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Internal and external antecedents of SMEs' innovation ambidexterity outcomes

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<https://doi.org/10.1108/00251741111183816>

PUBLISHER

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VERSION

AM (Accepted Manuscript)

PUBLISHER STATEMENT

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Chang, Yi-Ying, Mathew Hughes, and Sabine Hotho. 2019. "Internal and External Antecedents of Smes' Innovation Ambidexterity Outcomes". figshare. <https://hdl.handle.net/2134/26372>.



**Internal and External Antecedents of SMEs' Innovation
Ambidexterity Outcomes**

Journal:	<i>Management Decision</i>
Manuscript ID:	MD-12-2010-0361.R1
Manuscript Type:	Original Article
Keywords:	Innovation ambidexterity, Small to medium sized Enterprises, Questionnaire

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Abstract

Purpose –This study aims to examine internal and external antecedents of SMEs' innovation ambidexterity outcomes. Prior studies have suggested that organizational and environmental antecedents are influential to the development of a balance dimension of innovation ambidexterity, which are proposed to be central to superior firm performance. However, little is known about how such antecedents affect the shaping of innovation ambidexterity in small- to medium-sized firms (SMEs) and how these innovations go on to shape firm performance.

Design/methodology/approach – This research used a survey method to investigate the 1000 small-and medium sized enterprises in Scotland. Firms were randomly selected from the FAME database. Of this sample, 265 firms (26.5 percent) responded to our survey.

Findings - The data analysis reveals that internal organizational structures in a highly dynamic environment stimulate the appearance of innovation ambidexterity. Moreover, it is found that the relationship between organizational and environmental forces and firm performance is partially mediated by a balance dimension of innovation ambidexterity.

Originality/value - Prior studies have paid little attention to the effects of internal organizational structures and external environmental conditions on the appearance of a balance dimension of innovation ambidexterity within SMEs. Our results show how dangerous the lack of adequate research of these issues at the SME level is. By contrast to larger firms, our results show how internal organizational structures and external environmental conditions affect SMEs to pursue a balance dimension of innovation ambidexterity .

Keywords Explorative innovation, exploitative innovations, innovation ambidexterity, internal structure, environment, SMEs.

Paper type Research paper

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4 Contemporary studies into innovation management hold that successful firms are effective at
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6 exploiting existing competencies to create gradually improved exploitative innovations while
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8 at the same time successfully exploring new competencies and technologies to create
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10 explorative breakthrough innovations (Levinthal and March, 1993; Floyd and Lane, 2000;
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12 Gibson and Birkinshaw, 2004; He and Wong, 2004). To achieve this, a firm must reconcile
13
14 internal tensions between both innovation pathways as well as tensions caused by
15
16 contradicting demands placed on the firm by its external environment (Jansen *et al.*, 2006).
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18 Thus, previous studies argue that a firm needs to learn how to achieve a balance between
19
20 exploitative and explorative innovation activities if it is to achieve sustainably superior
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22 performance (Burgelman, 1991; Tushman and O'Reilly, 1996; Volberda, 1996; Eisenhardt and
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24 Martin, 2000; Benner and Tushman, 2003). A firm that fails to achieve this balance risks
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26 falling into a downward spiral of mediocrity (March, 1991).
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31
32 Explorative innovation captures the 'research' aspect of the R&D process while exploitative
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34 innovation captures its 'development' component. Unsurprisingly, the vast majority of
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36 academic research has, as a result, focused on large and multiunit firms, emphasising the
37
38 overwhelming importance of simultaneously or sequentially pursuing explorative and
39
40 exploitative innovations (Tushman and O'Reilly, 1996; Birkinshaw and Gibson, 2004; Gibson
41
42 and Birkinshaw, 2004; Jansen *et al.*, 2006; Raisch and Birkinshaw, 2008; Raisch *et al.*, 2009).
43
44 There is a need to understand how such innovations work in small- to medium-sized firms
45
46 (SMEs) however, because there are differences in the innovation strategies of SMEs and large
47
48 firms owing to their differing response and susceptibility to external environment pressure
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50 (Dean *et al.*, 1998). Prior studies found that SMEs tend to use different types innovation
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52 ambidexterity compared to larger firms (Cao *et al.*, 2009; Ebben and Johnson, 2005). This is
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54 because SMEs differ from larger firms regarding available resources such as human resources
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56 capital and financial capital (Cooper *et al.*, 1994; Forbes and Milliken, 1999). Moreover,
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4 SMEs may pursue different innovation strategies from larger firms due to the fact that SMEs
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6 have restricted managerial expertise (Pissarides, 1999; Forbes and Millken, 1999) as a result
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8 of different internal and external environments (Ebben and Johnson, 2005). Research (e.g.
9
10 Cao et al., 2009) found that SMEs as relatively resource-constrained firms benefit from a
11
12 balance dimension of innovation ambidexterity (BD) but larger firms benefit from a combined
13
14 dimension of innovation ambidexterity (CD). Accordingly, SMEs faced greater challenges in
15
16 managing tensions, contradictions, and tradeoffs associated with explorative and exploitative
17
18 innovations than larger firms (Andriopoulos and Lewis, 2009; Bierly and Daly, 2007). There
19
20 is, however, few empirical attempts into how SMEs can achieve a BD owing to the relatively
21
22 resource constraints existing in SMEs (Cao *et al.*, 2009). This is surprising when considering
23
24 how various studies note the difficulty that firms have in resolving opposing organisational
25
26 structure and process requirements put forward by different forms of innovation ambidexterity
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28 (Adler and Borys, 1996; Andriopoulos and Lewis, 2009; Sheremata, 2000; Jansen *et al.*,
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30 2006).
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37 Conceptual and empirical research has so far suggested that combinations of
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39 contradictory firm characteristics such as centralization and connectedness may be needed to
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41 develop a balance of explorative and exploitative innovations (i.e., BD) (Gibson and
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43 Birkinshaw, 2004; Jansen *et al.*, 2005, 2006), implying in turn that truly innovative firms
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45 combine organic and mechanistic structural features (Adler and Borys, 1996; Sheremata,
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47 2000). Moreover, theory suggests that external environment factors such as environmental
48
49 dynamism and degree of competitiveness can generate opposing pressures for innovation
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51 ambidexterity as well (Levinthal and March, 1993; Lewin *et al.*, 1999; Auh and Menguc,
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53 2005; Jansen *et al.*, 2005). Dynamically competitive environments can require firms to pursue
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55 both types of innovations concurrently or risk failure in time (Benner and Tushman, 2003), for
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57 example, whereas competitive environments might push firms towards exploitative
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4 innovations owing to the need to keep up with rivals (Jansen *et al.*, 2006). But little is
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6 understood about the role of the external environment in aiding or impeding the appearance of
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8 BD in SMEs. Coupled with the absence of empirical research that examines how
9
10 combinations of organizational and environmental antecedents affect SMEs' innovation
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12 outcomes (Lubatkin *et al.*, 2006), generating new insights in this respect is a chief scholarly
13
14 and managerial priority.
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18 The objective of this study is to examine internal and external antecedents of SMEs' a
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20 balance dimension of innovation ambidexterity outcomes. We hypothesize that the extent to
21
22 which SMEs engage in either type of innovation is shaped by external environmental
23
24 conditions and internal organizational structure characteristics. By empirically examining
25
26 these relationships, this study contributes to current research into innovation ambidexterity in
27
28 several ways. First, empirical research has only begun to explore the antecedents and
29
30 consequences of these opposing innovations, typically in large firms, to understand alignment
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32 and adaptability of the firm towards explorative and exploitative innovations (Gibson and
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34 Birkinshaw, 2004; He and Wong, 2004). This work adds to these studies by including
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36 complementary measures for SMEs and provides new insights into managing these
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38 innovations. Second, our research examines how combinations of environmental properties
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40 lead SMEs to pursue innovation ambidexterity (i.e., BD). Third, we examine how SMEs are
41
42 able to profit from innovation ambidexterity and consider whether these innovation outcomes
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44 mediate the impact of organizational structure and external environment pressures on SME
45
46 performance, adding SME level evidence and insight over and above prior works from Adler
47
48 and Borys (1996), Sheremata (2000), Smith and Tushman (2005), and Jansen *et al.* (2006),
49
50 among others. Empirical support for our hypotheses can advance the current theories of
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52 innovation management by addressing the neglect of SMEs in this conversation so far (Raisch
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54 *et al.*, 2009), offering guidance for managers in turn.
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4 In the body of this article, we review the theory and literature that underpins the
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6 hypotheses pertaining to innovation ambidexterity. We put forward internal organizational
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8 structure characteristics and external environmental antecedents and explain their relation to
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10 SMEs' innovation ambidexterity in turn. Afterwards, we describe our research method and
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12 then present our empirical findings. We conclude with a discussion of the results, issues for
13
14 future research and contributions to managers from the work.
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20 **Literature Review and Hypotheses**

21 *Internal organizational antecedents of balanced dimension of innovation ambidexterity*

22
23 Explorative and exploitative innovations are two fundamentally different innovation activities
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25 that lead firms to diversify their efforts and resources as they pursue one form or another.
26
27 Exploitation is associated with activities such as refinement, efficiency, selection and
28
29 improvement whilst exploration refers to activities such as search, variation, experimentation
30
31 and discovery (March, 1991). Theory put forward that exploitative and explorative
32
33 innovations may need two fundamentally different internal organizational structures and
34
35 contexts (Jansen *et al.*, 2006; Raisch and Birkinshaw, 2008). Several studies suggest that
36
37 various internal organizational structures such as centralization and interdepartmental
38
39 connectedness are critical to facilitate the appearance of these innovations at the firm level
40
41 (Dewar *et al.*, 1980; Jaworski and Kohli, 1993; Atuahene-Gima, 2003, 2005; Jansen *et al.*,
42
43 2006). In this study, we examine these two main conditions and consider the extent to which
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45 they facilitate the occurrence of exploitative and explorative innovations (i.e., innovation
46
47 ambidexterity) in SMEs.
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55 Centralization refers to the extent to which power is distributed among social positions in
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57 the organization (Hage and Aiken, 1970). This can reflect itself in the concentration of
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59 decision-making and the degree to which authority to problem solve is devolved within firms
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4 (Aiken and Hage, 1968). Sheremata (2000) suggest that centralization of decision-making can
5
6 enable firms to react fast to the requirements of current customers and can assist to speed up
7
8 exploitative innovation. Centralization reduces the fullness of information due to limited
9
10 communication and the quantity of information and knowledge retained, however (Sheremata,
11
12 2000).As a result, centralization of decision-making and authority would be expected to have
13
14 an adverse effect on explorative innovation (Jansen *et al.*, 2006). This is because explorative
15
16 innovation needs large amount of rich information and knowledge as it is reliant on increasing
17
18 flexibility, adaptability and creativity in problem solving (Brown and Eisenhardt, 1995;
19
20 Jansen *et al.*, 2006). In contrast, previous studies have suggested that centralization of
21
22 decision-making and authority is valuable to exploitative innovation because it relies on
23
24 seeking timely information so that firms can react quickly with its current competences to
25
26 respond to market uncertainties (Perrow, 1984; Sheremata, 2000; Jansen *et al.*, 2006).
27
28 Incidentally, such decision-making processes decrease the pursuit of creative innovative
29
30 solutions (Atuahene-Gima, 2003) and reduce the reach for new ideas and information for
31
32 explorative innovation (Sheremata, 2000). Therefore, we propose that greater degrees of
33
34 centralization of decision-making will facilitate SMEs' exploitative innovation.
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41 Connectedness describes how individuals and employees work together through direct
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43 contact within firm (Sheremata, 2000; Atuahene-Gima, 2003). It raises openness to
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45 knowledge resource within organizations (Jaworski and Kohli, 1993). It also helps
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47 organizations to strengthen their links among project teams and people in different functions
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49 (Clark and Fujimoto, 1991). In turn, connectedness can facilitate explorative innovations to
50
51 appear by facilitating the combination and development of individual knowledge and ideas
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53 that underpin such innovations (Atuahene-Gima, 2003; McFadyen and Cannella, 2004). In
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55 addition, highly dense networks, through diffusing strong norms, assist in the establishment of
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57 collective behavioral beliefs (Uzzi, 1997; Rowley *et al.*, 2000) and this has been found to lead
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4 to fast problem solving (Atuahene-Gima, 2003). Trust and cooperation will occur when
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6 member of organizations are informally connected (Adler and Kwon, 2002). This in turn
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8 assists firms to refine and improve existing products and services through getting support
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10 from other functional departments (Rowley *et al.*, 2000; Atuahene-Gima, 2003).
11
12 Connectedness within SMEs, therefore, would be expected to facilitate the development and
13
14 improvement of knowledge to fuel increases in a SME's explorative and exploitative
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16 innovations.
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22 Hypothesis 1: Internal organization with high centralization and high connectedness is
23
24 positively associated with the appearance of innovation ambidexterity (i.e., BD) in SMEs.
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27 28 29 *External environmental antecedents of BD*

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32 Studies suggest that the external environmental context of an organization influences the
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34 appearance of innovation outcomes across firms (e.g. Jaworski and Kohli, 1993; Zahra, 1996;
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36 Zahra and Bogner, 2000; Gibson and Birkinshaw, 2004; Atuahene-Gima, 2005; Jansen *et al.*,
37
38 2006). Environmental dynamism and environmental competitiveness represent two particular
39
40 environmental conditions believed to pressurize firms to behave in explorative or exploitative
41
42 ways (Jaworski and Kohli, 1993; Jansen *et al.*, 2006).
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46 Dynamic environments are attributed by high-velocity changes in technological
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48 conditions, irregularity in the behavior of customers, and turbulence in markets conditions
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50 (Jaworski and Kohli, 1993; Zahra and Covin, 1993; Jansen *et al.*, 2006). Firms operating in
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52 dynamic environments are pressurized by such conditions to develop new products and
53
54 services in order to suit customers' changing demand (Sorensen and Stuart, 2000;
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56 Atuhene-Gima, 2005). Moreover, dynamism encourages firms to provide new products and to
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58 strengthen their technological capabilities by following new market opportunities (Zahra,
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4 1996). Accordingly, firms need to develop explorative innovations to explore beyond current
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6 products and markets and to capture new revenues from existing and promising markets
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8 (Zahra, 1996). In dynamic environments, explorative innovations create opportunities for
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10 firms to secure superior financial performance by targeting market segments as first movers
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12 and then blocking competitors' entry (Utterback, 1994; Zahra and Bogner, 2000). Thus, we
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14 propose that in dynamic environments, SMEs will pursue explorative innovations because of
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16 the nature of the pressures that such environment conditions place on firms' growth and
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18 performance.
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23 Environmental competitiveness refers to intense competition in the market segments in
24
25 which firms operate (Jaworski and Kohli, 1993; Zahra and Bogner, 2000; Atuahene-Gima,
26
27 2005). Organizations in competitive environments tend to reduce available resources for
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29 explorative innovations because of the pressure to continuously improve to maintain position
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31 vis-à-vis market rivals (Miller and Friesen, 1984). Also, under highly competitive
32
33 environment conditions, organizations may not consider to develop new products and services
34
35 owing to their associated high risks and high costs and lower probability of success (Zahra
36
37 and Bogner, 2000). Instead, firms in competitive environments normally focus on cost control
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39 strategies through reducing costs and refining products to generate better performance (Grant,
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41 1995; Zahra and Bogner, 2000). In such environments therefore, firms tend to use exploitative
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43 innovation such as adjusting and increasing existing range of products and services to
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45 generate better profits and thus sustain their financial performance in the face of severe
46
47 competition (Lumpkin and Dess, 2001). Through exploitative innovations, organizations are
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49 able to better cater to existing customers and build customer loyalty without incurring the
50
51 many costs associated with explorative innovations (Jansen *et al.*, 2006). Thus:
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59 Hypothesis 2: An environment with high dynamism and high competitiveness is positively
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4 related to the appearance of innovation ambidexterity (i.e., BD) in SMEs.
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8 9 *Mediating effects of BD*

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11 The argumentation contained in the hypotheses presented above implies that internal
12 organizational structures, external environmental conditions and innovation ambidexterity
13 (i.e., BD) are linked to SME performance. Specifically, the arguments suggest that the
14 consequences of internal organizational structures and external environmental conditions on
15 firm performance are due to innovation ambidexterity. Previous studies (e.g., Pinto *et al.*,
16 1993; Atuahene-Gima, 2003) suggest that internal organizational factors have indirect effects
17 on firm performance when firms engage in innovation ambidexterity. In addition, prior studies
18 suggest that innovation has a mediation effect on the relationship between external
19 competitive environments and firm performance (e.g., Noble *et al.*, 2002). Han *et al.* (1998)
20 also put forward that innovations mediate the association between firm performance and
21 highly dynamic environments. He and Wong (2004) and studies since have reported positive
22 firm performance returns to innovation ambidexterity. However, on the basis that the
23 hypotheses above hold true, we expect innovation ambidexterity (i.e., BD) to affect SME
24 performance by mediating the effects of internal structure conditions and external
25 environment pressures. Thus:
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48 Hypothesis 3: In SMEs, (a) the effects of centralization and connectedness on firm
49 performance are mediated by innovation ambidexterity (i.e., BD), and (b) the effects of
50 dynamic environment and competitive environment on firm performance are mediated by
51 innovation ambidexterity (i.e., BD).
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59 **Methodology**

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Sampling and data collection

The initial sampling frame consisted of 1000 SMEs in Scotland. The choice of SMEs in Scotland is due to the fact that the Scottish government has made a significant push over the last several years to stimulate innovation among business for economic growth owing to the very complex competitive conditions at national and international levels its firms face (Scottish Government, 2009). Firms were randomly selected from the FAME database. Of this sample, 265 firms (26.5 percent) responded to our survey. Of the 265 respondent firms, 132 firms (49.9 percent) ranged from 1-49 employees and 133 firms (50.1 percent) ranged from 50-249 employees. Industries represented in the sample included manufacturing (transportation equipment, electrical equipment, industrial and precision equipment, chemical and pharmaceuticals, other manufacturing) and service firms (computing services, engineering and architecture, banking, insurance and real estate, advertising, accounting, and consulting, oil and gas) (see Table 1).

Managing directors and members of the top management team in SMEs were selected as informants for data collection owing to their knowledge of the processes, activities, pressures and overall identity of their businesses (Cohen and Musson, 2000). Among 1000 firms, 265 firms provided multiple responses (i.e., one MD and one top manager in each firm). This was achieved from three rounds of attempts (two two postal mailings and a final round of phone calls) along with incentives (i.e., voucher and company report) provided. All respondents were voluntary and were asked to fill in a seven-point Likert scale questionnaire. Following Dillman's (2000) guidelines for the Total Design Method, an invitation letter was sent explaining the nature and the purpose of the study prior to this. We used an interrater reliability coefficient created by James *et al.* (1993) to inspect the intragroup reliability (r_{wg}) of responses. There is a sign of good agreement within a group if an r_{wg} is greater than or equal to 0.70 (George and Bettenhausen, 1990). The average intragroup reliability is 0.79.

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4 This authorizes the aggregation of individual team member scores. Moreover, we followed the
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6 data aggregation procedure proposed by Enticott et al.'s (2008), i.e., two-layer echelon
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8 approach to average the responses of two groups: MDs and member of top managers in each
9
10 firm. The two scores were then averaged to create an overall firm score in SPSS. Adoption of
11
12 two-layer echelon approach to produce an overall firm score was that this approach reflects
13
14 'the most significant managerial fissures within the firm' between MDs and member of top
15
16 managers and 'is less likely to lead to the exclusion of organizations from statistical analyses
17
18 because of missing respondents' (Enticott et al., 2008: 246). In addition, we validated the data
19
20 reliability through checking the representativeness of the sample. First, the Armstrong and
21
22 Overton's (1997) extrapolation method was used to assess non-response bias. We compared
23
24 the responses of the first third and last third of last phone call round (Armstrong and Overton,
25
26 1977). No significant differences were found ($p < 0.01$). We also compared the responses of the
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28 first 10% and last 10% of last phone call round. No significant differences were found
29
30 ($p < 0.01$). The subsamples were compared on dimensions including descriptive variables (i.e.,
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32 firm age, profit and sales, the number of employees) and theoretical variables (i.e.,
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34 centralization of decision-making, interdepartmental connectedness, environmental dynamism,
35
36 environmental competitiveness, and innovation ambidexterity). The results revealed no
37
38 significant difference ($p < 0.05$). We deployed several post hoc tests including the Harman
39
40 single-factor test, confirmatory factor analysis (CFA) and bivariate correlations to search for
41
42 common method bias (Podsakoff *et al.*, 2003). Exploratory factor analysis combining items
43
44 from the dependent and independent variables revealed that several factors were extracted.
45
46 The first factor accounted for 22.042 percent variance with an eigenvalue of 3.792. This offers
47
48 evidence that there is no single factor emerging from these variables to suggest common
49
50 method bias in the data. Moreover, all dependent and independent variables were loaded onto
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52 a one-factor, a two-factor, and a three-factor CFA model to examine fit. If common method
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4 variance exists among these variables, then the one-factor CFA model will fit the data well.
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6 The results of a one-factor, a two-factor, and a three-factor of CFA disclosed that the fit of a
7
8 one-factor model as the poorest containing wholly unacceptable fit statistics ($\chi^2=585.62$,
9
10 d.f.=54, $p=0.00$, CFI=0.62, GFI=0.72, NNFI=0.53, RMSEA=0.19). Finally, in order to more
11
12 directly exclude the common method bias in our data, we examined bivariate correlations
13
14 between subjective performance from respondents and objective performance obtained from
15
16 the FAME database. These were significantly correlated ($r = 0.761$, $p<0.001$). The final
17
18 response rate of 26.5 percent was achieved after three rounds of attempts (two postal mailings
19
20 and a final round of phone calls). All data were collected during an eight-month period from
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22 November 2008 to June 2009.
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26 27 *Measures*

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29 A seven-point Likert scale was used to measure constructs. Respondents were asked to assess
30
31 the extent to which their firm has undertaken a range of activities (1 = strongly disagree; 7 =
32
33 strongly agree). Measures for operationalizing the constructs were developed from an
34
35 extensive literature review that identified previously developed and tested scales.
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40 41 *Dependent variables*

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43 The dependent variables are innovation ambidexterity (i.e., BD) and business performance.
44
45 BD relates to the balance, or relative magnitudes of exploration and exploitation (Cao *et al.*,
46
47 2009: 788). Following He and Wong's (2004) treatment, BD was equal to the absolute
48
49 difference between exploration and exploitation. Measures of explorative innovation capture
50
51 the essence of the exploration of new possibilities and measures of exploitative innovation
52
53 capture the essence of exploitation of old certainties (He and Wong, 2004). These measures
54
55 reflect the fact that "exploration versus exploitation should be used within reference to a firm
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57 itself and its existing capabilities, resources, and processes, not to a competitor or at the
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4 industry level” (He and Wong, 2004: 485). Regarding business performance, measures were
5
6 adapted from the work of Gibson and Birkinshaw (2004) on explorative and exploitative
7
8 innovation. These measures reflected on the effectiveness of performance over the last five
9
10 years in terms of satisfying customers, employees and managers’ objectives. As previously
11
12 described, these measures correlate with objective financial performance acquired from
13
14 FAME.
15
16

17 18 19 20 *Independent variables*

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22 Measures of characteristics of internal organizational structures of centralization and
23
24 connectedness were taken directly from Jaworski and Kohli (1993) and Jansen *et al.* (2006).
25
26 These measures capture the relationship between internal organizational structure
27
28 (centralization and connectedness) and innovative strategies used by the firms. Measures of
29
30 characteristics of external environmental conditions were taken directly from Birkinshaw *et al.*
31
32 (1998) and Jaworski and Kohli (1993). The measures capture the extent to which external
33
34 environments are characterized by technological changes and differences in products and
35
36 markets as well as intense competition (Matusik and Hill, 1998; Jansen *et al.*, 2005).
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43 *Control variables*

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45 We controlled for possible confounding effects by including relevant control variables,
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47 specifically firm age, firm size (number of employees) and industry sector. Firm size and firm
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49 age are controlled as they have been found to affect firm growth (Carroll and Hannan, 2000;
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51 He and Wong, 2004) and linked with the institutional routines and norms that cause
52
53 unchanging behaviors (Tushman and Romanelli, 1985). We logged firm age and firm size to
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55 balance variation. Two broad industry sectors (manufacturing and service) were used as an
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57 additional control variable as industry sector has been related to firms’ motivation to adapt to
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4 varying resource conditions and to their performance (Lubatkin *et al.*, 2006).
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6 *Analysis methods*
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9 We first used factor analysis to identify the underlying dimensions of the characteristics of
10 internal organizational structures (centralization and connectedness), external environmental
11 conditions (environmental dynamism and environmental competitiveness), exploitative
12 innovation, explorative innovation and business performance. Factor analysis is useful to
13 evaluate how each item relates to its own construct and how it relates to other associated or
14 similar constructs (Gorsuch, 1997). Following the profile model of multidimensional
15 constructs (Law *et al.*, 1998), the dimensional components of a larger construct would be
16 expected to correlate with each other (convergent validity) (Blau, 2001). This was the case.
17
18 We then applied hierarchical regression and Preacher and Hayes' (2004) mediation regression
19 method to test our hypotheses. The adoption of regression analysis is because first, the
20 structural equation modelling (SEM) model was too big for the number of data this study had
21 so the study would break the acceptable parameter-to-observation ratio as argued by Bentler
22 and Chou (1987); second, bootstrapping offers a better alternative to investigate the mediation
23 effect as it does not assume normality of distribution of the indirect effect (Preacher and
24 Hayes, 2004). Following previous studies (e.g., Bandalos and Finney, 2001), we subsumed
25 centralization of decision-making and interdepartmental connectedness together as internal
26 organizational characteristics, environmental dynamism and competitiveness together as
27 external environmental characteristics. We followed Baron and Kenny's (1986) procedure to
28 conduct the hierarchical regression analyses. Hierarchical regression adds controls and
29 independent variables in sequence to measure the relative contributions of each construct to
30 the dependent variable. Preacher and Hayes' (2004) mediation test was used to explore the
31 proposed mediation between independent and dependent variables.
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Empirical analysis and results

Analysis of sample

Respondent characteristics are shown in Table 1. A wide distribution of industries can be seen among the respondents. For example, 12.8 percent were in 'other' manufacturing industries and 7.5 percent were in the engineering and architecture sector, 10.2 percent were in the wholesale and retailing sector and 40 percent were in 'other' service industries such as oil and gas. Almost an equal distribution of SMEs (49.9 percent) employed from 1 to 49 employees and (50.1 percent) from 50 to 249 employees.

----- Insert Table 1 about here -----

Factor analysis and intercorrelations

Following best practice, we performed principal components factor analysis to assess the items used in the survey and to assess whether the desired constructs emerged from these measures. The specified factors constructs emerged as expected. Moreover, the internal consistency (Cronbach alpha) of the factor constructs was in the range of 0.697 to 0.921 (Table 3) and is comparable to those obtained in previous studies using the same construct measures (Gibson and Birkinshaw, 2004; He and Wong, 2004; Jansen *et al.*, 2006). Also, the constructs formed explain a large degree of variance in each instance further supporting the measures drawn from prior studies. Table 2 shows the intercorrelations, means and standard deviations for the variables used in the regression analyses.

----- Insert Table 2 and 3 about here -----

The hierarchical regression and hypotheses testing

Table 5 presents the results of hierarchical regression analysis for relationships between internal organizational structures, external environmental conditions and innovation ambidexterity (i.e. BD). The baseline model 1 contains control variables. In relation to hypotheses 1, there appears a positive significant relationship between internal organizational

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4 characteristics and innovation ambidexterity (i.e. BD) in model 2 and model 3 ($\beta = 0.173$ and
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6 0.172 respectively, $p < 0.01$). In model 3, following theoretical predictions there is a positive
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8 significant relationship between external environmental conditions and innovation
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10 ambidexterity (i.e. BD) ($\beta = 0.19$ $p < 0.05$). Thus, the results support hypotheses 1 and 2.

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12 ----- Insert Table 5 about here -----

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15 Table 4 and 6 present the mediation analysis of innovation ambidexterity on the link
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17 between internal organizational structure and external environmental conditions and firm
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19 performance. These results indicate that innovation ambidexterity (i.e., BD) partially mediate
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21 the effects of internal organizational structure and external environmental conditions on firm
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23 performance. The 95% confidence limit was constructed based on Meeker, Cornwell, and
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25 Aroian (1981) and MacKinnon (2008). The results support hypotheses 3 therefore and signal
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27 the importance of the confluence of internal structure, external environment conditions and
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29 innovation for SMEs to secure superior performance.
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34 ----- Insert Table 4 and 6 about here -----

35 36 **Discussions and conclusions**

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38 Prior studies have paid little attention to the effects of internal organizational structures and
39
40 external environmental conditions on the appearance of innovation ambidexterity (i.e., BD)
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42 within SMEs (Gibson and Birkinshaw, 2004; Raisch and Birkinshaw, 2008), despite the fact
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44 that effective adoption of innovation ambidexterity is essential to a firm's survival (March,
45
46 1991). Our results show how dangerous the lack of adequate research of these issues at the
47
48 SME level is. Indeed, whilst our hypotheses draw on the theoretical predictions that have
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50 found support in larger firms, our results show how these factors affect SMEs quite differently.
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52 The results advance our understanding of innovation ambidexterity in SMEs both
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54 theoretically and managerially.
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59 *Theoretical contributions*

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4 The results contribute to innovation management in several ways. First, consistent with
5
6 previous arguments that internal organizational structures conditions of centralization and
7
8 connectedness are vital to facilitate the occurrence of explorative and exploitative innovations
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10 (e.g., Dewar *et al.*, 1980; Jansen *et al.*, 2006), the results suggest that both centralization and
11
12 connectedness are useful to motivate SMEs to adopt both explorative and exploitative
13
14 innovations (i.e., BD) simultaneously. An explanation may be found in the nature of SMEs
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16 internal environments. Dean *et al.* (1998) discovered that SMEs respond differently to internal
17
18 and external pressures than larger firms. Larger established firms are often slower to respond
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20 to opportunity than SMEs owing to the fact that their entrepreneurship is eroded over time as
21
22 their internal structures becomes increasingly laden with rules, procedures and systems
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24 (Morris *et al.*, 2008). SMEs are typically more internally adaptive. These findings support
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26 Cao *et al.* (2009) contention that a close balance of explorative and exploitative innovations
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28 (i.e., BD) is beneficial to SMEs with fewer resources accessibility both internally and
29
30 externally. Supporting prior studies' assertion (e.g., Andriopoulos and Lewis, 2009), SMEs
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32 could achieve innovation ambidexterity through use of appropriate organizational structures.
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34 Second, this paper adds to our understanding of external environmental conditions as driving
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36 forces, rather than moderators as suggested by Jansen *et al.* (2006), to facilitate the
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38 appearance of innovation ambidexterity (i.e., BD) and business performance in SMEs. Our
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40 findings are consistent with previous studies in that a highly dynamic environment and a
41
42 highly competitive environment are beneficial to innovations and business performance
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44 (Jaworski and Kohli, 1993; Atuahene-Gima, 2003, 2005). However, we find that SMEs
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46 internalise external environment pressures to promote a close balance of explorative and
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48 exploitative innovations (i.e., BD). This implies that SMEs are advised to prioritize their
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50 internal resources to pursue a close balance of explorative and exploitative innovations (i.e.,
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52 BD) and thus enhances firms' performance as a result of awareness of external environmental
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4 signals (Barney and Zajac, 1994; Day, 1994; Atuahene-Gima, 2005). Third, the findings of a
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6 significant partial mediating role of innovation ambidexterity (i.e., BD) on firm performance
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8 suggest that both innovations enhance firm performance through differentiating the effect of
9
10 SMEs' internal and external resources (Atuhene-Gima, 2005; Day, 1994). In turn, the study
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12 directly contributes to calls by Gibson and Birkinshaw (200) to extend and validate research
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14 not only the antecedents of innovation ambidexterity but also the mediation effect of BD in
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16 SMEs.
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19 20 *Managerial implications*

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22 One apparent managerial implication is the need for top managers to allocate resources to
23
24 pursue a close balance of explorative and exploitative innovations in SMEs. Our findings
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26 indicate that 'managers in relatively resource-constrained contexts may benefit from a focus
27
28 on trade-offs between exploration and exploitation demands' (Cao *et al.*, 2009). This could be
29
30 achieved from utilization of internal competencies to respond to external environmental signs
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32 (Cockburn *et al.*, 2000; He and Wong, 2004).
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36 The significant mediating role of innovation ambidexterity (i.e., BD) between internal and
37
38 external environment conditions and SME performance suggests that managers in SMEs
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40 should allocate their internal resources to ensure better decision-making processes to enable
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42 proper and effective responses to environmental changes.
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45 46 *Limitations and recommendations for future research*

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48 Several limitations to this study deserve attention and offer guidance for future research.
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50 First, the data collection was mainly from self-reported assessments of managing directors
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52 and member of top managers in SMEs. Although we had strong inter-rater reliability,
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54 alternative ways to detect the study constructs may enable future studies to further
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56 demonstrate their importance to innovation management. Indeed, while confidentiality and
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58 anonymity of participants reduce the probability that respondents artificially increase or mask
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4 their responses (Podsakoff *et al.*, 2003), alternative measurement methods may further
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6 distinguish the impact of the constructs assessed in this study.
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9 Second, we applied the measures of explorative and exploitative innovations to the SME
10 sector developed in previous studies for large firms (e.g., Gibson and Birkinshaw, 2004;
11 Jansen *et al.*, 2005). And although we extend the measures of explorative and exploitative
12 innovations to SMEs and assess the validity of these measures therein, original measures may
13 help to further detect the subtleties of innovation management in SMEs.
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20 Finally, although our research has generated new insights into internal organizational
21 antecedents and consequences of innovation ambidexterity, it does not address how the ability
22 and willingness of top managers in SMEs influence the development of innovation
23 ambidexterity. It would be useful to conduct both survey and case study research to better
24 understand the relationships between the individual characteristics and behaviors of top
25 managers and the appearance of innovation ambidexterity, with a view to improving SME
26 performance. In addition, future research may examine the effects of individual characteristics
27 beyond the consequences of top managers' innovation actions. The characteristics of
28 organizational members to pursue innovation ambidexterity and mechanisms used by
29 managers therein have only very recently begun to receive attention (e.g., Mom *et al.*, 2009).
30 Given our findings that internal structure in and of itself appear to tangibly affect innovation
31 ambidexterity in SMEs, examining these constructs together with top manager behavior may
32 well yield important new insights.
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50 **Acknowledgements**

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52 The first and third authors acknowledge the financial support from the University of Abertay
53 Dundee.
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37 Zahra, S.A. and Covin, J. (1993), “Business strategy, technology policy and company performance”,
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39 *Strategic Management Journal*, Vol.14 No. 6, pp. 451–478.

Table 1: Respondent characteristics

Industry (main)	Industry type (sub-sector)	Frequency	Percent
Manufacturing	Transportation equipment	5	1.9
	Electrical equipment	3	1.1
	Industrial and precision equipment	4	1.5
	Metal, rubber, stone, glass & leather	8	3
	Chemical & pharmaceuticals	8	3
	Food, tobacco & textiles	13	4.9
	Wood, wood products, pulp & paper	11	4.2
	Other manufacturing industry	34	12.8
	Services and Sales	Computer services	5
Engineering & architecture		20	7.5
Wholesale & retail trade		27	10.2
Banking, insurance & real estate		7	2.6
Hotels & restaurants		2	0.8
Transportation services		12	4.5
Other services industry		106	40.0
Number of total employees	1-49	132	49.9
	50-249	133	50.1
Total		265	100.0

Table 2: Intercorrelations, means and standard deviations of variables (N=265)

Variables	(1)	(2)	(3)	(4)	(5)	(6)	(7)	Mean	SD
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(1) Firm age	--							13.36	11.09
(2) Firm size	.166**	--						66.79	64.35
(3) Sector	-.205**	-.012	---					11.51	4.48
(4) Internal organizational characteristics	.123*	.090	-.224**	---				4.62	0.97
(5) external environmental characteristics	.075	.087	-.026	.043	---			4.99	0.88
(6) Balanced dimension of innovation ambidexterity	.136*	.086	-.225**	.225**	.310**	---		1.16	1.02
(7) Business performance	.098	.082	.191**	.130*	.300**	.223**	---	5.10	0.86

**p<0.01, *p<0.05

Table 3: Factor analysis results

Factor	Factor loadings
A: Internal Organizational Characteristics – (1)Centralization of decision-making (2) Interdepartmental connectedness	1 2
A01 There can be little action taken until a supervisor approves a decision	0.684
A02 People need to ask their supervisor before	0.931

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6	A03	they do almost anything Most decisions people make here have to	
7			0.929
8		have their supervisor's approval	
9			
10	A04	In our company, employees from	
11		different departments feel comfortable	0.821
12		calling each other when the need arises	
13	A05	In our company, it is easy to talk with	
14		virtually anyone you need to, regardless	0.681
15		of rank or position	
16			
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24			
25		Eigenvalue	2.714 1.755
26			
27		Accumulated variance explained (%)	67.858 43.879
28			
29		Cronbach α	0.717 0.723
30			
31			
32		B: External Environmental Characteristics –	
33		(1) Environmental Dynamism (2) Environmental	
34		Competitiveness	
35			
36			
37			
38			
39	B01	Our clients regularly ask for new	
40		products and services	0.854
41			
42	B02	In a year, nothing has changed in our	
43		market	0.617
44			
45	B03	In our market, the volumes of products	
46		and services to be delivered change fast	0.732
47		and often	
48	B04	Our company has relatively strong	
49		competition	0.755
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51	B05	Competition in our local market is	
52			0.637
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4		extremely high	
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6	B06	Price competition is a hallmark of our	0.765
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8		local market	
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11		Eigenvalue	1.844 1.776
12			
13		Accumulated variance explained (%)	46.101 44.392
14			
15		Cronbach α	0.697 0.678
16			
17			
18		C: Balanced Dimension of Innovation	
19			
20		Ambidexterity- (1)Explorative Innovation (2)	
21			
22		Exploitative Innovation	
23			
24			
25	C01	New-to-market products or services	0.902
26			
27		Transformation of new-to-market ideas	
28			0.895
29		into product lines	
30			
31			
32	C02	New-to-product innovations first started	
33			0.837
34		in our firm	
35			
36			
37	C03	Introduction of new generations of	
38			0.830
39		products	
40			
41	C04	New-to-market product innovations in	
42			0.827
43		Research and Development.	
44			
45			
46	C05	Addition of new elements in current	
47			0.789
48		product range	
49			
50			
51	C06	Opening up new markets for current	
52			0.726
53		products or services	
54			
55	C07	Improvement of our distribution channels	
56			0.591
57		in our current market	
58			
59			
60	C08	We improve our provision's efficiency of	0.865

	products and services		
C09	We increase economies of scales in existing markets		0.876
C10	Our company expands services for existing clients		0.781
C11	Lowering costs of internal processes is an important objective		0.741
	Eigenvalue	5.188	2.674
	Accumulated variance explained (%)	64.854	66.840
	Cronbach α	0.895	0.828
G: Business Performance			
	People at all levels are satisfied with the level of business performance	0.900	
	Our company is achieving its full potential	0.852	
	This company gives me the opportunity and encouragement to do the best work I am capable of	0.673	
	Our company does a good job of satisfying our customers	0.805	
	Eigenvalue	2.219	
	Accumulated variance explained (%)	55.473	
	Cronbach α	0.921	

Table 4: Results of hierarchical regression analysis for Business Performance

Variables	Model 1	Model 2	Model 3
Dependent: Business Performance			
<i>Controls</i>			
Constant (B)	18.803	9.927	10.397
Firm age	-0.078	-0.060	-0.044
Firm size (no. of employees)	0.094*	0.046*	0.055*
Sector	0.175*	0.228**	0.191**
<i>Independents: main effect variables</i>			
Internal organizational characteristics (Centralization of decision-making + Interdepartmental connectedness)		0.174**	0.137*
External environmental characteristics (Environmental dynamism + Environmental competitiveness)		0.290***	0.288***
<i>Mediation effect variable</i>			
Balanced dimension of Innovation ambidexterity			0.232***
R ²	0.049	0.163	0.212
Change		0.114	0.049
Adjusted R ²	0.038	0.146	0.193
Change		0.108	0.047
F	4.431**	9.987***	11.467***

N=265; *** p<0.001, ** p<0.01, * p<0.05

Table 5: Results of hierarchical regression analysis for Balanced Dimension of Innovation Ambidexterity

Variables	Model 1	Model 2	Model 3
Dependent: Balance Dimension of Innovation Ambidexterity			
<i>Controls</i>			
Constant (B)	1.540	0.640	0.690
Firm age	0.082	0.070	0.069
Firm size (no. of employees)	0.070*	0.057*	0.058*
Sector	-0.208**	-0.172*	-0.172*
<i>Independents</i>			
Internal organizational characteristics (Centralization of decision-making + Interdepartmental connectedness)		0.173**	0.172**
External environmental characteristics (Environmental dynamism + Environmental competitiveness)			0.19*
R ²	0.064	0.092	0.093
Change		0.028	0.001
Adjusted R ²	0.053	0.078	0.079
Change		0.025	0.001
F	5.955**	6.592***	6.593***

N=265; *** p<0.001, ** p<0.01, * p<0.05

Table 6: Results mediation analysis of Innovation Ambidexterity on Business**Performance**

	Bootstrapping Statistics	Mediation variable	Dependent variable	95% Confidence Limit
Internal organizational characteristics	0.12***	Innovation Ambidexte rity	Business Performance	(0.10, 0.37)
External environmental characteristics	0.15***	Innovation Ambidexte rity	Business Performance	(0.13, 0.45)

Note: The 95% confidence limit is constructed based on Meeker, Cornwell, and Aroian (1981) and MacKinnon (2008).

N=265; *** $p < 0.001$, ** $p < 0.01$, * $p < 0.05$; number of bootstrapping resamples: 5000.

RESPONSES TO DR. JOHN PETER (EDITOR) AND REVIEWER

Executive Summary

Dear Dr. Peter:

We appreciate your time and your constructive comments. To facilitate our research conversation, we have taken the liberty to *italicize the reviewers'* words, and have inserted our responses point-by-point after each comment.

Response to Reviewers:

Reviewers' comments:

This paper presents results from a study that was conceptualized to relate explorative and exploitative innovation in SMEs to potentially antecedent factors (internal and external). The analysis is based on an appropriate sample of SMEs and suggests that internal and external factors exert different influences on the two general types of innovation.

I appreciate the author/s attempt to shed additional light on alternative explanations for the emergence of explorative/exploitative innovation in the SME context. I was particularly impressed by the various technical measures employed to eliminate potential biases and to cross-validated the reliability and validity of the measures. However, there are still some (mostly technical) issues that the author/s might want to consider and that could be attended to further improve the paper. These are:

We appreciate your great comments which helped us improve the paper.

- First and foremost, I am absolutely not convinced that the analytical strategy chosen is the most appropriate in this particular case. The difference of explorative and exploitative innovation is in the literature quite often treated under the notion of "ambidexterity", which suggests that both concepts are closely related to each other and have to be treated simultaneously. I am sure that the author/s will agree with this point of view as they write in their paper about the importance of adequately balancing both types of innovation. Against this background, I cannot understand why we should be allowed to analyze both concepts separately, as it is done in this particular paper. In essence, the underlying model of this paper (I suggest that the authors try to combine all their hypotheses and causal relationships in one figure, then they will see my point) explains two dependent variables simultaneously, which suggests that an appropriate structural equation modeling technique should be employed. By this, they would not only address the interrelatedness of the key constructs but would as well resort to a methodology that is able to account for measurement error.

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4 Thank you for the great suggestion. Following your suggestion, we have linked the
5 hypotheses directly to ambidexterity in SMEs as suggested by Cao et al. (2009), i.e.,
6 balanced dimension of innovation ambidexterity. Please refer to hypothesis 1 (p.5-7),
7 2(p.7-8), 3 (p.9). We also changed the results and conclusions. Please refer to p.
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11 Also, use of regression analysis in this study was due to the fact that first, the SEM
12 model was too big for the number of data this study had so the study would break the
13 acceptable parameter-to-observation ratio as argued by Bentler and Chou (1987);
14 second, use of mediation regression can provide a better solution to explore the
15 mediation effect as it does not assume normality of distribution of the indirect effect
16 (Preacher and Hayes, 2004). Please refer to p.14. We used Preacher and Hayes' (2004)
17 mediation regression method to test our mediation hypothesis. The use of mediation
18 regression method is due to the fact that bootstrapping provides a better option to
19 explore the mediation effect as it does not assume normality of distribution of the
20 indirect effect (Preacher and Hayes, 2004). We followed Baron and Kenny's (1986)
21 procedure to conduct the hierarchical regression analyses. Please refer to p.14.
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31 Following your suggestion and prior studies (Bandalos and Finney 2001), we
32 subsumed centralization of decision-making and interdepartmental connectedness to
33 represent the same construct as internal organizational characteristic. Please refer to
34 hypothesis 1 (p. 5-7). We also subsumed environmental dynamism and environmental
35 competitiveness to represent the same construct as external environmental
36 characteristic. Please refer to hypothesis 2(p.7-8). This is because we followed your
37 suggestion to link the hypotheses directly to innovation ambidexterity in SMEs.
38 Results hold the subsumed internal organizational characteristics and external
39 environmental characteristics to the appearance of balanced dimension of innovation
40 ambidexterity. Please refer to p. 15-16.
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50 *- I appreciate that a multi-informant design was employed where several respondents*
51 *per firm were interviewed. I know how challenging it is to collect such data and am*
52 *convinced that this is one particular point that could help to enhance the study's*
53 *credibility. However, key information about this procedure is missing in the paper, e.g.*
54 *how many firms provided multiple responses versus how many did not. Moreover,*
55 *multi-informant designs come along with their own challenges as they raise the*
56 *question of how much weight should be given to different groups of respondents. I*
57 *suggest that the author/s consult Enticott et al. (2008) to develop a clear aggregation*
58 *rationale.*
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4 We appreciate your great comments which helped us improve the paper. Among 1000
5 firms, 265 firms provided multiple responses (i.e., one MD and one top manager in
6 each firm). This was achieved from three rounds of attempts (two two postal mailings
7 and a final round of phone calls) along with incentives (i.e., voucher and company
8 report) provided. Please refer to p. 10. Following your suggestion, we followed the
9 data aggregation procedure proposed by Enticott et al.'s (2008), i.e., two-layer
10 echelon approach to average the responses of two groups: MDs and member of top
11 managers in each firm. The two scores were then averaged to create an overall firm
12 score in SPSS. Adoption of two-layer echelon approach to produce an overall firm
13 score was that this approach reflects 'the most significant managerial fissures within
14 the firm' between MDs and member of top managers and 'is less likely to lead to the
15 exclusion of organizations from statistical analyses because of missing respondents'
16 (Enticott et al., 2008: 246). Please refer to p.11.

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25 - *The non-response-test is not convincing. I recommend to explore the impact of*
26 *separating the sample into differently sized chunks (e.g., comparing first third to last*
27 *third or thirt 10% to last 10%) and the author/s will probably agree that they have*
28 *chosen the most forgiving approach to testing for non-response by comparing the first*
29 *half to the second half of respondents. This criterion should be select more*
30 *rigorously; moreover, it is probably not sufficient to simply compare some descriptive*
31 *variables – non-response might as well affect the theoretical variables in the model,*
32 *which would be much more severe than, for instance, a simple difference in size or*
33 *age of the late and early responding organizations.*

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41 Thank you for the suggestion. Following your suggestion, we validated the data
42 reliability through checking the representativeness of the sample. First, the Armstrong
43 and Overton's (1997) extrapolation method was used to assess non-response bias. We
44 compared the responses of the first third and last third of last phone call round
45 (Armstrong and Overton, 1977). No significant differences were found ($p < 0.01$). We
46 also compared the responses of the first 10% and last 10% of last phone call round.
47 No significant differences were found ($p < 0.01$). The subsamples were compared on
48 dimensions including descriptive variables (i.e., firm age, profit and sales, the number
49 of employees) and theoretical variables (i.e., centralization of decision-making,
50 interdepartmental connectedness, environmental dynamism, environmental
51 competitiveness, and innovation ambidexterity). The results revealed no significant
52 difference ($p < 0.05$). Please refer to p.11.

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60 - From my perspective, the paper's USP is that concepts such as relatedness and

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4 centralization along with environmental factors are entered into the equation. The title
5 of the paper does not reflect this potential contribution and should be adjusted
6 respectively.
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10 Thank you for the suggestion. Following your suggestion, we change the title of this
11 paper as Internal and External Antecedents of SMEs' Innovation Ambidexterity
12 Outcomes. Please refer to title page.
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18 In closing, we very much appreciate your helpful comments. Thank you very much!
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For Peer Review

Response to Reviewer 2:

Reviewer #2:

Thanks for the opportunity to review this paper. I think it has potential to be published in EMJ but I have a number of questions and concerns for the authors to consider, some major, some minor.

Major concerns

1. There is a lot of research on ambidexterity at the moment, so it is important for the authors to be very clear on what their unique contribution is. I think it is clear that the intention is to tell a story about ambidexterity in SMEs, as distinct from larger companies, but I don't think we get a sufficiently compelling story about what makes SMEs distinctive. The only point that comes out clearly in this regard is that SMEs don't have multiple business units so the classic "structural" approach to ambidexterity is not relevant. But I think there is scope for doing much more here. For example, SMEs are often less professionally managed than larger firms, so to the extent that they have brought in management systems of any type (e.g. formal rules, performance management measures) they are likely to be helpful for innovation. I also think the role of the senior executives is much more important in SMEs, as they are often in direct control of everything, and this may play into the importance of adaptability and risk-taking as personal traits much more than they would in larger firms.

So my point, in other words, is that the paper should do a better job of linking the statistically-significant findings more tightly with the theoretical arguments. I think it is a bit of a missed opportunity to simply lay out a large number of hypotheses and then show that some of them apply in the SME context while others don't. Much better to start with a set of expectations up front about how and why ambidexterity in SMEs is likely to be rather different from ambidexterity in larger firms.

Thank you for the great suggestion. In the revision, we have linked the hypotheses directly to ambidexterity in SMEs. Also, following previous studies (e.g., Cao et al., 2009; He and Wong, 2004), we argued how and why the balance dimension of innovation ambidexterity appear in SMEs. Please refer to p. 4-7.

2. In terms of the analysis, I am mostly happy with what was done but there were a few surprises for me. For example, if we are testing the link between ambidexterity and performance, it might also be interesting to know how many of the independent variables are predictors of ambidexterity per se. rather than just predictors of exploration or exploitation. That is, if ambidexterity is an interesting phenomenon, we need to be able to show that it has a distinctive set of predictors that are not identical to the predictors of exploration OR exploitation on their own.

It might also be interesting to see if there is a mediation effect here, i.e. does ambidexterity mediate the relationship between the independent variables and

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performance?

Thank you for the great suggestion. In the revision, we have linked the hypotheses directly to ambidexterity in SMEs. Please refer to p. 14, 20, 24. Also, following your suggestion, we tested the mediation effect of balance dimension of innovation ambidexterity between the independent variables and performance. Please refer to p.24-25. Results hold. Please refer to Table 4, Table 5, and Table 6.

3. I would like to know more about the goal-based and effort-based performance management findings. This is a tricky finding, because it is extremely interesting and yet it really doesn't tie into the theoretical arguments you are developing. There is, I suspect a good story about the generic conditions under which innovation happens in SMEs (i.e. its about goal setting not about effort), but as it is currently constituted it doesn't really fit here.

Thank you for the suggestion. In the revision, we have subsumed the social context and performance management to represent the same construct as suggested by previous studies (e.g. Gibson and Birkinshaw, 2004). This fits better with theoretical argument. Thus, we did not test the independent effects of goal-based performance management and effort-based performance management in the revision. Please refer to p. 17-19.

Minor points

1. I don't think I would see "structural" and "leadership" solutions to ambidexterity as competing (page 4). In my world view, the work on structural ambidexterity argues that we need leaders to decide how to allocate roles to the different structural units. So they are kind-of working together, whereas the contextual approach is about giving responsibility to balance exploration and exploitation to those lower down in the company. Some people have also argued for "temporal" ambidexterity as a further approach, though I am not entirely convinced we need it.

Thank you for the suggestion. In the revision, we agreed with your suggestion and removed the 'competing'. Please refer to p.4. Also, in the revision, we have linked the structural, contextual, and leadership conditions directly to the balance dimension of innovation ambidexterity in SMEs. Please refer to p.5-7, 9-10, 14, 20, 24.

2. I was a bit surprised you don't mention autonomy/decentralisation alongside formalisation and connectedness as a relevant structural characteristic. Even in small companies, the extent to which individuals employees are free to make choices (rather than everything going through the boss) is important. And it is certainly an important element in most formulations of how organisations are structured.

Thank you for the suggestion. In the revision, we argued that this study focuses on the formalisation and connectedness was due to the impact of formalisation and connectedness as the main coordination mechanism to facilitate the appearance of explorative and exploitative innovation has not been examined in an integrative model (Jansen et al., 2006). Please refer to p.11. Also, in the conclusion section, we have

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4 mentioned that our antecedents are not an exhaustive set of conditions and additional
5 factors , for instance, structural characteristics such as autonomy and centralisation,
6 may support or undermine innovation ambidexterity and the returns to it that are not
7 accounted for here. These issues do raise avenues for fruitful future research however.
8 Please refer to p. 41.
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15 *3. I struggle a bit with how you separate out "devotion based" and "fact based" social*
16 *context. Given that these results are not significant I would suggest simplifying this*
17 *part of the story - either lump them together if they make a reasonably-reliable*
18 *construct, or just use the one of these that works best.*
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21 Thank you for the suggestion. Following your suggestion and prior studies (e.g.,
22 Gibson and Birkinshaw, 2004), we subsumed "the devotion based" and "fact based"
23 social context and performance management to represent the same construct of
24 contextual characteristics. Please refer to p.14-20.
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30 In closing, we very much appreciate your helpful comments. Thank you very much!
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