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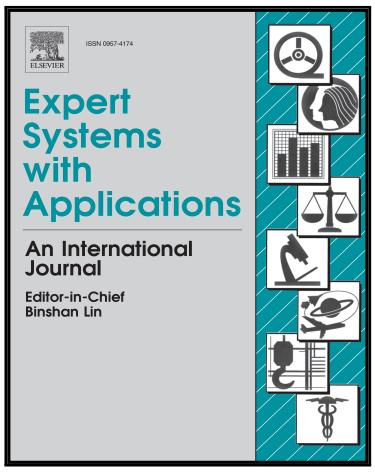

Data mining-based variable assessment methodology for evaluating the contribution of knowledge services of a public research institute to business performance of firms

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Highlights

- A methodology for assessing the attributes of knowledge services is proposed.
- A data mining-based variable importance method is used for service-level scoring.
- Knowledge services from a public research institute in Korea is investigated.
- Product types of knowledge services boost firms' business performance are assessed.

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