

Preface

The knowledge economy, enabled by globalization and virtualization, has found that intellectual capital is the first and foremost requirement of businesses today. Intellectual capital comprises of human capital, social capital, and organizational or structural capital. The management of intellectual capital is an integral task of Knowledge Management. However, the implementation of Knowledge Management in organizations has brought mixed results to the fore. This is probably due to the fact that there are no fixed models available for the practice of Knowledge Management, especially its implementation in organizations. This could also be attributed to the lack of clarity of role of the mechanism of and the factors shaping Knowledge Management. This book is an attempt to address these issues in specific contexts, so that the problems related to Knowledge Management Implementation can be mitigated.

Motivation

This book is aimed at graduate students and professionals involved in Knowledge Management. The key features of the book are as follows:

- It provides the background of Knowledge Management including principles, concepts, models, framework, processes and theories by giving a bird's eye view of various definitions.
- It details Knowledge Management Implementation by delineating the processes, tools and drivers required by an organization, because these are the important aspects of the context specificity of Knowledge Management.
- It highlights the fact that Knowledge Management may be implemented as part of change management and change of culture. Thus underlining that this task can be assigned largely to human resources management enabled by information and communication technology.

- It enables the readers to have confidence in Knowledge Management Implementation and its capitalization.
- It works towards developing enthusiasm in readers towards taking Knowledge Management positively, as it is the need of the hour.
- It provides an in-depth understanding of Knowledge Management to researchers by the microcosm of methodology.

Focus and Target

This book is planned in an exclusive way and is quite different from existing books on Knowledge Management. It covers Knowledge Management comprehensively, from envisioning to evaluation, through a single case study. This method pinpoints the ways and means for successfully implementing Knowledge Management covering all types of knowledge-tacit, explicit and implicit.

The book comprises of six chapters. The first chapter provides a background study covering Knowledge Management in its entirety, whereas the second chapter provides the context through which the hypothesized model is developed. The third chapter provides details of the Company which has been identified for study, data collection and interpretation. The fourth chapter deals with the methodology that has been adopted for study including the softwares used. The penultimate chapter provides details on the significant model after hypotheses testing and the technology acceptance model. The last chapter shows the dominance of the human resource management factors over tenets of information and communication technology in Knowledge Management. The indication for future exploration in the realm of Knowledge Management also finds place in this chapter.

Gurgaon, Haryana, India

Krishna Nath Pandey

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With Systems Modelling Case Studies

Pandey, K.N.

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