

Index

A

- ad hoc approach 269
- AF knowledge management (AFKM) 156
- AHP (Analytic Hierarchy Process) 300
- Analytical Hierarchical Process (AHP) 302
- application programming interfaces (APIs) 130, 131, 133
- a priori 61
- audio-oral 240
- autonomy 380
- average variance extracted (AVE) 94, 95

B

- behavioral category 321, 322, 325, 329, 331, 334
- behavioral intention 59, 60, 61, 62
- Block Model Averaging 305
- blueprint 341, 342, 352, 354
- Bosnia and Herzegovina (BiH) 379
- breadcrumb navigation 134, 135
- Build model 301
- burying the knowledge 326
- business-driven 185
- business intelligence (BI) 307
- business intelligence (BI) tools 307
- Business Intelligence Steering Committee (BISC) 184
- business problem 301, 302

C

- cascading style sheets (CSS) 130
- case-based reasoning 379
- case-based reasoning (CBR) 141, 142, 143
- CBR system implementation 143

- central competitive dimension 54
- chief knowledge officer (CKO) 122
- chi-square test 272, 273
- Clementine data mining software 303
- closed communication system 58, 60
- codification 72, 88, 89, 90, 91, 92, 93, 94, 95, 96, 98, 99, 100, 102, 104
- codified knowledge management systems 246
- cognitive approach 239
- collaborative knowledge 347
- collaborative learning 341, 342, 345
- commercial transactions 238
- communication channel 326, 327, 329, 330, 333
- communication channels 326, 327, 328, 330, 331
- communication media channels 321
- communities of practice 341, 342, 343, 344, 345, 346, 347, 354, 355, 356, 360
- communities of practice (CoPs) 21, 22, 32, 35, 36, 37, 40, 43, 44, 50, 51, 191, 347, 352, 354
- comparative fit index (CFI) 60, 61
- conscious awareness (CA) 270
- content development 392
- contextual gap 33, 34, 37
- Convention of Scottish Local Authorities (CO-SLA) 206
- corporate amnesia 6
- corporate knowledge management 52
- cost reduction 105, 109
- credit-scoring system 242, 243
- critical success factors (CSFs) 185
- CRM program 183, 184
- CRM system 181, 183, 184, 189, 243, 244

cross-functional teams 191
cultural aspects 216, 222
cultural norms 401, 402

D

data mining 300, 301, 302, 303, 304, 305, 306, 307, 312, 313, 314, 315, 316, 317, 318
data mining code 301
data mining data base 301
Data mining software 301, 315
declarative memory 1, 3, 4, 8, 13, 14, 15
deconstructive in nature 401
defenders 110
digital video 400
distributed cognition 21, 22, 23

E

ECKS model 142, 147
e-commerce tool 305
economic development 178
economic development officer 325
elasticity-based IPR grouping (EIG) 290
electronic knowledge repositories 323, 324, 337
electronic meeting systems (EMS) 345
embodied interaction 237, 241, 246
empirical research 355
employee-oriented 55, 58, 60, 61
enterprise common knowledge (ECK) 147
Enterprise Common Knowledge Shared (ECKS) 141
Enterprise Data Warehouse (EDW) 183
Enterprise Directory 132, 133, 134
enterprise search 396
environmental disruptions 363
epistemic community 37
epistemological pluralism 191
ethnographic knowledge-sharing 191
Evaluate model 301
experiential-contextual 240
Experimental Data Sets (EDS) 292
Expert Choice 300, 301, 302, 307, 308, 309, 310, 311, 312, 313, 316, 317
explicit knowledge 73, 74, 75, 80, 81, 87, 264, 265, 266, 267, 268, 270, 271, 275, 276, 277, 278, 343, 344, 345, 353

Explore data 301
external environment 111, 112
external information 1, 8, 10, 11, 13, 14, 15
external knowledge 380
external markup mechanism 24

F

face-to-face 238, 241, 242, 243, 244, 247, 248, 326, 327, 328, 329, 330
face-to-face communication 328
face-to-face discussions 327
face-to-face interaction 346
face-to-face meeting 212
face-to-face storytelling 399
future research 319, 320, 331, 334, 338

G

General Motors (GM) 344
Geographic information systems (GIS) 282
GIS databases 282, 291, 292
global scale 378
government environment 381, 387
grid computing platform 145
group decision support systems (GDSS) 345
groupware 379, 380, 390

H

Health Informatics Service (HIS) 219
HIS customer 219
hoarding classification system 319
HRM system 184
Human Activity Systems (HAS) 218
human-based issues 192
human-based management 189
human capital 190
human knowledge sharing 205
human machine interface (HMI) 304, 308
human resources 180, 189
hybrid online analytical processing (HOLAP) 307
hypothesized model 269, 272

I

ICT 378, 379, 380, 381, 382, 383, 384, 385, 386, 387

ICT-based KM 379
ICT-based KMS 381
ICT category 382
ICT deployment 386
ICT literacy 386
ICT tools 185
idiosyncratic 203
implicit knowledge 72, 73, 80, 81
information and communication technologies (ICT) 378, 379
information and communication technology (ICT) 180
information and communication technology (ICT) applications 180
information management 216, 219
information provision 1, 10, 11, 13, 14, 15
information retrieval (IR) systems 253
information-shy 17, 18
information technology (IT) 142, 157, 164, 270
interdivisional knowledge 277
inter-firm knowledge 277
internal composite reliability (ICR) 94, 95
internal environment 111, 112
International Journal of Knowledge Management (IJKM) 162
Internet service providers (ISPs) 395
intra-organizational sharing 321, 334
intrinsic motivation 37
IT components 166
IT organizations 155
IT solution 163

J

job-oriented 55, 57, 58, 60, 61
Jointly Exhaustive and Pair-wise Disjoint (JEPD) 255
judgmental memory 1, 3, 4, 5, 8, 11, 13, 14, 15

K

kernel theory 23
KM adoption 179, 191
KM buying behavior 176, 185
KM-driven 190
KM drivers 176, 179, 186

KM enablers 176, 179, 186
KM framework 68, 69
KM governance 364, 367, 371, 372, 373, 374
KM initiatives 155, 159
KM literature 236, 237, 248, 320
KM model 176, 192
KM practice 363
KM practitioner 363
KM practitioners 201, 202, 203, 205, 206, 209, 212
KM projects 185, 186, 187, 189, 193, 205, 206, 207, 211, 212
KM research 161, 364
KM research community 161
KMS communities 354
KMS components 166, 167
KM strategies 363, 366, 367, 368, 373, 374, 379, 384, 385, 386
KM strategy 155, 156, 157, 158, 159, 177, 178, 179, 185, 186, 187, 188, 191, 192, 193, 364, 366, 367, 368, 369, 370, 371, 372, 373, 374
KM strategy models 178, 179
KM success 193
KM systems 185, 187, 191, 198, 199, 201, 202, 203, 205, 219, 236, 242, 245, 248
KM technologies evolution 387
KM technology components 185
KM technology questionnaire 381
KM tools 219, 364, 365, 379, 380
knowledge assets 68, 69, 70, 71, 75, 77, 78, 80, 83, 84, 86, 88, 93
knowledge base 401
knowledge-based core 184
knowledge-based systems 363
knowledge capability (KC) 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85
knowledge capitalization 105, 109
knowledge capture 300
knowledge creation 236, 237, 238, 239, 240, 241, 242, 244, 247, 248, 249, 251
Knowledge Factory 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152

- knowledge hinting 326, 330, 331, 333
 knowledge hoarding 321, 327, 328, 329,
 330, 331, 332, 333, 334, 335
 knowledge life cycle 75, 76, 85
 Knowledge Life Cycle model 300
 knowledge management 52, 54, 66, 67, 68,
 71, 81, 85, 86, 101, 103, 104, 215,
 216, 217, 219, 226, 227, 228, 265,
 266, 271, 274, 278, 279, 282, 330,
 297, 319, 320, 324, 331, 341, 342,
 343, 344, 345, 346, 347, 349, 354,
 355, 358, 361, 363, 364, 368, 374,
 375, 376, 377, 392, 393, 397, 398,
 399, 401, 402, 403, 404
 knowledge management activities
 392, 393, 402
 Knowledge Management Capability Assessment (KMCA) 81, 82, 84, 85
 knowledge management functions 300
 knowledge management (KM)
 141, 155, 161, 176, 199, 363, 378
 Knowledge Management (KM) approach 177
 knowledge management (KM) practitioners
 199
 knowledge management (KM) research 141
 knowledge management (KM) strategy 155
 knowledge management system (KMS) 161,
 201
 knowledge management systems (KMS) 52,
 53, 54, 55, 56, 57, 58, 59, 60, 61,
 62, 63, 64, 341, 342, 344, 345, 346,
 349, 355, 358, 361
 knowledge management system success 347
 knowledge organization 127, 128, 129, 131,
 132, 139, 140
 knowledge processing (KP)
 89, 90, 91, 94, 98, 99, 100
 knowledge production systems 190
 knowledge repositories 320, 323, 324, 325,
 337, 380, 381, 384
 Knowledge Representation and Reasoning (KR & R) 254
 knowledge representation formalism 254
 knowledge representation languages 253
 knowledge requirement 394
 knowledge reuse 399, 402, 405
 knowledge seeker 330
 Knowledge seeking 321
 knowledge sharing 319, 320, 321, 322,
 323, 324, 325, 327, 328, 329, 330,
 331, 332, 333, 334, 335, 336, 337,
 339, 340, 392, 397, 398, 399, 400,
 402, 404
 knowledge sources 380, 385
 Knowledge sourcing 320, 336
 Knowledge stickiness 321
 knowledge transfer 321, 336, 337, 339
 knowledge transfer strategy 277
 Knowledge workers 264, 276
- L**
- latent semantic indexing (LSI) 253
 Lean media 330
 lightweight data access protocol (LDAP)
 132, 133, 135
 local interface view (LIV) 26, 27
- M**
- management systems 341, 342, 344, 345,
 346, 349, 355, 358, 361
 mashup 127, 129, 130, 131, 132, 133,
 134, 135, 136, 137, 138, 139, 140
 meta-data 254, 256, 257
 methodologically-based approach 203
 multi-cultural firms 343
 multinational corporations (MNCs)
 32, 33, 37, 39, 43, 44
 multiple analysis of variance (MANOVA) 13
- N**
- National Health Service (NHS) 219
 network formation 277
 nine-intersection model 284
 non-spatial databases 283, 297
 non-verbal communication 327, 330
 Nuclear Information Systems (NIS) 164
- O**
- observed relation 285, 286
 Ontology 253, 262, 263
 open communication system 52, 58, 60, 63

operational performance (OP) 108, 109, 110, 111, 114
Oracle Data Miner 302, 306, 307, 312, 313, 314
Oracle Data Miner models 307
Oracle Data Mining (ODM) 306, 307
Organizational Behavior (OB) 189
Organizational Change and Development (OCD) 189
organizational creativity 237
organizational environment 364
organizational goal 219
organizational knowledge 363, 364, 366, 367, 368, 374, 377
organizational learning 2, 3, 17, 19, 49, 162, 174, 277, 278
Organizational Learning (OL) 163
organizational memory 1, 2, 3, 4, 5, 6, 8, 9, 15, 16, 17, 19, 20, 21, 22, 23, 24, 28, 30, 33, 34, 50
organizational memory system (OMS) 5, 6
organizational structures 345
organization culture 355

P

partial least square (PLS) 94, 95, 97, 101
perceived behavioral control (PBC) 60
Perceived Benefit Model, 167
perceived ease of use (PEOU) 60
perceived usefulness (PU) 60
phenomenological approach 239, 240, 248
phenomenology 236, 237, 239, 240, 248
philosophical framework 400
piXlogic 396, 397
polysemy 253
premenstrual syndrome (PMS) 329
procedural memory 3, 4, 8, 11, 13, 17
process-based structure 176, 185
process effectiveness 109
process enrichment 109
process-oriented 52, 55, 56, 57, 62
product-centered 184
Project Management Committee (PMC) 184
prospector 107, 108
proximal interaction 237, 239
psychological theory 143

Q

Qualitative Pre-processor (QP) 256
Qualitative Spatial Reasoning (QSR) 254
Qualitative Spatial Representation and Reasoning 254, 262

R

real-life communities 346
Region Connection Calculus (RCC) 254
remote relational online analytical processing (ROLAP) 307
representational state transfer (REST) 130
research methodology 381
research support systems 216
residential property 285
resource-based view 177
resource-based view (RBV) 107
resource effectiveness 109
results-oriented 55, 56, 57, 62, 63
return on investments (ROI) 211
ROI statement 211
root mean square error of approximation (RMSEA) 61

S

scientific management 216, 219
self-esteem 365
Semantic Web 129
Sense-Making Methodology 198, 199, 202, 203, 204, 205, 206, 207, 211, 212, 213, 214
Sense-Making Methodology (SMM) 198, 199, 202
sharing theme 328
skewness 10, 12
social attachments 238
social capital 36, 39, 45, 50, 351
social constructivist approach 239
social interaction 237, 238, 239, 248
social interaction and networking 381
social networking sites 341, 342, 345, 354
social networks 216, 238, 245, 345, 357
Social network theory 351
social systems 341, 342, 345
Society of Local Authority Chief Executives (SOLACE) 206

socio-cultural 177, 179, 192, 193
socio-cultural context 177, 193
socio-cultural values 179
socio-technical approach 227
socio-technical phenomenon 379
socio-technical system 216, 217
socio-technical systems 215
solutions 378, 379, 383, 388
source-data quality 176, 185
source data sets (SDS) 291
spatial data 282, 283, 285, 291, 297, 298
SQL Server database platform 307
stored knowledge 2
Strategy development 155
structural equation modeling (SEM)
 60, 81, 82
structuring protocols 401
subjective norms 53, 58, 59, 60, 61, 62, 64
subjective norms (SN) 60
supply chain management (SCM) 69
swift trust 41, 43, 44
synonymy 253, 258, 262
systematic knowledge 215, 216
systematic management 127
systems Methodology (SSM) 215

T

tacit knowledge 69, 72, 74, 80, 86, 90, 98,
 99, 215, 216, 217, 218, 219, 221,
 226, 227, 264, 265, 266, 267, 268,
 269, 270, 271, 272, 275, 276, 277,
 278, 280, 343, 344, 345, 346, 351,
 353
tacitness 264, 265, 266, 269, 275, 277, 278
tag cloud 132, 134, 135, 136
Task Technology Fit (TTF) 344, 345
tautology 255
technological environment 342
technology acceptance model (TAM)
 55, 56, 58, 65

technology-based solutions 216
telecommunication regulatory commission
 (TRC) 181
text mining 307, 379
theory of planned behavior (TPB) 56, 58
theory of reasoned action (TRA) 56, 58
topic maps 21, 22, 23, 24, 27, 29
topological rules 282, 283
topo-semantic 282
transfer of best practices 321
typology 379, 381, 382

U

user-generated video 392, 393, 402, 403
user-oriented approach 200
UTAUT model 55, 56, 58

V

Version control system 350
video-based 394, 399, 400, 401
video-based story 401
video-based storytelling 399
video content 392, 393, 395, 396, 397,
 401, 402, 403
virtual communities
 341, 342, 346, 347, 354, 355
virtual communities of practice 320
virtual community 346, 347, 348, 357, 358
virtual worlds 341, 342, 349, 351, 352, 354

W

web-based knowledge management system
 346
weblogs 341, 342, 345, 354
wikis 341, 342, 345, 349, 354
word-by-word search 397
work unit 88, 89, 90, 91, 92, 93, 94, 95,
 99, 100, 103
written communication channel 330