

AUTHOR BIOGRAPHIES

Ricardo Manoel Damiani holds a Master's in Business Administration from the Business School of Universidade Positivo. He holds a law degree from the University of Caxias do Sul. His areas of interest include intrapreneurship and innovation and digital transformation in financial institutions..

E-mail: ricadamiani@gmail.com.

Cleonir Tumelero is a professor at the Business School of Universidade Positivo. He holds a master's and doctor's degree in Business Administration from FEA-USP. He has a doctoral internship at the Center for Industrial Sustainability at the University of Cambridge. He works on innovation and sustainability issues, such as technological eco-innovation, greentech startups, cooperation in green R&D, intrapreneurship and digital transformation.

E-mail: cleonir.tumelero@gmail.com.

Appendix A - Methodological Association Matrix

Title				
The Influence of Intrapreneurship on Accelerating Digital Transformation in a Bank's Credit Operations Center				
Research question	How does intrapreneurship promote digital transformation in a bank's credit operations center?			
General objective	Analytical Categories	Interviewed	Interview script	Main references
To analyze how does intrapreneurship promote digital transformation in a bank's credit operations center?	Intrapreneurship	1. Management Committee 2. Employees in operational areas 3. Project members	a) How is intrapreneurship stimulated in the bank's COC? b) How to take risks is allowed in innovative activities in the bank's COC? c) What are the incentives for creativity in the bank's COC? d) How are failures in the new ideas' implementation handled in the bank's COC? e) How are new ideas or suggestions shared in the bank's COC? f) What are the barriers and enablers of intrapreneurship in the bank's COC?	Pinchot e Pellmann (2004), Eesley e Longenecker (2006) Ciriello et. al (2017)
	Digital transformation		a) What drives the digital transformation in the bank's COC? b) How does digital transformation influence your work routine in the bank's COC? c) How are digital transformation opportunities identified in the bank's COC processes? d) Which processes in your work routine underwent digital transformation in the bank's COC? e) How has digital transformation improved operational processes in the bank's COC?	Liu et al. (2011) Fitzgerald et al. (2013) Piccinini et al. (2015)
	Intrapreneurship and digital transformation		a) How do you evaluate the relationship between intrapreneurship and digital transformation in the bank's COC? b) How is intrapreneurship is related to the digitization of processes in the bank's COC? c) What technological changes occurred from intrapreneurial actions in the bank's COC?	Pinchot e Pellmann (2004); Desouza (2011) Neyer et al. (2009) Ciriello et. al (2017)