




## HELLENIC SOCIETY FOR SYSTEMIC STUDIES (HSSS)


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# Effective Management of Public and Private Organizations through Systemics and Technologies

16th HSSS National & International Online Conference

 [confe.hsss.eu](http://confe.hsss.eu)

 24-26 Sept, 2020

 Tripoli, Greece

# PROGRAM



In collaboration with:



**University of Peloponnese**  
School of Economics and Technology  
Dept. of Management Science and Technology



**Hellenic Administrative Chamber**



**Panhellenic Association of Local Authorities**  
General Secretaries



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## HELLENIC SOCIETY FOR SYSTEMIC STUDIES

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### HSSS President

Professor Nikitas Assimakopoulos  
University of Piraeus

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Head of the Department of Management Science and Technology

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### General Secretary

Mr. Aris-Rallis Antoniadis

Department of Informatics, University of Piraeus  
HSSS & CSAP Professional Program  
Athens, Greece



## Welcome Message

### The Hellenic Society for Systemic Studies (HSSS)

in collaboration with the

University of Peloponnese  
School of Economics and Technology

Department of Management Science and Technology

Hellenic Administrative Chamber

Panhellenic Association of Local Authorities  
General Secretaries

welcome you

to the 16th HSSS National & International Conference

### Effective Management of Public and Private Organizations through Systemics and Technologies

On behalf of the Hellenic Society for Systemic Studies (HSSS) we would like to invite you to the 2020 HSSS 16th National & International On-Line Conference, organized in collaboration with the Department of Management Science and Technology, University of Peloponnese, the Hellenic Administrative Chamber and the Panhellenic Association of Local Authorities, General Secretaries.

The HSSS's annual National and International Conference is held alternately in different cities of Greece in collaboration and/or under the auspices of one or more local Universities or with a contribution of a relevant international or Greek organization.

The main theme of the Conference, is to present the dynamic scientific area of "Systemics" with applications in organizations and enterprises across a wide spectrum of both service and production industry sectors.

Given the dynamic nature of this challenging area, Systemics will bridge the gap between theory and practice and will promote the use of effective Methodologies and Multi-Methodologies in managing today's organizational complexity for Organizational Intelligence.

Our interdisciplinary international community has the scientific systemic tools and powerful specialized software to tackle up-to-date multi-dimensional strategic complex problems and to manage their complexity in different applied areas of practice.

The prominent national and international invited speakers in the scientific program, the exciting professional panels, the professional round table, and the professional workshop, will attract the attention of a large number of our colleagues. Further, the members' participation of the European Union for Systemics, the International Federation for Systems Research (IFSR), the International Academy of Systems and Cybernetic Sciences (IASCYS) together with renowned consultancy firms of national and international stature, will make this Conference a very successful and memorable one in the history of HSSS Conferences.



#### Who should attend?

- Academics: Communicate your research results with colleagues around the world.
- Members of National and International Organizations.
- Consultants: Present the power of systems thinking, modeling and simulation in your applied, client-oriented work.
- Practitioners: Show modeling and simulation at work in your organizations.
- Graduate students: Share your developing research in a constructive environment.
- Undergraduate students: Have a good experience within a challenging and professional environment.

Tripolis is the capital of the Peloponnese Region. Its economy is also supported by manufacturing, trade, services and tourism.

Tripolis is an ideal place for bringing together colleagues from all over the world to promote and exchange ideas, knowledge and experience for the benefit of both organizations and enterprises in effectively meeting the needs of a challenging international community.

#### **Chair for the Organizing Committee**

**Professor N. Assimakopoulos,**  
President of HSSS,  
President of the European Union for Systemics,  
Department of Informatics, University of Piraeus

**Professor D. Sotiropoulos,**  
Head of the Department of Management Science and Technology, University of Peloponnese

#### **Chair for the Scientific Committee**

**Professor P. Liargovas,**  
Department of Economics, University of Peloponnese  
President of the Centre of Planning and Economic Research

**Professor A. Kriemadis,**  
Department of Management Science and Technology, and President of Innovation and  
Entrepreneurship Committee, University of Peloponnese

**Dr. K. Papadimitriou,**  
President of Hellenic Administrative Chamber

**Dr. M. Christakis,**  
President of the Panhellenic Association of Local Authorities General Secretaries



## Acknowledgements

*The Board of Directors of the  
Hellenic Society for Systemic Studies  
&  
the Organizing Committee of the  
16th National & International Conference  
would like to thank  
all those who have contributed to  
ensure the conference come to success;  
reviewers, presenters, authors, sponsors,  
support team and other conference assistants.*

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## Brief Program

### Thursday 24th September, 2020

09:30 - 10:15	OPENING CEREMONY WITH SALUTATIONS
10:15 - 11:45	KEYNOTE ADDRESSES
11:45 - 12:00	SHORT BREAK
12:00 - 13:30	KEYNOTE ADDRESSES
13:30 - 14:00	LUNCH BREAK
14:00 - 15:30	WORKSHOP AND PARALLEL SESSIONS
15:30 - 15:45	SHORT BREAK
15:45 - 17:15	WORKSHOP AND PARALLEL SESSIONS
17:15 - 17:30	SHORT BREAK
17:30 - 19:00	WORKSHOP AND PARALLEL SESSIONS

### Friday 25th September, 2020

10:00 - 11:30	KEYNOTE ADDRESSES
11:30 - 11:45	SHORT BREAK
11:45 - 13:15	KEYNOTE ADDRESSES
13:15 - 13:30	SHORT BREAK
13:30 - 15:00	WORKSHOP AND PARALLEL SESSIONS
15:00 - 15:30	LUNCH BREAK
15:30 - 17:00	WORKSHOP AND PARALLEL SESSIONS
17:00 - 17:15	SHORT BREAK
17:15 - 19:00	PROFESSIONAL PANEL AND PARALLEL SESSIONS

### Saturday 26th September, 2020

10:00 - 11:30	KEYNOTE ADDRESSES
11:30 - 11:45	SHORT BREAK
11:45 - 13:15	KEYNOTE ADDRESSES
13:15 - 13:30	SHORT BREAK
13:30 - 15:00	WORKSHOP AND PARALLEL SESSIONS
15:00 - 15:30	LUNCH BREAK
15:30 - 17:00	WORKSHOP AND PARALLEL SESSIONS
17:00 - 17:15	SHORT BREAK
17:15 - 19:00	WORKSHOP AND PARALLEL SESSIONS
19:00 - 20:00	CSAP CERTIFICATIONS AND PROFESSIONAL ROUND TABLE
20:00 - 20:15	CLOSING CEREMONY









## Program Timetable

### Thursday 24th September, 2020

09:30 - 10:15	<b>OPENING CEREMONY WITH SALUTATIONS</b>
09:30 - 10:15 	<b>VIRTUAL ROOM THU-1</b> <b>Opening Ceremony with Salutations</b> <i>Chair: Mr. Aris-Rallis Antoniadis, General Secretary of the Conference</i>
	Salutation by the President of the HSSS and President of the European Union for Systemics, <b>Professor Nikitas Assimakopoulos</b>
	Salutation by the Chair of the Scientific Committee of the Conference, <b>Prof. Athanasios (Thanos) Kriemadis</b> , From the University of Peloponnese
	Salutation by the General Secretary of the European Union for Systemics, <b>Madam Andree Piecq</b> .
	Salutation by the 1st Vice President of the Hellenic Society for the Systemic Studies, <b>Prof. Vasileios Angelis</b> , From the University of the Aegean.
	Salutation by the ex. President of the Department of Informatics of the University of Piraeus, <b>Prof. George A. Tsihrintzis</b> .
	Salutation by the 2nd Vice President of the Hellenic Society for the Systemic Studies, <b>Dr. Stergiana Giannakou</b> , CSAP Post Graduate Program and National Organization for Medicines.
	Salutation by the President of the Greek Administrative Chamber, <b>Dr. Konstantinos Papadimitriou</b> .
	Salutation by the President of the Panhellenic Association of Local Authorities General Secretaries, <b>Dr. M. Christakis</b> .
10:15 - 11:45	<b>KEYNOTE ADDRESSES</b>
10:15 - 11:45 	<b>VIRTUAL ROOM THU-1</b> <b>Keynote Addresses</b> <i>Chair: Prof. Nikitas Assimakopoulos</i>
<b>KN-01</b>	Making Sense of Value <i>Michel Thiry</i>
<b>KN-02</b>	How to manage a company to make it efficient during the time? <i>Andree Piecq</i>
11:45 - 12:00	<b>SHORT BREAK</b>



<b>12:00 - 13:30 KEYNOTE ADDRESSES</b>	
<b>12:00 - 13:30</b> 	<b>VIRTUAL ROOM THU-1</b> <b>Keynote Addresses</b> <i>Chair: Prof. Nikitas Assimakopoulos</i>
<b>KN-03</b>	Systemic Governance – three praxeological perspectives <i>Louis Klein</i>
<b>KN-04</b>	Discontinuities in Representation Processes: The Case of Architectural Design <i>Damien Claeys</i>
<b>13:30 - 14:00 LUNCH BREAK</b>	
<b>14:00 - 15:30 WORKSHOP AND PARALLEL SESSIONS</b>	
<b>14:00 - 15:30</b> 	<b>VIRTUAL ROOM THU-1</b> <b>Workshop</b> <i>Chair: Panagiotis Papaioannou</i>
<b>WS-01</b>	Relativity and Business Ethics <i>John (Ioannis) Thanopoulos, Mrs Despoina (Depi) Caminis, Mr Nikolaos (Nikos) Papazoglou, Mr George Chrysovalantis Chandrinou</i>
<b>14:00 - 15:30</b> 	<b>VIRTUAL ROOM THU-2</b> <b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-01</b>	Artificial intelligence, digital transformation and the future of food <i>Gerasimos Kontos</i>
<b>EA-02</b>	The role of environmentally friendly goods and services in the development of Greek businesses in times of economic crisis <i>Andreas Fousteris, Konstantina Agoraki, Georgios Deirmentzoglou</i>
<b>EA-03</b>	Spartathlon: New Media as a Tool to Attract Sponsors and Increase Revenue using Systemic Methodologies <i>Chrysoula Drakopoulou</i>
<b>EA-04</b>	Long term Sustainable Strategy in Food Retail company <i>Georgios Karampatos</i>
<b>14:00 - 15:30</b> 	<b>VIRTUAL ROOM THU-3</b> <b>Extended abstract presentations</b> <i>Chair: Panagiotis Kalofonos</i>
<b>EA-05</b>	Introduction to the functions of Educational Administration: Planning – Programming, a systemic approach <i>Dimitra Patsi, Ioannis Alexiou, Stavros Fasoulas</i>
<b>EA-06</b>	Educational Administration, a systemic approach <i>Dimitra Patsi, Ioannis Alexiou, Stavros Fasoulas</i>



<b>EA-07</b>	Business Model Canvas, Process Model and Dynamic Simulation for Business Excellence <i><b>Rallis Antoniadis</b></i>
<b>EA-08</b>	Parents' first impressions of Private kindergarten and its surroundings. The Role of Marketing and Communication. <i><b>Paraskevi Kalouli, Georgios Tsekouropoulos</b></i>
<b>15:30 - 15:45</b>	<b>SHORT BREAK</b>
<b>15:45 - 17:15</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>15:45 - 17:15</b> 	<b>VIRTUAL ROOM THU-1</b> <b>Workshop</b> <i>Chair: Panagiotis Papaioannou</i>
<b>WS-02</b>	Modernisation strategies, tools and techniques for public and private organizations <i><b>Athanasios Kriemadis, Asst Prof. Athan. Anastasiou, Prof. Dim. P. Sotiropoulos, Prof. Pan. Liargovas, Asst Prof. Pan. Evangelopoulos, Asst Prof. Nik. Apostolopoulos</b></i>
<b>15:45 - 17:15</b> 	<b>VIRTUAL ROOM THU-2</b> <b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-09</b>	The digital transformation of sports journalism <i><b>Sotirios Triantafyllou, Panagiota Antonopoulou</b></i>
<b>EA-10</b>	The digital transformation of Media Companies and their working structure through the Coronavirus pandemic <i><b>Panagiotis Gkanas, Dr Panagiota Antonopoulou</b></i>
<b>EA-11</b>	Usage of Systemic Methodologies, in order to suggest improvements, on the procedures that are being followed by the Greek Tourism Industry of Sailing. <i><b>George Dimitropoulos</b></i>
<b>EA-12</b>	The need for business change transformation caused by global pandemic & the specific steps of a business in adapting to COVID-19 period <i><b>Sofia Georgiou</b></i>
<b>15:45 - 17:15</b> 	<b>VIRTUAL ROOM THU-3</b> <b>Extended abstract presentations</b> <i>Chair: Panagiotis Kalofonos</i>
<b>EA-13</b>	Towards a hybrid project management framework: A systematic literature review on traditional, agile and hybrid techniques <i><b>Emmanouil Papadakis, Loukas Tsironis</b></i>
<b>EA-14</b>	Inclusion in Project Management <i><b>Marilena Koliavasili</b></i>
<b>EA-15</b>	Construction project management at the airport <i><b>Panagiotis Tsimiklis</b></i>



<b>EA-16</b>	The post-COVID FinTech landscape <i>Dimitrios Litsikakis</i>
<b>17:15 - 17:30</b>	<b>SHORT BREAK</b>
<b>17:30 - 19:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>17:30 - 19:00</b> 	<b>VIRTUAL ROOM THU-1</b> <b>Workshop</b> <i>Chair: Panagiotis Papaioannou</i>
<b>WS-03</b>	CSR & PPP as a tool of Local Development <i>Anastasia Psomiadi, Ph.D</i>
<b>17:30 - 19:00</b> 	<b>VIRTUAL ROOM THU-2</b> <b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-17</b>	Citizen's risk perception in crisis situations. An approach to reducing social vulnerability <i>Ioannis Drakos, Aikaterini Drakou</i>
<b>EA-18</b>	Multi insurance policy with systemic methodologies <i>Maria Sotiropoulou</i>
<b>EA-19</b>	Creation of an Insurance Product with the Use of Systemic Methodologies <i>Olympia Tzimopoulou</i>
<b>EA-20</b>	Referrals for the systematic control of the Healthcare System <i>John Sarivougioukas, Aristides Vagelatos</i>
<b>17:30 - 19:00</b> 	<b>VIRTUAL ROOM THU-3</b> <b>Extended abstract presentations</b> <i>Chair: Panagiotis Kalofonos</i>
<b>EA-21</b>	From Smart Cities to Smart Rural Country: challenges and sustainability <i>Dimitris Spiliotopoulos, Athanasios Kriemadis, Costas Vassilakis</i>
<b>EA-22</b>	Evaluation of how the smart-cities are contributing on tourist development – The case of Greek smart tourist cities <i>Dimitrios Belias, Labros Vasiliadis, Ioannis Rossidis, Christos Papademetriou</i>
<b>EA-23</b>	A systemic approach to urban innovation policies and strategies for public space; the case of Neighborhood Rooms project <i>Parina Vasilopoulou</i>
<b>EA-24</b>	Multifactor Effects Modelling in a Hospital Pharmacy <i>Dimitris Miloulis</i>



## Program Timetable

### Friday 25th September, 2020

<b>10:00 - 11:30</b>	<b>KEYNOTE ADDRESSES</b>
<b>10:00 - 11:30</b>	<b>VIRTUAL ROOM FRI-1</b> <b>Keynote Addresses</b> <i>Chair: Prof. Athanasios (Thanos) Kriemadis</i>
	
<b>KN-05</b>	Revisiting Medium Term Macroeconomic Scenario Modelling of the New Zealand Economy: 1985-1995 <i>Bob Cavana</i>
<b>KN-06</b>	Effective management needs viable governance systems: The hidden power of Systems Thinking – governance in a climate emergency <i>Ray Ison</i>
<b>11:30 - 11:45</b>	<b>SHORT BREAK</b>
<b>11:45 - 13:15</b>	<b>KEYNOTE ADDRESSES</b>
<b>11:45 - 13:15</b>	<b>VIRTUAL ROOM FRI-1</b> <b>Keynote Addresses</b> <i>Chair: Prof. Athanasios (Thanos) Kriemadis</i>
	
<b>KN-07</b>	A Systems Theory of Marginalization and its Implications for Systemic Intervention <i>Gerald Midgley</i>
<b>KN-08</b>	Global 21st Century Business Ethics <i>John Thanopoulos</i>
<b>13:15 - 13:30</b>	<b>SHORT BREAK</b>
<b>13:30 - 15:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>13:30 - 15:00</b>	<b>VIRTUAL ROOM FRI-1</b> <b>Workshop</b> <i>Chair: Mr. Aris-Rallis Antoniadis</i>
	
<b>WS-04</b>	Technologies for Effective Management <i>Dimitrios Papatotiriou, George Galanakis MSc, Kimon Kapoulas MBA, Dimitris Zografos MSc</i>




<b>13:30 - 15:00</b>	<b>VIRTUAL ROOM FRI-2</b>
	<b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-25</b>	Streamlining the operational processes of a public sector organization through standardization and the application of the systems approach <b>VIKTORIA ZGOUVA</b>
<b>EA-26</b>	Governance of public sector organizations <b>GEORGIA TSAGDI</b>
<b>EA-27</b>	How Systemic Management of Blockchain Technologies can benefit the Greek Public Sector <b>Nikolaos Zoannos, Nikitas Assimakopoulos</b>
<b>EA-28</b>	Systemic Coaching for Effective Business Management <b>Eleftherios Kakavoulis</b>
<b>13:30 - 15:00</b>	<b>VIRTUAL ROOM FRI-3</b>
	<b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-29</b>	Sustainability, Organizational Culture and Entrepreneurship - Measuring the linkage between culture and sustainability practices in Greece <b>Georgios Deirmentzoglou, Konstantina Agoraki, Andreas Fousteris</b>
<b>EA-30</b>	IMPLEMENTING THE BALDRIGE EXCELLENCE MODEL TO A PUBLIC SCHOOL <b>Georgios Sainis, Athanasios Kriemadis</b>
<b>EA-31</b>	Business Excellence Self-Assessment Tool (BEST) - A Strategic Tool for the evaluation of a Company's Business Excellence & Competitiveness Level <b>Nicos Bakalis</b>
<b>EA-32</b>	Sustainable Development at the Frames of the Strategy "Europe 2020" <b>MARIETTA PASIOPOULOU</b>
<b>15:00 - 15:30</b>	<b>LUNCH BREAK</b>
<b>15:30 - 17:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>15:30 - 17:00</b>	<b>VIRTUAL ROOM FRI-1</b>
	<b>Workshop</b> <i>Chair: Mr. Aris-Rallis Antoniadis</i>
<b>WS-05</b>	The Neuro- Logical Levels model <b>Dr. Alexandra Efthimiadou</b>
<b>15:30 - 17:00</b>	<b>VIRTUAL ROOM FRI-2</b>
	<b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-33</b>	Systemic approach to manage the multi-channel communication of the external customer of EYDAP with the company <b>Stavroula Chatzigeorgiou</b>



<b>EA-34</b>	Transformation of Internal Business Processes for Invoiced Customers in Retail Industry <i>Alexandros Miaris, Anastassios Riggas, Nikitas Assimakopoulos</i>
<b>EA-35</b>	Integrated information system for monitoring spare parts, maintenance and fault prevention of machinery - installations, spare parts and supporting part of ISO9000 procedures. <i>Stefanos Vavouras</i>
<b>EA-36</b>	Investigating the Adoption and diffusion of ICT in Greek Sport Organizations <i>Emmanouil Choustoulakis, Demetrios Nikoloudakis</i>
<b>15:30 - 17:00</b> 	<b>VIRTUAL ROOM FRI-3</b> <b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-37</b>	Systemically-directed knowledge management for effective and ethical management of public and private organisations: Some perspectives from South Africa <i>Norma Romm, Bongani Nkambule</i>
<b>EA-38</b>	Machine Learning based Automatic Irrigation Planning <i>Asmae El Mezouari, Aziz El Fazziki, Sadgal Mohamed</i>
<b>EA-39</b>	Business Process Management as an enabling factor for Digital Transformation <i>Panagiotis Papaioannou</i>
<b>EA-40</b>	Model of entrepreneurial inclusive civil culture. The case of Parque Agroecológico de Zapopan <i>José G. Vargas-Hernández</i>
<b>17:00 - 17:15</b>	<b>SHORT BREAK</b>
<b>17:15 - 19:00</b>	<b>PROFESSIONAL PANEL AND PARALLEL SESSIONS</b>
<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM FRI-1</b> <b>PROFESSIONAL PANEL</b> <i>Chair: Mr. Aris-Rallis Antoniadis</i>
<b>PP-01</b>	Agile is Eating the World and we must Choose our own Way of Working (WOW) <i>Theofanis Giotis, Panos Chatzipanos, Georgios Feidogiannis, Panagiotis Papaporfyriou</i>
<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM FRI-2</b> <b>Extended abstract presentations</b> <i>Chair: Eleftherios S. Kakavoulis</i>
<b>EA-41</b>	Systemic approach to Knowledge Management system implementation in EYDAP SA <i>Martha Plexida</i>
<b>EA-42</b>	Knowledge Management, as a Strategic Tool for Sustainability in the Tourism and Hospitality Industry <i>Konstantina Agoraki, Georgios Deirmentzoglou, Andreas Fousteris</i>



<b>EA-43</b>	Level of occupational health education for undergraduate students of the University Nursing Department. Pilot test of knowledge measuring tool. <i><b>Maria Chania, Christina Florou, ΔΗΜΗΤΡΗΣ ΜΑΥΡΙΔΗΣ</b></i>
<b>EA-44</b>	E-Governance in times of Covid19 - The case of Greece. Problems and prospects <i><b>Dimitrios Belias, Ioannis Rossidis, Christos Papademetriou</b></i>
<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM FRI-3</b> <b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-45</b>	Systemic approach for Improving the Collection of Overdue Debts by Local Tax Offices <i><b>Georgios Fourkalidis</b></i>
<b>EA-46</b>	Extreme monetary and organizational transparency in the NGO sector <i><b>Theodosios Tzanos</b></i>
<b>EA-47</b>	Evaluation of the degree of job satisfaction of executives in public administration. Case study: Customs Officers in Greece <i><b>Konstantinos Karyotakis, Eleni Barda</b></i>
<b>EA-48</b>	Systemic methodology for the right allocation of political power and responsibilities <i><b>Konstantinos Papadimitriou</b></i>





## Program Timetable

### Saturday 26th September, 2020

<b>10:00 - 11:30</b>	<b>KEYNOTE ADDRESSES</b>
<b>10:00 - 11:30</b>	<b>VIRTUAL ROOM SAT-1</b> <b>Keynote Addresses</b>  <i>Chair: Mr Dimitrios Varsos</i>
<b>KN-09</b>	A Critical Overview of Today's Management Theories and Practices for Organizations: issues, challenges and opportunities <i>Peter Grouppos</i>
<b>KN-10</b>	Exploiting the IT System Potential for Effective Management and Business Transformation in the Digital Age <i>Costas Vassilakis</i>
<b>11:30 - 11:45</b>	<b>SHORT BREAK</b>
<b>11:45 - 13:15</b>	<b>KEYNOTE ADDRESSES</b>
<b>11:45 - 13:15</b>	<b>VIRTUAL ROOM SAT-1</b> <b>Keynote Addresses</b>  <i>Chair: Mr Dimitrios Varsos</i>
<b>KN-11</b>	An iterative mathematical method to construct a "collective perspective" building on individual contradicting stakeholders' perspectives <i>Yiannis-John Laouris</i>
<b>KN-12</b>	The current AI transformation for Effective HRD: From the Business & Customer Centric model, to THE ANTHROPOCENTRIC MODEL. <i>Yiannis Kalogerakis</i>
<b>13:15 - 13:30</b>	<b>SHORT BREAK</b>
<b>13:30 - 15:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>13:30 - 15:00</b>	<b>VIRTUAL ROOM SAT-1</b> <b>Workshop</b>  <i>Chair: Prof. Nikitas Assimakopoulos</i>
<b>WS-06</b>	The structure of state under the systemic methodology <i>Dr. K. Papadimitriou, Prof. X. Kontiadis, Dr. P. Karkatsoulis, P. Maistros, Dr. X. Platis</i>




<b>13:30 - 15:00</b> 	<b>VIRTUAL ROOM SAT-2</b> <b>Extended abstract presentations</b> <i>Chair: Mr Eleftherios S. Kakavoulis</i>
<b>EA-49</b>	Combination forecasts of crude oil price volatility: A statistical and economic perspective <i>Stavroula Fameliti, Vasiliki Skintzi</i>
<b>EA-50</b>	Inventory Management-Systemic Approach along with software development in "DIRO" use case for optimal decision making <i>Michael Theodorakis</i>
<b>EA-51</b>	Implementation of systemic methodologies in Naval service department in order to lead in right decision making <b>PANAGIOTIS MICHALOPOYLOS</b>
<b>EA-52</b>	Impacts of ECB's liquidity provision on Greek Banks' lending: Effects during the crisis period. <i>Christos Lemonakis, Nikolaos Petrakis</i>
<b>13:30 - 15:00</b> 	<b>VIRTUAL ROOM SAT-3</b> <b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-53</b>	The transition to online learning during the COVID-19 pandemic: A Student Perspective – A case study in Greece <i>Georgios Triantafyllou, Dr. Konstantinos Petridis, Dr. Marinos Anastasakis</i>
<b>EA-54</b>	A pilot research focusing on Neilsen Heuristics conducted on educational staff in two levels of Greek education system during the lock-down because of COVID19 in 2020, concerning eLearning systems' usability <i>Maria Georgakalou, Charoula Ntelopoulou</i>
<b>EA-55</b>	A Systems Approach to Operational Continuity for an Academic Institution during a Pandemic <i>Maria Giannakaki, Nikitas Assimakopoulos, Stergiani Giannakou, Dimitrios Varsos</i>
<b>EA-56</b>	The use of social networks by the state bodies involved during the coronavirus pandemic (Covid-19) <i>Alexandros Vris, Panagiota Antonopoulou</i>
<b>15:00 - 15:30</b>	<b>LUNCH BREAK</b>
<b>15:30 - 17:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>15:30 - 17:00</b> 	<b>VIRTUAL ROOM SAT-1</b> <b>Workshop</b> <i>Chair: Prof. Nikitas Assimakopoulos</i>
<b>WS-07</b>	Urban Innovation Policies and Strategies Toolkit for Public Space <i>Mrs Parina Vasilopoulou, Mr Ioannis Kandyliaris</i>



<b>15:30 - 17:00</b> 	<b>VIRTUAL ROOM SAT-2</b> <b>Extended abstract presentations</b> <i>Chair: Mr Eleftherios S. Kakavoulis</i>
<b>EA-57</b>	Regulatory intelligence systems through systemic lens <i>Kiriaki Papaioannou</i>
<b>EA-58</b>	European Regulatory Agencies - Systemic principles applied on Data Governance <b>NIKOLAOS KOLLAROS</b>
<b>EA-59</b>	Acquis Communautaire on Data Mining Copyright <b>IOANNIS CHONDROPOULOS, THEANO YFANTI, KONSTANTINOS PAPANIMITRIOU</b>
<b>EA-60</b>	Public policy for Corporate Social Responsibility: and the "made in EU" approach: the role of state via Social Responsible Public Procurement and the synergies towards SDGs 2030 <i>Evangelos Taliouris</i>
<b>15:30 - 17:00</b> 	<b>VIRTUAL ROOM SAT-3</b> <b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-61</b>	An Invitation to Deliberate on Systems Literacy in K-12 Science Pedagogy <i>Kevin Dye</i>
<b>EA-62</b>	Soft-BPM Methodology: A Systemic BPM Life Cycle Framework with the Contribution of Soft Systems Methodology (SSM) and System Dynamics (SD) <i>Ricardo Rodriguez-Ulloa</i>
<b>EA-63</b>	Analytics strategy and Operating Model design <i>Anand Sinha</i>
<b>EA-64</b>	A systems approach to managing the three tenets of information security <i>Dimitrios Varsos, Stergiani Giannakou, Nikitas Assimakopoulos</i>
<b>17:00 - 17:15</b>	<b>SHORT BREAK</b>
<b>17:15 - 19:00</b>	<b>WORKSHOP AND PARALLEL SESSIONS</b>
<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM SAT-1</b> <b>Workshop</b> <i>Chair: Prof. Nikitas Assimakopoulos</i>
<b>WS-08</b>	Systemic approaches for Effective Business Management, (Systemic Coaching and Blockchain) <i>Eleftherios S. Kakavoulis, Nikolaos Zoannos</i>
<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM SAT-2</b> <b>Workshop</b> <i>Chair: Mr Eleftherios S. Kakavoulis</i>
<b>WS-09</b>	A Systems Approach to Organizational Resilience <i>Victoria A. Zgouva, Theofanis Giotis, Dimitrios S. Varsos</i>



<b>17:15 - 19:00</b> 	<b>VIRTUAL ROOM SAT-3</b> <b>Extended abstract presentations</b> <i>Chair: Mr Panagiotis Kalofonos</i>
<b>EA-65</b>	Theory building: expanding ANSOFF's strategic management theory and relating it with global corporate citizenship <b><i>Ath. Kriemadis, G. Sainis, D. Spiliotopoulos, H. Kariofyllas, D. Kapnisi</i></b>
<b>EA-66</b>	Enhancing Stated Preference Surveys for Freight Transport Investments Under a Systems Thinking Perspective <b><i>Irene Ramfou, Evangelos Sambracos</i></b>
<b>EA-67</b>	Financial Behaviour and Accounting, a literature review <b><i>Spyridon Kariofyllas, Athanasios Kriemadis, Charalampos Kariofyllas</i></b>
<b>EA-68</b>	Scientific Research and Systemic Approach: Hospitality-Event Planning-Culture <b><i>AIMILIA ROFOUZOU, STAVROULA BISSIAS</i></b>
<b>19:00 - 20:00</b>	<b>CSAP CERTIFICATIONS AND PROFESSIONAL ROUND TA</b>
<b>19:00 - 20:00</b> 	<b>VIRTUAL ROOM SAT-1</b> <b>PROFESSIONAL ROUND TABLE</b> <i>Chair: Dimitrios S. Varsos</i>
<b>PRT-01</b>	The Role of Systemics & Technologies in the 21 st Century Organization <b><i>Dimitrios S. Varsos</i></b>
<b>20:00 - 20:15</b>	<b>CLOSING CEREMONY</b>
<b>20:00 - 20:15</b> 	<b>VIRTUAL ROOM SAT-1</b> <b>Closing ceremony of the 16th HSSS conference</b> <i>Chair: Prof. Nikitas Assimakopoulos</i>



# ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΕΙΡΑΙΩΣ

Κέντρο Επιμόρφωσης  
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