Table of Contents by Category

**Foreword**............................................................................................................................................xlix

**Preface**....................................................................................................................................................li

**Acknowledgment**...............................................................................................................................lviii

**Theoretical Foundations of Knowledge Management**

*Effects of Knowledge Management*

**Chapter 70**
Knowledge Management Processes......................................................................................................... 719
   *Frank Land, London School of Economics and Political Science, UK*
   *Urooj Amjad, London School of Economics and Political Science, UK*
   *Sevasti-Melissa Nolas, London School of Economics and Political Science, UK*

*Help Desk Knowledge Management*

**Chapter 44**
Intellectual Capital and Knowledge Management.................................................................................. 462
   *Gil Ariely, University of Westminster, UK*

*Knowledge Cities*

**Chapter 28**
Exploring Paths Towards Knowledge Cities Developments: A Research Agenda............................... 288
   *Kostas Ergazakis, National Technical University of Athens, Greece*
   *Kostas Metaxiotis, National Technical University of Athens, Greece*
   *Emmanouil Ergazakis, National Technical University of Athens, Greece*
Knowledge Management Models

Chapter 36
Hierarchical Model for Knowledge Management, A ................................................................. 376

Nicolas Prat, ESSEC Business School, France

Chapter 79
Knowledge Organizations ........................................................................................................... 822

Daniel L. Davenport, University of Kentucky Chandler Medical Center, USA
Clyde W. Holsapple, University of Kentucky, USA

Chapter 138
Social Capital Knowledge ......................................................................................................... 1448

Daniel L. Davenport, University of Kentucky Chandler Medical Center, USA
Clyde W. Holsapple, University of Kentucky, USA

Philosophical Underpinnings

Chapter 1
Anti-Foundational Knowledge Management .............................................................................. 1

Tom Butler, University College Cork, Ireland

Chapter 5
Aristotelian View of Knowledge for Knowledge Management, An ........................................... 39

David G. Schwartz, Bar-Ilan University, Israel

Chapter 26
Epistemology and Knowledge Management .............................................................................. 270

Jeremy Aarons, Monash University, Australia

Chapter 39
Inquiring Organizations .............................................................................................................. 411

Dianne Hall, Auburn University, USA
David Croasdell, University of Nevada–Reno, USA

Chapter 45
Introducing Knowledge Management as Both Desirable and Undesirable Processes .............. 473

Frank Land, London School of Economics and Political Science, UK
Urooj Amjad, London School of Economics and Political Science, UK
Sevasti-Melissa Nolas, London School of Economics and Political Science, UK

Chapter 148
Work and Knowledge ............................................................................................................. 1556

Tom Butler, University College Cork, Ireland
Ciaran Murphy, University College Cork, Ireland
Types of Knowledge

Chapter 68
Knowledge Management Ontology ................................................................. 704
   Clyde W. Holsapple, University of Kentucky, USA
   K.D. Joshi, Washington State University, USA

Chapter 107
Metaphor Use in Knowledge Management .................................................. 1118
   Daniel Andriessen, INHolland University of Applied Sciences, The Netherlands

Chapter 142
Taxonomies of Knowledge ............................................................................. 1490
   Phillip Ein-Dor, Tel-Aviv University, Israel

Processes of Knowledge Management

Calibration

Chapter 48
Knowledge Callibration and Knowledge Management .................................... 497
   Kishore Gopalakrishna Pillai, Leeds University, UK
   Ronald E. Goldsmith, Florida State University, USA

Codification

Chapter 49
Knowledge Codification and ICT Use in Business Networks ....................... 506
   Ettore Bolisani, University of Padua, Italy
   Enrico Scarso, University of Padua, Italy

Creation

Chapter 31
Extracting Knowledge from Neural Networks .............................................. 320
   Christie M. Fuller, Oklahoma State University, USA
   Rick L. Wilson, Oklahoma State University, USA

Chapter 51
Knowledge Creation ....................................................................................... 527
   Nilmini Wickramasinghe, Illinois Institute of Technology, USA
Chapter 113
Multidisciplinary Project Teams ................................................................. 1183
Patrick S.W. Fong, The Hong Kong Polytechnic University, Hong Kong

Chapter 126
Postmortem Reviews .................................................................................... 1319
Torgeir Dingsøyr, SINTEF Information and Communication Technology, Norway

Chapter 137
Sketching in Knowledge Creation and Management.................................... 1438
Fernando Ferri, Istituto di Ricerche sulla Popolazione e le Politiche Sociali - CNR, Italy
Patrizia Grifoni, Istituto di Ricerche sulla Popolazione e le Politiche Sociali - CNR, Italy

Cycles

Chapter 82
A Knowledge Process Cycle.......................................................................... 853
Roy Williams, University of Portsmouth, UK

Discovery

Chapter 15
Creating Knowledge for Business Decision Making.................................... 150
Shiraj Khan, University of South Florida, USA
Auroop R. Ganguly, Oak Ridge National Laboratory, USA
Amar Gupta, University of Arizona, USA

Chapter 71
Knowledge Management Research through Computational Experimentation........ 728
Mark E. Nissen, Naval Postgraduate School, USA
Raymond E. Levitt, Stanford University, USA

Chapter 81
Knowledge Patterns in Databases ............................................................... 842
Rajesh Natarajan, Indian Institute of Management Lucknow (IIML), India
B. Shekar, Indian Institute of Management Bangalore (IIMB), India

Dissemination

Chapter 24
E-Learning for Knowledge Dissemination .................................................. 249
Shyamala C. Sivakumar, Saint Mary's University, Canada
Chapter 50
Knowledge Communication ................................................................. 515
  Martin J. Eppler, University of Lugano, Switzerland

Chapter 52
Knowledge Dissemination in Portals .................................................. 539
  Steven Woods, Boeing Phantom Works, USA
  Stephen Poteet, Boeing Phantom Works, USA
  Anne Kao, Boeing Phantom Works, USA
  Lesley Quach, Boeing Phantom Works, USA

Gathering

Chapter 11
Competitive Intelligence Gathering ........................................................ 103
  Kevin R. Parker, Idaho State University, USA
  Philip S. Nitse, Idaho State University, USA

Chapter 20
Document Search Practices ................................................................. 209
  Karen L. Corral, Arizona State University, USA
  Ryan C. LaBrie, Seattle Pacific University, USA
  Robert D. St. Louis, Arizona State University, USA

Chapter 102
Mapping Group Knowledge ................................................................. 1072
  Duncan Shaw, Aston University, UK

Integration

Chapter 30
External Knowledge Integration .......................................................... 308
  Jeroen Kraaijenbrink, University of Twente, The Netherlands
  Fons Wijnhoven, University of Twente, The Netherlands

Chapter 42
Integration of Knowledge Management and E-Learning .................. 442
  Dongming Xu, University of Queensland, Australia
  Huaiqing Wang, City University of Hong Kong, Hong Kong

Chapter 56
Knowledge Integration ................................................................. 581
  Hans Berends, Eindhoven University of Technology, the Netherlands
  Hans van der Bij, Eindhoven University of Technology, the Netherlands
  Mathieu Weggeman, Eindhoven University of Technology, The Netherlands
Chapter 127
Practice-Based Knowledge Integration

Glenn Munkvold, Norwegian University of Science and Technology, Norway

Modelling

Chapter 40
Integrated Modeling

Thomas Hädrich, Martin-Luther-University Halle-Wittenberg, Germany
Ronald Maier, Martin-Luther-University Halle-Wittenberg, Germany

Chapter 94
Knowledge Visualization

Martin J. Eppler, University of Lugano, Switzerland
Remo A. Burkhard, University of St. Gallen, Switzerland

Chapter 116
Object-Process Methodology

Dov Dori, Israel Institute of Technology, Israel & Massachusetts Institute of Technology, USA

Quality

Chapter 129
The Quality Attribution in Data, Information and Knowledge

Raul M. Abril, Universitat Pompeu i Fabra, Spain

Reuse

Chapter 86
Knowledge Reuse

Ilan Oshri, Erasmus University Rotterdam, The Netherlands

Sharing

Chapter 6
Barriers to Knowledge Sharing

Keith L. Lindsey, Trinity University, USA

Chapter 13
Contexts for Tacit Knowledge Sharing

Syed Z. Shariq, Stanford University, USA
Morten Thanning Vendelø, Copenhagen Business School, Denmark
Chapter 87
Knowledge Sharing.................................................................................................................. 914
  William R. King, University of Pittsburgh, USA
  Jun He, University of Michigan-Dearborn, USA

Chapter 115
Narrative ................................................................................................................................. 1200
  Dave Snowden, The Cynefin Centre, UK

Chapter 120
Organisational Storytelling ................................................................................................. 1261
  N.A.D. Connell, University of Southampton, UK

Synthesis

Chapter 91
Knowledge Synthesis Framework ......................................................................................... 955
  Kam Hou Vat, University of Macau, Macau

Transfer

Chapter 144
Transnational Knowledge Transfer....................................................................................... 1512
  Yanqing Duan, University of Bedfordshire Business School, UK
  Mark Xu, University of Portsmouth, UK
  Weizhe Feng, China Agricultural University, China

Technologies for Knowledge Management

AI in Knowledge Management

Chapter 2
Applying Agents within Knowledge Management............................................................. 12
  Leon Sterling, The University of Melbourne Victoria, Australia

Chapter 18
Description Logic-Based Resource Retrieval....................................................................... 185
  Simona Colucci, Politecnico di Bari, Italy
  Tommaso Di Noia, Politecnico di Bari, Italy
  Eugenio Di Sciascio, Politecnico di Bari, Italy
  Francesco M. Donini, Università della Tuscia, Italy
  Marina Mongiello, Politecnico di Bari, Italy
Chapter 97
Logic and Knowledge Bases ................................................................. 1022
John Grant, Towson University, USA
Francesco Parisi, University of Calabria, Italy

Data Mining

Chapter 33
Frequent Itemset Mining and Association Rules ........................................... 343
Susan Imberman, College of Staten Island, City University of New York, USA
Abdullah Uz Tansel, Baruch College, City University of New York, USA

Chapter 67
A Knowledge Management Model for Patterns ........................................... 694
Pankaj Kamthan, Concordia University, Canada
Terril Fancott, Concordia University, Canada

Chapter 80
Knowledge Patterns .................................................................................... 833
Jörg Rech, Fraunhofer Institute for Experimental Software Engineering, Germany
Raimund Feldmann, Fraunhofer Center for Experimental Software Engineering, USA
Eric Ras, Fraunhofer Institute for Experimental Software Engineering, Germany

Chapter 90
Knowledge Structure and Data Mining Techniques ..................................... 946
Rick L. Wilson, Oklahoma State University, USA
Peter A. Rosen, Oklahoma State University, USA
Mohammad Saad Al-Ahmadi, Oklahoma State University, USA

Chapter 135
Secure Knowledge Discovery in Databases .............................................. 1419
Rick L. Wilson, Oklahoma State University, USA
Peter A. Rosen, University of Evansville, USA
Mohammad Saad Al-Ahmadi, Oklahoma State University, USA

Metaknowledge and Metadata

Chapter 14
Corporate Semantic Webs ........................................................................ 131
Rose Dieng-Kuntz, INRIA, ACACIA Project, France

Chapter 21
Domain Ontologies .................................................................................... 218
Matteo Cristani, University of Verona, Italy
Roberta Cuel, University of Verona, Italy
<table>
<thead>
<tr>
<th>Chapter 22</th>
<th>Dynamic Taxonomies ........................................................................................................................................... 229</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Giovanni M. Sacco, Università di Torino, Italy</td>
</tr>
<tr>
<td>Chapter 114</td>
<td>Musical Metadata and Knowledge Management ................................................................................................ 1192</td>
</tr>
<tr>
<td></td>
<td>François Pachet, Sony CSL - Paris, France</td>
</tr>
<tr>
<td>Chapter 117</td>
<td>Ontology .......................................................................................................................................................... 1221</td>
</tr>
<tr>
<td></td>
<td>William Buchholz, Bentley University, USA</td>
</tr>
<tr>
<td>Chapter 124</td>
<td>Organizational Semantic Webs ..................................................................................................................... 1298</td>
</tr>
<tr>
<td></td>
<td>Jean-Yves Fortier, University of Picardie Jules Verne, France</td>
</tr>
<tr>
<td></td>
<td>Gilles Kassel, University of Picardie Jules Verne, France</td>
</tr>
<tr>
<td>Chapter 143</td>
<td>Theory and Management of Data Semantics ....................................................................................................... 1500</td>
</tr>
<tr>
<td></td>
<td>Daniel W. Gillman, Bureau of Labor Statistics, USA</td>
</tr>
<tr>
<td></td>
<td>Frank Farance, Farance Inc., USA</td>
</tr>
</tbody>
</table>

**Mobility**

<table>
<thead>
<tr>
<th>Chapter 111</th>
<th>Mobile Technology for Knowledge Management ................................................................................................ 1158</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Volker Derballa, University of Augsburg, Germany</td>
</tr>
<tr>
<td></td>
<td>Key Pousttchi, University of Augsburg, Germany</td>
</tr>
</tbody>
</table>

**Representation**

<table>
<thead>
<tr>
<th>Chapter 84</th>
<th>Knowledge Representation ........................................................................................................................................ 878</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gian Piero Zarri, University of Paris IV/Sorbonne, France</td>
</tr>
<tr>
<td>Chapter 85</td>
<td>Knowledge Representation in Pattern Management ............................................................................................ 893</td>
</tr>
<tr>
<td></td>
<td>Pankaj Kamthan, Concordia University, Canada</td>
</tr>
<tr>
<td></td>
<td>Hsueh-Ieng Pai, Concordia University, Canada</td>
</tr>
<tr>
<td>Chapter 130</td>
<td>RDF and OWL for Knowledge Management ....................................................................................................... 1355</td>
</tr>
<tr>
<td></td>
<td>Gian Piero Zarri, University Paris-Est, France</td>
</tr>
</tbody>
</table>
Chapter 132
Representation Languages for Unstructured ‘Narrative’ Documents ........................................... 1382
Gian Piero Zarri, University Paris-Est, France

Application-Specific Knowledge Management

Chinese Business

Chapter 66
Knowledge Management in the Chinese Business Context ................................................................. 682
Maris G. Martinsons, City University of Hong Kong, Hong Kong
Robert M. Davison, City University of Hong Kong, Hong Kong

Customer Knowledge Management

Chapter 17
Customer Knowledge Management .................................................................................................. 175
Scott Paquette, University of Toronto, Canada

Engineering Design

Chapter 25
Engineering Design Knowledge Management ................................................................................... 263
Z.M. Ma, Northeastern University, China

Environmental Knowledge Management

Chapter 3
Applying Knowledge Management in the Environmental and Climate Change Sciences ............ 20
Scott Paquette, University of Maryland, USA

Healthcare Knowledge Management

Chapter 35
Healthcare Knowledge Management ................................................................................................. 366
Kostas Metaxiotis, National Technical University of Athens, Greece

Help Desk Knowledge Management

Chapter 131
A Re-Distributed Knowledge Management Framework in Help Desk ......................................... 1374
Nelson Leung, RMIT International University, Vietnam
Mathematical Knowledge

Chapter 103
Mathematical Knowledge Management ................................................................. 1082
William M. Farmer, McMaster University, Canada

Military Knowledge

Chapter 59
Knowledge Management and Intelligence Work: A Promising Combination ..................... 612
Antonio Badia, University of Louisville, USA

Chapter 108
Military Knowledge Management ........................................................................ 1125
R. William Maule, Naval Postgraduate School, USA

Chapter 119
Operational Knowledge Management in the Military ................................................ 1250
Gil Ariely, University of Westminster, UK and Interdisciplinary Center Herzliya, Israel

Not for Profit Organizations

Chapter 61
Knowledge Management and the Non-Profit Sector .................................................. 632
Brook Manville, Brook Manville, LLC

Chapter 62
Knowledge Management in Charities ..................................................................... 641
Kathleen E. Greenaway, Ryerson University, Canada
David C. H. Vuong, Queen’s University, Canada

Professional Services Knowledge Management

Chapter 63
Knowledge Management in Professional Service Firms ............................................. 650
Dieter Fink, Edith Cowan University, Australia
Georg Disterer, Hannover University of Applied Sciences and Arts, Germany

Chapter 89
Knowledge Sharing in Legal Practice ....................................................................... 935
Chad Saunders, University of Calgary, Canada

Chapter 101
Managing Legal and Negotiation Knowledge ......................................................... 1065
John Zeleznikow, Victoria University, Australia


**Risk Management**

**Chapter 60**
Knowledge Management and Risk Management ................................................................. 624
Eduardo Rodriguez, IQAnalytics, Canada
John S. Edwards, Aston University, UK

**Safety Critical Systems**

**Chapter 64**
Knowledge Management in Safety-Critical Systems Analysis ........................................ 660
Guy Boy, EURISCO International, France
Yvonne Barnard, EURISCO International, France

**Organizational Aspects of Knowledge Management**

**Business Intelligence**

**Chapter 8**
Business Intelligence ......................................................................................................... 72
Sueh Ing Su, Swinburne University of Technology (Sarawak Campus), Malaysia
Raymond Chiong, Swinburne University of Technology (Sarawak Campus), Malaysia

**Community-Based**

**Chapter 96**
Learning Networks and Service-Oriented Architectures ................................................ 1010
George Tsekouras, University of Brighton, UK
George Roussos, University of London, UK

**Chapter 147**
Virtue-Nets ..................................................................................................................... 1545
David T. Croasdell, University of Nevada, USA
Y. Ken Wang, Washington State University, USA

**Corporate Culture**

**Chapter 77**
Knowledge Management under Coopetition .................................................................. 791
Claudia Loebbecke, University of Cologne, Germany
Albert Angehrn, Centre for Advanced Learning Technologies (CALT), INSEAD, France
Corporate Universities

Chapter 12
Conceptual Model for Corporate Universities ................................................................. 112
Viviane Cunha Farias da Costa, Federal University of Rio de Janeiro (COPPE/PESC/UFRJ), Brazil
Jonice Oliviera, Federal University of Rio de Janeiro (COPPE/PESC/UFRJ), Brazil
Jano Moreira de Souza, Federal University of Rio de Janeiro (COPPE/PESC/UFRJ), Brazil

Cross-National

Chapter 16
Cross-National Comparison of Knowledge Management Practices, A ............................................. 163
George Tovstiga, University of Reading, UK
Len Korot, Institute for Global Management, USA
Leo-Paul Dana, University of Canterbury Christchurch, New Zealand
Gerard McElwee, University of Lincoln, UK

Innovation Processes

Chapter 55
Knowledge in Innovation Processes ......................................................................................... 570
Marco Paukert, Fraunhofer Institut für Integrierte Publikations–und Informationssysteme, Germany
Claudia Niederée, Fraunhofer Institut für Integrierte Publikations–und Informationssysteme, Germany
Matthias Hemmje, FernUniversität Hagen, Germany

Intellectual Capital

Chapter 43
Intellectual Capital ............................................................................................................. 452
H.Y. Sonya Hsu, Southern Illinois University, USA
Peter P. Mykytyn Jr., Southern Illinois University, USA

Chapter 128
Protecting Knowledge Assets ............................................................................................. 1336
G. Scott Erickson, Ithaca College, USA
Helen N. Rothberg, Marist College, USA
Knowledge Management Strategies

Chapter 78
Knowledge Management’s Strategic Dilemmas Typology ................................................................. 804
  Meir Russ, University of Wisconsin-Green Bay, USA
  Jeanette Jones, American Intercontinental University, USA

Knowledge Management Systems

Chapter 76
Knowledge Management Systems ........................................................................................................ 779
  Ronald Maier, Martin-Luther-University Halle-Wittenberg, Germany
  Thomas Hädrich, Martin-Luther-University Halle-Wittenberg, Germany

Chapter 149
Workflow Systems and Knowledge Management .............................................................................. 1567
  Alfs T. Berztiss, University of Pittsburgh, USA

Managing the Knowledge Environment

Chapter 29
External and Internal Knowledge in Organizations ......................................................................... 298
  Rafael Andreu, University of Navarra, Spain
  Sandra Sieber, University of Navarra, Spain

Chapter 109
MNE Knowledge Management across Borders and ICT .............................................................. 1136
  Jürgen Kai-Uwe Brock, University of Strathclyde, Scotland
  Josephine (Yu) Zhou, International University of Applied Science, Bad Honnef-Bonn., Germany

Metrics

Chapter 9
Capability Maturity .............................................................................................................................. 81
  Alfs T. Berztiss, University of Pittsburgh, USA

Chapter 104
Measuring Knowledge Management Capabilities ......................................................................... 1090
  Uday Kulkarni, Arizona State University, USA
  Ronald Freeze, Arizona State University, USA
Mobility

Chapter 110
Mobile Knowledge Management
Volker Derballa, University of Augsburg, Germany
Key Pousttchi, University of Augsburg, Germany

Motivation

Chapter 38
Incentive Structures in Knowledge Management
Hamid R. Ekbia, University of Redlands, USA
Noriko Hara, Indiana University, USA

Chapter 83
Knowledge Producers and Consumers
Atreyi Kankanhalli, National University of Singapore, Singapore
Bernard C.Y. Tan, National University of Singapore, Singapore
Kwok-Kee Wei, City University of Hong Kong, Hong Kong

Chapter 112
Motivation in Collaborative Knowledge Creation
Paul H.J. Hendriks, Radboud University Nijmegen, The Netherlands
Celio A.A. Sousa, Radboud University Nijmegen, The Netherlands

Needs Analysis

Chapter 123
Organizational Needs Analysis and Knowledge Management
Ian Douglas, Florida State University, USA

Organizational Learning

Chapter 95
Learning in Organizations
Irena Ali, Department of Defence, Australia
Leoni Warne, Department of Defence, Australia
Celina Pascoe, University of Canberra, Australia

Chapter 105
Measuring Organizational Learning as a Multidimensional Construct
Juan C. Real, Pablo de Olavide University, Spain
Antonio Leal, University of Seville, Spain
Jose L. Roldan, University of Seville, Spain
Chapter 121
Organizational Attention ............................................................................................................. 1270
   Eyal Yaniv, Bar-Ilan University, Israel
   David G. Schwartz, Bar-Ilan University, Israel

Chapter 122
Organizational Learning Facilitation with Intranet (2.0) and a Socio-Cultural Approach .......... 1280
   Kees Boersma, VU University Amsterdam, The Netherlands
   Sytze Kingma, VU University Amsterdam, The Netherlands

   Organizational Memory

Chapter 7
Biological and Information Systems Approaches ....................................................................... 62
   Barry E. Atkinson, Monash University, Australia
   Frada Burstein, Monash University, Australia

Chapter 146
Understanding Organizational Memory ........................................................................................ 1536
   Sajjad M. Jasimuddin, University of Dhaka, Bangladesh and University of Southampton, UK
   Con Connell, University of Southampton, UK
   Jonathan H. Klein, University of Southampton, UK

   Organizational Structure

Chapter 65
Knowledge Management in Small and Medium Sized Enterprises .............................................. 671
   John Sparrow, Birmingham City University, UK

Chapter 125
Organizational Structure .............................................................................................................. 1308
   Paul H.J. Hendriks, Radboud University Nijmegen, The Netherlands

   Privacy Issues

Chapter 136
Secure Knowledge Management .................................................................................................... 1429
   S. Upadhyaya, University at Buffalo, USA
   H. Raghav Rao, University at Buffalo, USA
   G. Padmanabhan, GE Transportation Systems, USA
Temporal

Chapter 69
Knowledge Management Practices in Temporal Knowledge-Intensive Organizations
Raul M. Abril, Universitat Pompeu i Fabra, Spain

Transfer

Chapter 54
Knowledge for Communicating Knowledge
Dov Te’eni, Tel-Aviv University, Israel

Chapter 88
Knowledge Sharing Between Individuals
Carolyn McKinnell Jacobson, Marymount University, USA

Chapter 92
Knowledge Transfer
William R. King, University of Pittsburgh, USA
Jun He, University of Michigan-Dearborn, USA

Chapter 93
Knowledge Transfer between Academia and Industry
Franz Hofer, Graz University of Technology, Austria

Social Aspects of Knowledge Management

Best Practices

Chapter 27
Evidence-Based Best Practices Collections
Forrest Shull, Fraunhofer Center for Experimental Software Engineering, USA
Raimund Feldmann, Fraunhofer Center for Experimental Software Engineering, USA
Michelle Shaw, Fraunhofer Center for Experimental Software Engineering, USA
Michelle Lambert, Consultant

Community-Based

Chapter 46
Introduction to Communities of Practice, An
Elayne Coakes, University of Westminster, UK
Steve Clarke, The University of Hull, UK
Customer Knowledge Management

Chapter 99
Managing Customer Knowledge with Social Software................................................................. 1046
Zuopeng (Justin) Zhang, State University of New York at Plattsburgh, USA

Emotional Capital

Chapter 133
The Role of Emotional Capital in Organisational KM ............................................................... 1396
Kerry Tanner, Monash University, Australia

Integration

Chapter 57
Knowledge Integration through Strategic Alliances and Virtual Networks................................. 591
César Camisón, Universitat Jaume I, Spain
Beatriz Forés, Universitat Jaume I, Spain
Maria Eugenia Fabra, Universitat Jaume I, Spain

Innovation Processes

Chapter 145
Understanding Innovation Processes .......................................................................................... 1525
Sue Newell, Bentley College, USA

Networks

Chapter 98
Managing Complex Adaptive Social Systems ........................................................................... 1034
Roy Williams, University of Portsmouth, UK

Recognition

Chapter 4
Appreciative Sharing for Organizational Knowledge Work ...................................................... 27
Kam Hou Vat, University of Macau, Macau

Sharing

Chapter 23
Economic Incentives and the Knowledge Economy ................................................................... 240
Geraldine Ryan, University College Cork, Ireland
Edward Shinnick, University College Cork, Ireland
Chapter 106
Mentoring Knowledge Workers

Ciara Heavin, National University of Ireland - Cork, Ireland
Karen Neville, National University of Ireland - Cork, Ireland

Social Networks Analysis

Chapter 100
Managing Government Agency Collaboration through Social Networks

Salvatore Parise, Babson College, USA

Chapter 139
Social Network Analysis

David J. Dekker, Radboud University Nijmegen, The Netherlands
Paul H.J. Hendriks, Radboud University Nijmegen, The Netherlands

Chapter 140
A Social Network Perspective on Knowledge Management

Reed E. Nelson, Southern Illinois University, USA
HY Sonya Hsu, Southern Illinois University, USA

Managerial Aspects of Knowledge Management

Knowledge Management Strategies

Chapter 10
Competitive Advantage of Knowledge Management

Gabriel Cepeda-Carrión, University of Seville, Spain

Chapter 37
Human Capital in Knowledge Creation, Management, and Utilization

Iris Reychav, Bar-Ilan University, Israel
Jacob Weisberg, Bar-Ilan University, Israel

Chapter 53
Knowledge Flow

Vincent M. Ribière, New York Institute of Technology, USA
Juan A. Román, National Aeronautics and Space Administration (NASA), USA

Chapter 73
Knowledge Management Strategy Formation

Clyde W. Holsapple, University of Kentucky, USA
Kiku Jones, University of Tulsa, USA
Economics

Chapter 47
Knowledge and Intellectual Property Rights: An Economics Perspective ........................................... 489
Geraldine Ryan, University College Cork, Ireland
Edward Shinnick, University College Cork, Ireland

Managing the Knowledge Environment

Chapter 58
Knowledge Intermediation.................................................................................................................. 601
Enrico Scarso, University of Padova, Italy
Ettore Bolisani, University of Padova, Italy
Matteo di Biagi, University of Padova, Italy

Metrics

Chapter 75
Knowledge Management System Success Factors ................................................................................. 772
Murray E. Jennex, San Diego State University, USA

Operational

Chapter 118
Operational Knowledge Management .................................................................................................. 1237
Fons Wijnhoven, University of Twente, The Netherlands