegaard, H., 28 Jun 2018, In: *European Journal of Emergency Medicine*. p. 295-300 6 p.

Employee absence: An organizational perspective

Eskildsen, J. K., Frederiksen, A. & Møller, A.-K. L., 2018, *IZA Institute of Labor Economics*, 26 p. (Discussion Paper Series; No. IZA DP No. 11889).

Impact of surgeon experience on routine prolapse operations

Nüssler, E., Eskildsen, J. K., Nüssler, E. K., Bixo, M. & Löfgren, M., 2018, In: *International Urogynecology Journal*. 29, 2, p. 297-306 10 p.

Knowledge-based intellectual structure of research in business excellence (1995–2015)

Hussain, T., Edgeman, R. & Eskildsen, J. K., 2018, In: Total Quality Management & Business Excellence (Print Edition). 31, 11-12, p. 1171-1194 24 p.

The influence of geographical and clinical factors on decisions to use surgical mesh in operations for pelvic organ prolapse

Nüssler, E. K., Eskildsen, J. K., Håkonsson, D. D., Löfgren, M. & Mitkidis, P., 2018, (E-pub ahead of print) In: Total Quality Management & Business Excellence (Print Edition). 14 p.

Patient Flow i akutmodtagelsen (Emergency Department patient flow)

Moellekaer, A. & Eskildsen, J. K., 3 Feb 2017, *Akutbog*. Jacobsen, A. (ed.). Nyt Nordisk Forlag, 5 p.

On Cooperative Behavior in Distributed Teams: The Influence of Organization Design, Media Richness, Social Interaction, and Interaction Adaptation

Håkonsson, D. D., Obel, B., Eskildsen, J. K. & Burton, R., 12 May 2016, In: *Frontiers in Psychology*. 7, 692, 692.

Physiological evidence of interpersonal dynamics in a cooperative production task

Mønster, D., Håkonsson, D. D., Eskildsen, J. K. & Wallot, S., 7 Jan 2016, In: *Physiology & Behavior*. 156, p. 24-34 11 p.

A strategy model for management: Better performance through improved strategy work

Friis, O. U., Holmgren, J. & Eskildsen, J. K., 2016, In: *Journal of Modelling in Management*. 11, 3, p. 1-27 27 p.

Exploration versus exploitation: Emotions and performance as antecedents and consequences of team decisions

Håkonsson, D. D., Eskildsen, J. K., Argote, L., Mønster, D., Burton, R. & Obel, B., 2016, In: *Strategic Management Journal*. 37, 6, p. 985-1001 17 p.

Paths to Sustainable Enterprise Excellence

Edgeman, R., Neely, A. & Eskildsen, J. K., 2016, In: *Journal of Modelling in Management*. 11, 4, p. 858-868 10 p.

Structured Crowdsourcing: A B2B Innovation Roadmap

Edgeman, R., Engell, T., Jensen, N. G., Vrtik, M., Eskildsen, J. K. & Tambo, T., 19 Sept 2015. 11 p.

The organization of Danish emergency departments may not have allowed for a full realization of their performance potential

Møllekær, A., Duvald, I., Obel, B., Eskildsen, J. & Kirkegaard, H., 16 Jul 2015, In: *Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine*. 23, 1

Continuously Relevant and Responsible Organizations via Creativity, Innovation and Sustainability

Edgeman, R., Neely, A. & Eskildsen, J. K., 2015, In: *International Journal of Productivity and Performance Management*. 64, 3

Editorial

Eskildsen, J. K., 2015, In: Total Quality Management & Business Excellence (Print Edition). 26, 3-4

Social-Ecological Innovation in Purposeful Organizations: Implications & Impacts in an Age of Wicked Challenges

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Nüssler, E. K., Eskildsen, J. K., Håkonsson, D. D. & Nüssler, E., 19 Oct 2014. 10 p.

A sustainable strategy model

Holmgren, J., Friis, O. U. & Eskildsen, J. K., 20 Jun 2014. 13 p.

Social-Ecological Innovation

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Edgeman, R. & Eskildsen, J. K., 24 Mar 2014, In: *Business Strategy and the Environment*. 23, 3, p. 173-187 15 p.

Sustainable Enterprise Excellence

Edgeman, R. & Eskildsen, J. K., Mar 2014, *Encyclopedia of Business Analytics and Optimization, Volume 5*. Wang, J. (ed.). 1 ed. Hershey, Pennsylvania: IGI global, Vol. 5. p. 199-212 13 p.

The Role of Emotions and Performance Relative to Aspirations in Deciding Whether to Exploit an Existing Routine or Explore a New Routine

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Is the NPS a trustworthy performance measure?

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Variations in the Circumplex Model of Affect Across Contexts

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Sustainable Enterprise Excellence and the Continuously Relevant and Responsible Organization

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Produktivitet kommer indefra: Debat

Frederiksen, A., Bøllingtoft, A., Obel, B., Håkonsson, D. D., Eskildsen, J. K., Dissing Sørensen, P. & Kallehave, P., 31 Dec 2012, In: Dagbladet Børsen. Artikel-id: e3966e56, p. 4 1 p.

The Impact of Contextual Factors on Satisfaction: Consequences of Benchmarking Studies

Eskildsen, J. K., Edgeman, R. & Kjærgaard, T., 5 Dec 2012. 7 p.

Toward a UN Global Compact and UN PRME Inspired Springboard to Sustainable Enterprise Excellence

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An Excellence Equation: (E3 Governance + 3E Strategy) => 3P Performance

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From Workforce Performance Measurement to Sustainable Performance Management: The Care Index

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Stepping on the Springboard to Sustainable Enterprise Excellence

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People-Centered Innovation: Co-Creation and Profound Consciousness

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The C4 Model of People-Centered Innovation: Culture, Consciousness, and Customer-Centric Co-Creation

Edgeman, R. & Eskildsen, J. K., 2012, In: Journal of Innovation and Business Best Practices. 2012, Article ID 932564, 14 p.

The Relationship Between SERVQUAL, National Customer Satisfaction Indices, and Consumer Sentiment

Kristensen, K. & Eskildsen, J. K., 2012, In: Quality Management Journal. 19, 2, p. 47-61

Viral Innovation: Integration via Sustainability & Enterprise Excellence

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Is the Net Promoter Score a Reliable Performance Measure?

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Membership Satisfaction and the Cost of Membership: The case of Danish Unemployment Insurance Funds

Eskildsen, J. K. & Kristensen, K., 2011, In: Journal of Positive Management. 2, 1, p. 3-14

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Edgeman, R., Kristensen, K., Eskildsen, J. K., Lawrence, J. & Metlen, S., 2011. 9 p.

The accuracy of the Net Promoter Score under different distributional assumptions

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The Validity of the Net Promoter Score as a Business Performance Measure

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Design of PLS-based satisfaction studies

Kristensen, K. & Eskildsen, J., 2010, *Handbook of partial least squares*. Vinzi, V. E., Chin, W. W., Henseler, J. & Wang, H. (eds.). Berlin: Springer, p. 247-277 (Springer Handbooks of Computational Statistics).

Is the net promoter score really the one number you need to grow?

Kristensen, K. & Eskildsen, J., 2010.

National culture, job satisfaction and economic growth

Eskildsen, J. & Kristensen, K., 2010.

The effect of PLS regression in PLS path model estimation when multicollinearity is present

Nielsen, R., Kristensen, K. & Eskildsen, J., 2010. 1 p.

The relationship between job satisfaction and national culture

Eskildsen, J., Kristensen, K. & Antvor, H. G., 2010, In: T Q M Journal. 22, 4, p. 369-378

The relationship between membership satisfaction and the cost of membership

Eskildsen, J. & Kristensen, K., 2010.

Towards a framework for measuring membership satisfaction

Eskildsen, J., Kristensen, K. & Larsen, J. S., 2010.

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Effektiviseringer i skrumpende markeder

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Management models for the future

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PLS and multicollinearity under conditions common in satisfaction studies

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The satisfied customer: Winners and losers in the battle for buyer preference

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The ultimate question: Driving good profits and true advice: Driving good profits and true advice

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The upgrading of the skills of nursing assistants and cleaning staff in the Danish public-sector hospitals

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Excellencerejsen - Fra uvished til vished: Kap. 3.1

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