Index

A

Accountant General’s Department (AGD) 136
African Ministerial Council on Science and Technology (AMCOST) 411
African Union (AU) 411
Authoritative hierarchy 1, 4-5, 20, 27, 29-30, 34, 40, 44, 48
authoritative knowledge 29-30, 34, 39-41, 48

B

Balanced Scorecard (BSC) 202
benchmarking 39, 83, 114, 148-149, 191, 206, 224, 296, 309, 433
Best Value Inspectorate (BVI) 200
boundary objects 362-363, 367-368, 370, 373, 380, 382
Business Excellence Model (BEM) 202, 209
Business Impact Metrics 239
Business Intelligence (BI) 341, 344

C

Catalan Centre for Legal Studies and Specialised Training (CEJFE) 384, 388-389, 391-392
Catalan Health Protection Agency (APS) 384, 389
cathartic experience 370
Change Management (CM) 228
Chief Knowledge Officer (CKO) 81, 236, 238
Clockwise flow 18
Communication Lever 230, 234, 241, 245
community of practice 38, 48, 68, 185, 194, 202-203, 217, 239, 277, 383, 399, 401, 428
competitive strategy 312, 362-363, 365-368, 373-375, 378-380, 382, 433
complicated quadrant 29, 49
Comprehensive Performance Assessment (CPA) 201

Confidential Business Information (CBI) 94, 98
Consolidated Plan of Action (CPA) 411
construction industry 115, 123, 323, 422-426, 435
continuous improvement capability 155, 157, 166, 172
Corporate Strategic Objectives (CSOs) 201
Credit Analyst 253-254, 261-262
Cronbach alpha 137, 141
Cynefin Framework 1, 4, 15-22, 26-27, 49

D

Data quality 341-342, 344-345, 350-351, 353-356, 359-360
decentralisation 104, 113
Decision Making (DM) 326-327
Decision Quality 335
Decision Support Systems (DSS) 333
Dimensions of the Learning Organisation Questionnaire (DLOQ) 123
Diversity Encouragement 127

E

Ego-centered networks 282-283, 289
E-Government 60, 64, 85-88, 106, 115, 117, 135-141, 144, 146-150, 296, 323, 342, 404, 419
E-Government Paradigm 136-139
Electronic Networks of Practice (ENoP) 278
epistemic objects 367, 374, 378
Exploration and Production (E&P) 74
externalisation 386, 427

G

Gateway Metrics 239
Geographic Information System (GIS) 94, 415
Goal Accomplishment 128, 130
Goodness of Fit (GoF) 304
Government Accounting Office (GAO) 64
Governmental Memory 60
Government IT Officers (GITO) 413
Government Transformation Plan (GTP) 316
Gross Domestic Product (GDP) 411

H
high-involvement innovation 156, 166-167
human factors 85, 87, 113, 308, 338
Human Resource Development (HRD) 256
Human Resource (HR) 160

I
Individual Knowledge 5, 8, 52, 60, 62, 119, 179, 247, 331, 364, 386
informal knowledge networks 188, 285, 287
informal learning 68, 78, 383, 385-386, 390, 397-399, 401
Information Distribution 120, 124, 131, 134
Information Interpretation 120, 125, 134
Information Management (IM) 187
inherent inseparability 366
Innate knowledge 1, 27, 32-33, 35, 45, 50
integrated development plan (IDP) 413
Intranet 67, 78, 105, 137, 140, 142, 147, 158, 248, 262, 271

J
Job rotation 71, 140, 256, 258, 264

K
Knowledge Acquisition 120, 124, 134, 155, 179-180, 182, 184, 190, 197, 258, 273, 286-287, 296, 330
Knowledge based Economy (K-Economy) 136
knowledge capturer 316, 318-319, 322
Knowledge Creation and Management (KCM) 383
Knowledge economy 25, 31, 40, 50, 55, 63, 138, 165, 170, 193, 216, 247-275, 295, 312, 326-327, 403, 412
knowledge exploitation 365, 382, 427
knowledge exploration 365, 382, 427
knowledge gaps 55, 83, 173, 181-182, 192, 375
Knowledge Information Management (KIM) 413
Knowledge Management Assessment Instrument (KMAI) 294, 299-301, 314
Knowledge Management Systems (KMS) 187, 264, 420
knowledge society 1-2, 15, 47, 87, 342, 368, 419
Knowledge Workers (K-Workers) 136

L
Learning orientation 155, 158-159, 164, 252-253, 263-264
Library and Information Centre’s (LIC) 58
Local Government Association (LGA) 200
Logical Capital 60

M
Market Penetration 129
means-end chain 371, 374
Medi-Case 182-189
Ministry for Education, University and Research (MIUR) 370
Ministry of Entrepreneur knowledge management and Co-operative Development (MECD) 296
Monetary incentive 259-260, 265
Most Admired Knowledge Enterprises (MAKE) 240

N
National Key Results Area (NKRA) 316
negotiated agreement 4-5, 27, 29, 31, 34, 51
New Partnership for Africa’s Development (NEPAD) 411
New Public Management 153, 166, 169, 364, 376, 382, 412, 420
NTPC Ltd (NTPC) 61, 69-73, 85-86
NTPC Open Competition for Executive Talent (NOCET) 71

O
Office of Attention to the Public (OAC) 389
Oil and Natural Gas Commission (ONGC) 69, 73
ONGC Videsh Ltd (OVL) 74
On-line Analytical Processing (OLAP) 343, 361
operationalising 216
Operational Metrics 239
operation logics (NPM) 152
organisational boundaries 229, 274-275, 278-286, 388
organisational clarity 206
organisational culture 106-109, 113, 118-119, 121-122, 125, 132-134, 204, 218, 221, 234, 391
organisational expectation 207
organisational factors 113, 231, 386, 397
organisational learning 118-123, 125, 127, 130-134, 201, 209, 231, 285, 287, 383-384, 395, 397
organisational readiness 104-111, 113, 296
Organisation Memory 125, 130
organizational renewal capability 151-152, 154-160, 162-165, 168, 172
Organizational Renewal Capability Inventory (ORCI) 158
Organizational structure 1, 4-6, 21, 27, 29-31, 34, 44, 51, 68, 117, 374

P
paradigm shift 59, 204
Partial Least Squares (PLS) 302
Performance-Related-Pay (PRP) 207
personalisation 277
Petroleum Exploration License (PEL) 74
potential knowledge 189, 273-275, 277, 286, 291, 293
Production Related Strategies 127
Project Story Capturing System 315-316, 318-322
Promotion Directorate 262
psychological knowledge 42, 51
public-sector organizations 1, 4, 19, 25, 28, 31, 33-34, 41, 45, 63, 69, 299, 379

R
Radio Frequency Identification Devices (RFID) 84
Regional Service of Barcelona (SRB) 390
Regional Service of Central Catalonia (SRCC) 390
Resource-Based View (RBV) 296
Responsible autonomy 1, 4-5, 21, 27-30, 32-34, 45, 51
Reward Orientation 129
Rural Basic Infrastructure (RBI) 316

S
second knowledge management cycle 429
social capital theory 279
socialisation 386, 427
South African Municipal Resource Administration System (SAMRAS) 414
Southern African Development Community (SADC) 404
Spatial Data Infrastructures (SDIs) 341-342, 344
Spatial DBMSs (SDBMSs) 353
spatial expert systems 349, 354
Spatial OLAP (SOLAP) 343, 347
Squeeze the last byte of info from seismic (SLABS) 77
Steering Committee 233, 236, 238-239
storytelling 8, 315-319, 323-325
Strategic Business Units (SBU) 62
Strategic competence 155, 164
Strategic Management System (SMS) 415
strategy innovation 363
strategy maps 362-363, 368-377, 382
sustained competitive advantage 152, 170, 241, 298-299, 301, 309, 311, 364, 377, 382

T
target-orientated 182-183
Task interdependence 260-261, 271
Technical Committee (TC) 353
technical objects 367, 374
Techno-Centric 60
Three Acts Structure model 319
Total Quality Management (TQM) 65

U
User’s Satisfaction 335
US Freedom of Information Act (FOIA) 92

V
Value For Money (VFM) 208
Virtual Area Network (VAN) 412
VUCA Syndrome 228