### **Table of Contents**

## **International Journal of Knowledge Management**

Volume 14 • Issue 4 • October-December-2018 • ISSN: 1548-0666 • eISSN: 1548-0658

An official publication of the Information Resources Management Association

# Guest Editorial Preface on Engaging Flexible Knowledge Workers for Greater Performance

#### **Editorial Preface**

VI Manish Gupta, IBS Hyderabad, a Constituent of IFHE, Deemed to be University, Hyderabad, India Jatin Pandey, Indian Institute of Management Kozhikode, Kozhikode, India K.P. Reddy, IBS Hyderabad, a Constituent of IFHE, Deemed to be University, Hyderabad, India

#### **Research Articles**

- 1 Antecedents of New Recruit's Adjustment: An Empirical Study on Indian IT Industry
  Amruta Deshpande, IBS Hyderabad, a Constituent of IFHE, Deemed to be University, Hyderabad, India
  Ritu Gupta, T A Pai Management Institute, Manipal, India
- Examining the Role of Technology Leadership on Knowledge Sharing Behaviour Anugamini Priya Srivastava, Symbiosis International University, Pune, India Yatish Joshi, Flame University, Pune, India
- 30 The Mediation of Psychological Capital in the Relationship of Perceived Organizational Support, Engagement and Extra-Role Performance

Musarrat Shaheen, IBS Hyderabad, a Constituent of ICFAI Foundation for Higher Education, Hyderabad, India Raveesh Krishnankutty, Rajagiri Business School, Kochi, Kerala, India

46 A Best-Practice Model of University-Students Relationship Development: An Empirical Study

Raed Musbah Alqirem, Al-Zaytoonah University of Jordan, Amman, Jordan Husam Mustafa Alnaimi, Imam Abdulrahman Bin Faisal University, Dammam, Saudi Arabia Ahmed Shuhaiber, Zayed University, Abu Dhabi, United Arab Emirates

68 Empowering CRM Through Business Intelligence Applications: A Study in the Telecommunications Sector

Mohamed Al-Zadjali, Sultan Qaboos University, Alkhod, Oman Kamla Ali Al-Busaidi, Sultan Qaboos University, Alkhod, Oman

88 The IoT- and Big Data-Driven Data Analysis Services: KM, Implications and Business Opportunities

Izabella Lokshina, SUNY Oneonta, Oneonta, USA Barbara Durkin, SUNY Oneonta, Oneonta, USA Cees Lanting, DATSA Belgium, Leuven (Kessel-Lo), Belgium

#### COPYRIGHT

The International Journal of Knowledge Management (IJKM) (ISSN 1548-0666; eISSN 1548-0658), Copyright © 2018 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The International Journal of Knowledge Management is indexed or listed in the following: ACM Digital Library; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabell's Directories; Compendex (Elsevier Engineering Index); CSA Illumina; DBLP; DEST Register of Refereed Journals; EBSCOhost's Library/Information Science & Technology Abstracts with FullTEXT; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; INSPEC; JournalTOCs; KnowledgeBoard; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); PsycINFO®; SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory; Web of Science; Web of Science Emerging Sources Citation Index (ESCI)