Knowledge Management in Modern Organizations

Table of Contents

Prefacev	ii
Section I: What is Knowledge Management	
Chapter I	
What is Knowledge Management?	1
Murray E. Jennex, San Diego University, USA	
Chapter II	
Knowledge Management as a Discipline1	0
Murray E. Jennex, San Diego University, USA	
David Croasdell, University of Nevada, USA	
Chapter III	
A Birds-Eye View of Knowledge Management:	
Creating a Disciplined Whole from Many Interdisciplinary Parts	8
David G. Schwartz, Bar-llan University, Israel	
Chapter IV	
Knowledge Management Research:	
Are We Seeing the Whole Picture?3	0
Todd Peachey, Auburn University, USA	
Dianne Hall, Auburn University, USA	
Casev Ceojelski, Auburn University USA	

Section II: Organizational Impacts of Knowledge Management

Chapter V
Linking Knowledge to Competitiveness:
Knowledge Chain Evidence and Extensions51
Clyde Holsapple, University of Kentucky, USA
Kiku Jones, University of Tulsa, USA
Meenu Singh, Murray State University, USA
Chapter VI
A Multi-Level Performance Framework for Knowledge Management
Anne Massey, Indiana University, USA
V. Ramesh, Indiana University, USA
Mitzi Montoya-Weiss, North Carolina State University, USA
Chapter VII
The Influence of Organizational Trust on the Use of KM Systems and on the Success of KM Initiatives
Vincent Ribière, New York Institute of Technology, USA
Francis Tuggle, Chapman University, USA
Chapter VIII
Knowledge Management's Impact on Organizational Performance 121
Vittal Anantatmula, Western Carolina University, USA
Chapter IX
Factors that Contribute to the Success of Knowledge Management
Communities of Practice
Eric W. Stein, Pennsylvania State University, USA
Section III: Measuring Knowledge Management
Chapter X
Evaluation of Knowledge Management:
A Review and Agenda for Future Research172
Atreyi Kankanhalli, National University of Singapore, Republic of Singapore
Loo Geok Pee, National University of Singapore, Republic of Singapore
Bernard Cheng Yian Tan, National University of Singapore, Republic of Singapore
Chapter XI
Knowledge Management Success Factors and Models
Murray E. Jennex, San Diego State Univesity, USA
Lorne Olfman, Claremont Graduate University, USA
y ,

Chapter XII Knowledge Management Success: Empirial Assessment of a Theoretical Model
Chapter XIII Knowledge Mangement Information Technology User Acceptance: Assessing the Applicability of the Technology Acceptance Model
Section IV: Knowledge in Organizations
Chapter XIV The Role of Context and Its Explication for Fostering Knowledge Transparency in Modern Organizations
Chapter XV Toward the Multidimensional Conceptualization of Knowledge
Chapter XVI Eliciting Tacit Knowledge Using the Critical Decision Interview Method285 Hazel Taylor, University of Washington, USA
Chapter XVII Knowledge Acquisition and Transfer in Developing Countries: The Experience of the Egyptian Software Industry
Section V: Experience with Knowledge Management
Chapter XVIII Adopting Knowledge-Centred Principles in Innovation Pursuits: The Case of Singapore Airlines

Knowledge Management Gap:	254
Determined Initiatives, Unsuccessful Results	354
Ivy Chan, The Chinese University of Hong Kong, Hong Kong	
Patrick Y. K. Chau, The University of Hong Kong, Hong Kong	
Chapter XX	
•	
The Lifecycle of a Knowledge Management System for Organizationa	il Learning:
	0
	0
A Case Study	0
A Case Study	0
Teresa Bailey, California Institute of Technology, USA	0