

REFERENCES FOR MASTER OF KNOWLEDGE MANAGEMENT (MKM)

1

BOOKS, E-BOOKS & SCHOLARLY ARTICLES

Asia e University Knowledge Centre



Books



E-book



E-journals



E-Theses

CORE SUBJECTS

2



1. Foundation of Knowledge Management (MKF639)

Davenport, Thomas H. & Prusak, Laurence. (1998). Working knowledge: how organizations manage what they know. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=2423>.

Probst, Gilbert J.B. & Raub, Steffan & Romhardt, Kai. (2000). Managing knowledge: building blocks for success. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=2999>.

Groff, Todd R. & Jones, Thomas P.. (2003). Introduction to knowledge management: km in business. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=8777>.

Malhotra, Yogesh. (2000). Knowledge management and virtual organizations. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=2905>.

Leistner, F. (2010). Mastering Organizational Knowledge Flow: How to Make Knowledge Sharing Work, 1st Ed. NJ: Wiley
HD30.2 .L532 2010

Philips, J. (2010). Project Management: On Track from Start to Finish, 3rd Ed. New York: McGraw-Hill
HD30.2 .L532 2010

Schwartz (ed), David G.. (2006). Encyclopedia of knowledge management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=14700>.

Fuller, Steve. (2002). Knowledge management foundations. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=28117>.

Atwood, Christee Gabour. (2009). Knowledge management basics. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=31699>.

Geisler, Elie & Wickramasinghe, Nilmini. (2009). Principles of knowledge management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=34109>.



Business School Press, Harvard. (1998). Harvard business review on knowledge management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=36298>.

Brelade, Sue & Harman, Chris. (2003). A practical guide to knowledge management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=12030>.

Introduction to Knowledge Management

Emerald Insight Staff

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 2005

ISBN: 9781846632846

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10149889&adv.x=1&p00=knowledge+management&f00=title>

Knowledge Management Systems for Business

Thierauf, Robert J.

Publisher: Greenwood Press

Location: Westport, CT, USA

Date Published: 07/1999

ISBN: 9780313003714

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10001947&adv.x=1&p00=knowledge+management&f00=title>

Practical Guide to Knowledge Management

Brelade, Sue Harman, Christopher

Publisher: Thorogood Publishing

Location: London, , GBR

Date Published: 11/2003

ISBN: 9781854184634

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10088321&adv.x=1&p00=knowledge+management&f00=title>



Knowledge Management Analysis, Design and Implementation

Cheema, D.S.

Publisher: Global Media

Location: Chandigarh, IND

Date Published: 2010

ISBN: 9789350434260

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10416791&adv.x=1&p00=knowledge+management&f00=title>

Knowledge management and organizations: Process, system and strategy

Kim, Young-Gul Lee, Heeseok Han, Ingoo

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 04/2003

ISBN: 9780861768288

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10052756&adv.x=1&p00=knowledge+management&f00=title>

In Search of Knowledge Management : Pursuing Primary Principles

Green, Annie Stanosky, Michael Vandergriff, Linda

Publisher: Emerald Group Publishing Ltd

Location: Bradford, West Yorkshire, GBR

Date Published: 12/2009

ISBN: 9781849506748

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10367680&adv.x=1&p00=knowledge+management&f00=title>

Knowledge Management Tools and Techniques

Agrawal, R.C.

Publisher: Global Media

Location: Jaipur, IND

Date Published: 2009

ISBN: 9789350433294

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10416303&adv.x=1&p00=knowledge+management&f00=title>



Engaged Knowledge Management : Engagement with New Realities

C. Desouza, Kevin Awazu, Yukika

Publisher: Palgrave Macmillan

Location: Gordonsville, VA, USA

Date Published: 08/2005

ISBN: 9780230006072

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10103774&adv.x=1&p00=knowledge+management&f00=title>

Complexity Theory And The Management Of Networks: Proceedings of the Workshop On Organisational Networks As Distributed Systems Of Knowledge

Andriani, Pierpaolo

Publisher: Imperial College Press

Location: London, , GBR

Date Published: 04/2004

ISBN: 9781860947339

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10174008&adv.x=1&p00=knowledge+management&f00=title>

In Search of Knowledge Management : Pursuing Primary Principles

Green, Annie Stanosky, Michael Vandergriff, Linda

Publisher: Emerald Group Publishing Ltd

Location: Bradford, West Yorkshire, GBR

Date Published: 12/2009

ISBN: 9781849506748

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10367680&adv.x=1&p00=Knowledge+Repositories&f00=all>

Knowledge management and organizational competitiveness: a framework for human capital analysis

Author(s): Jesus Rodriguez Perez, Patricia Ordóñez de Pablos

Source: Journal of Knowledge Management Volume: 7 Issue: 3 2003

<http://211.25.206.39:2074/journals.htm?issn=1367-3270&volume=7&issue=3&articleid=883816&show=pdf>



Customer knowledge management and the strategies of social software

Type: Research paper

Author(s): Zuopeng (Justin) Zhang

Source: Business Process Management Journal Volume: 17 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1463-7154&volume=17&issue=1&articleid=1906074&show=pdf>

Knowledge management approaches in managing agricultural indigenous and exogenous knowledge in Tanzania

Type: Research paper

Author(s): Edda Tandil Lwoga

Source: Journal of Documentation Volume: 67 Issue: 3 2011

<http://211.25.206.39:2074/journals.htm?issn=0022-0418&volume=67&issue=3&articleid=1921930&show=pdf>

Personal knowledge management: Putting the “person” back into the knowledge equation

Type: Viewpoint

Author(s): David Pauleen

Source: Online Information Review Volume: 33 Issue: 2 2009

<http://211.25.206.39:2074/journals.htm?issn=1468-4527&volume=33&issue=2&articleid=1784843&show=pdf>

Knowledge management implementation in NTPC: an Indian PSU

Type: Case study

Author(s): Alok Kumar Goel, Geeta Rana Sharma, Renu Rastogi

Source: Management Decision Volume: 48 Issue: 3 2010

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=48&issue=3&articleid=1858066&show=pdf>

A review of survey research in knowledge management: 1997-2001

Type: Conceptual Paper

Author(s): Daniele Chauvel, Charles Despres

Source: Journal of Knowledge Management Volume: 6 Issue: 3 2002

<http://211.25.206.39:2074/journals.htm?issn=1367-3270&volume=6&issue=3&articleid=883768&show=pdf>



How to implement a knowledge management program in hospital-in-the-home units

Type: Research paper

Author(s): Juan-Gabriel Cegarra-Navarro, Gabriel Cepeda-Carrión

Source: Leadership in Health Services Volume: 23 Issue: 1 2010

<http://211.25.206.39:2074/journals.htm?issn=1751-1879&volume=23&issue=1&articleid=1839482&show=pdf>

Knowledge has legs: personal knowledge strategies shape the future of knowledge work and knowledge management

Type: Conceptual paper

Author(s): Gabriele McLaughlin, Michael Stankosky

Source: On the Horizon Volume: 18 Issue: 3 2010

<http://211.25.206.39:2074/journals.htm?issn=1074-8121&volume=18&issue=3&articleid=1881594&show=pdf>

Personal knowledge management through communicating

Type: Conceptual paper

Author(s): Rachel Jones

Source: Online Information Review Volume: 33 Issue: 2 2009

<http://211.25.206.39:2074/journals.htm?issn=1468-4527&volume=33&issue=2&articleid=1784844&show=pdf>

Knowledge management: strategy or software?

Type: Research Paper

Author(s): Alan J. Beckett, Charles E.R. Wainwright, David Bance

Source: Management Decision Volume: 38 Issue: 9 2000

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=38&issue=9&articleid=865175&show=pdf>



2. Knowledge Assets Assessment and Audit (CKA616)

Don White. (2002). Knowledge mapping and management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=4103>.

Sveiby, Karl Erik. (1997). The new organizational wealth: managing & measuring knowledge-based assets. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=1917>.

Davenport, Thomas H. & Prusak, Laurence. (1998). Working knowledge: how organizations manage what they know. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=2423>.

Managing Knowledge for Global and Collaborative Innovations

Chu, Sam Ritter, Waltraut Hawamdeh, Suliman

Publisher: World Scientific Publishing Co.

Location: River Edge, NJ, USA

Date Published: 11/2009

ISBN: 9789814299862

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10422662&adv.x=1&p00=Knowledge+assessment&f00=all&p01=knowledge+management&f01=subject>

Governing and Managing Knowledge in Asia (2nd Edition)

Menkhoff, Thomas Evers, Hans-Dieter Chay, Yue Wah

Publisher: World Scientific Publishing Co.

Location: River Edge, NJ, USA

Date Published: 01/2010

ISBN: 9789814289900

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10422376&adv.x=1&p00=Knowledge+assessment&f00=all&p01=knowledge+management&f01=subject>

Measurement and reporting of knowledge-based assets

Type: Research Paper

Author(s): Waymond Rodgers

Source: Journal of Intellectual Capital Volume: 4 Issue: 2 2003

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=4&issue=2&articleid=883982&show=pdf>

Organizational knowledge assets and innovation capability: Evidence from Spanish manufacturing firms

Type: Research paper

Author(s): Miriam Delgado-Verde, Gregorio Martín-de Castro, José Emilio Navas-López

Source: Journal of Intellectual Capital Volume: 12 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=12&issue=1&articleid=1902983&show=pdf>

Intellectual capital – defining key performance indicators for organizational knowledge assets

Type: General review

Author(s): Bernard Marr, Gianni Schiuma, Andy Neely

Source: Business Process Management Journal Volume: 10 Issue: 5 2004

<http://211.25.206.39:2074/journals.htm?issn=1463-7154&volume=10&issue=5&articleid=843592&show=pdf>

Problems and resolutions to future knowledge-based assets reporting

Type: Research paper

Author(s): Waymond Rodgers

Source: Journal of Intellectual Capital Volume: 8 Issue: 2 2007

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=8&issue=2&articleid=1602941&show=pdf>

Intangible assets and performance: Analysis on manufacturing SMEs

Type: Research paper

Author(s): Josée St-Pierre, Josée Audet

Source: Journal of Intellectual Capital Volume: 12 Issue: 2 2011

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=12&issue=2&articleid=1918096&show=pdf>

Improving supply chain performance through auditing: a change management perspective

Type: Research paper

Author(s): Ceren Atilgan, Peter McCullen

Source: Supply Chain Management: An International Journal Volume: 16 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1359-8546&volume=16&issue=1&articleid=1905661&show=pdf>



Effective supply chain research via the quick scan audit methodology

Type: Research paper

Author(s): P. Childerhouse, D.R. Towill

Source: Supply Chain Management: An International Journal Volume: 16 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1359-8546&volume=16&issue=1&articleid=1905660&show=pdf>

Measures for auditing performance and integration in closed-loop supply chains

Type: Research paper

Author(s): Adrian E. Coronado Mondragon, Chandra Lalwani, Christian E. Coronado Mondragon

Source: Supply Chain Management: An International Journal Volume: 16 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1359-8546&volume=16&issue=1&articleid=1905664&show=pdf>



Books



E-book



E-journals



E-Theses

3. Knowledge Management Technology (MKT641)

The knowledge management toolkit : orchestrating IT, strategy, and knowledge platforms / Amrit Tiwana. - 2nd ed. - Upper Saddle River, N.J. : Prentice Hall, c2002.

HD30.2 .T624 2002

Gottschalk, Dr. Peter. (2004). Strategic knowledge management technology. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=8545>.

Buono, Anthony F. & (eds), Flemming Poulfelt. (2005). Challenges and issues in knowledge management. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=12802>.

Lytras, Miltiadis D. & Russ, Meir & Maier, Ronald & (eds), Ambjörn Naeve. (2008). Knowledge management strategies: a handbook of applied technologies. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=27106>.

Tayntor, Christine B.. (2010). Project management tools and techniques for success. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=36983>.

Knight, Tom & Howes, Trevor. (2003). Knowledge management for it professionals. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=5074>.

Technology in Knowledge Management

Tsui, Eric

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 03/2005

ISBN: 9781845442637

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10085641&p00=knowledge+management>

Has Knowledge Management Been Done?

Firestone, Joseph McElroy, Mark W.

Publisher: Emerald Group Publishing Ltd

Date Published: 03/2005

ISBN: 9781845442620

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10085643&adv.x=1&p00=knowledge+management&f00=title>



Knowledge Management : Through the Technology Glass

Handzic, Meliha

Publisher: World Scientific Publishing Co.

Location: River Edge, NJ, USA

Date Published: 01/2005

ISBN: 9789812567123

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10106555&adv.x=1&p00=Knowledge+Management+Technology&f00=title>

Disappearing act: Persistence and attrition of uniform resource locators (URLs) in an open access medical journal

Type: Research paper

Author(s): Aragudige Nagaraja, Shine A. Joseph, Hyla H. Polen, Kevin A. Clauson

Source: Program: electronic library and information systems Volume: 45 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=0033-0337&volume=45&issue=1&articleid=1906979&show=pdf>

Iran aerospace industries' KM approach based on a comparative study: a benchmarking on successful practices

Type: Case study

Author(s): Mostafa Jafari, Peyman Akhavan, Mehdi N. Fesharaki, Mohammad Fathian

Source: Aircraft Engineering and Aerospace Technology Volume: 79 Issue: 1 2007

<http://211.25.206.39:2074/journals.htm?issn=0002-2667&volume=79&issue=1&articleid=1591010&show=pdf>

An integrated approach to electronic waste (WEEE) recycling

Type: General review

Author(s): I. Dalrymple, N. Wright, R. Kellner, N. Bains, K. Geraghty, M. Goosey, L. Lightfoot

Source: Circuit World Volume: 33 Issue: 2 2007

<http://211.25.206.39:2074/journals.htm?issn=0305-6120&volume=33&issue=2&articleid=1603492&show=pdf>

What net generation students really want: Determining library help-seeking preferences of undergraduates

Type: Case study

Author(s): Lizah Ismail

Source: Reference Services Review Volume: 38 Issue: 1 2010

<http://211.25.206.39:2074/journals.htm?issn=0090-7324&volume=38&issue=1&articleid=1839173&show=pdf>



The effective use of technology in personal knowledge management: A framework of skills, tools and user context

Type: Conceptual paper

Author(s): Raj Agnihotri, Marvin D. Troutt

Source: Online Information Review Volume: 33 Issue: 2 2009

<http://211.25.206.39:2074/journals.htm?issn=1468-4527&volume=33&issue=2&articleid=1784850&show=pdf>

Knowledge conversion with information technology of Korean companies

Type: Research paper

Author(s): Hyun-Soo Lee, Yung-Ho Suh

Source: Business Process Management Journal Volume: 9 Issue: 3 2003

<http://211.25.206.39:2074/journals.htm?issn=1463-7154&volume=9&issue=3&articleid=843534&show=pdf>

Neural network technology for knowledge resource management

Type: Research Paper

Author(s): Bel G. Raggad

Source: Management Decision Volume: 34 Issue: 2 1996

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=34&issue=2&articleid=864823&show=pdf>



4. Knowledge Repositories (MKR642)

K.C. Laudon and J.P. Laudon. (2007). Management Information Systems: Managing the Digital Firm (10th ed.). Prentice Hall

T58.6 .H111 2010

Essentials of management information systems / Kenneth C. Laudon. - 8th ed. - Upper Saddle River, N.J. : Pearson International Edition, c2009.

T58.6 L38 2009

R.M. Stair and G. Reynolds. (2007). Principles of Information Systems: A Managerial Approach Delmar Learning.

HF5548.2 .S782 2008

Principles of information systems / authors, Frank Moisiadis ... [et al.] - South Melbourne, Vic. : Thomson Learning, 2008.

T58.5 .P75 2008

Jessup, L. and Valacich, J., (2007). Information System Today: Managing the Digital World (3rd Edition). Prentice Hall

T58.5.J58 2008

Introduction to information systems : Enabling and transforming business / R.Kelly Rainer, Casey G. Cegielski. - 3rd International student ed. - Chichester : John Wiley & Sons Ltd : c2010.

HF5548.2 .R155 2011

Web Warehousing and Knowledge Management

Mattison, Rob Kilger-Mattison, Brigitte Kilger-Mattison, Brigitte

Publisher: McGraw-Hill Education

Location: Blacklick, OH, USA

Date Published: 07/1999

ISBN: 9780072128024

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10152844&adv.x=1&p00=knowledge+management&f00=title>



Corporate Memory : Records and Information Management in the Knowledge Age

Megill, Kenneth A.

Publisher: K. G. Saur

Location: Berlin, , DEU

Date Published: 08/2005

ISBN: 9783598440113

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10282640&adv.x=1&p00=knowledge+management&f00=title>

The impact of knowledge repositories on power and control in the workplace

Type: Research paper

Author(s): Peter H. Gray

Source: Information Technology & People Volume: 14 Issue: 4 2001

<http://211.25.206.39:2074/journals.htm?issn=0959-3845&volume=14&issue=4&articleid=883556&show=pdf>

Repositories for research: Southampton's evolving role in the knowledge cycle

Type: Case study

Author(s): Pauline Simpson, Jessie Hey

Source: Program: electronic library and information systems Volume: 40 Issue: 3 2006

<http://211.25.206.39:2074/journals.htm?issn=0033-0337&volume=40&issue=3&articleid=1563487&show=pdf>

Exploring the role of network effects in IT implementation: The case of knowledge repositories

Type: Case study

Author(s): Jørgen P. Bansler, Erling Havn

Source: Information Technology & People Volume: 17 Issue: 3 2004

<http://211.25.206.39:2074/journals.htm?issn=0959-3845&volume=17&issue=3&articleid=883605&show=pdf>

Institutional repositories in Canadian post-secondary institutions: User interface features and knowledge organization systems

Type: Research paper

Author(s): Julie Mondoux, Ali Shiri

Source: Aslib Proceedings Volume: 61 Issue: 5 2009

<http://211.25.206.39:2074/journals.htm?issn=0001-253X&volume=61&issue=5&articleid=1811876&show=pdf>



New trends and future applications/directions of institutional repositories in academic institutions

Type: General review

Author(s): Priti Jain

Source: Library Review Volume: 60 Issue: 2 2011

<http://211.25.206.39:2074/journals.htm?issn=0024-2535&volume=60&issue=2&articleid=1907242&show=pdf>

EIAH data model: Semantic interoperability among distributed digital repositories

Type: Case study

Author(s): Emad Khazraee, Saeed Moaddeli, Azadeh Sanjari, Shadi Shakeri

Source: Aslib Proceedings Volume: 63 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=0001-253X&volume=63&issue=1&articleid=1902140&show=pdf>

Institutional repositories in Indian universities and research institutes: A study

Type: Case study

Author(s): M. Krishnamurthy, T.D. Kemparaju

Source: Program: electronic library and information systems Volume: 45 Issue: 2 2011

<http://211.25.206.39:2074/journals.htm?issn=0033-0337&volume=45&issue=2&articleid=1921947&show=pdf>

5. Human Capital (MHC643)

Building a Knowledge-Driven Organization

Buckman, Robert H.

Publisher: McGraw-Hill Professional Publishing

Location: Blacklick, OH, USA

Date Published: 02/2004

ISBN: 9780071455008

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10083578&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Davenport, Thomas H. & Prusak, Laurence. (1998). Working knowledge: how organizations manage what they know. [Books24x7 version] Available from

<http://211.25.206.39:2054/toc.aspx?bookid=2423>.

Human Systems Management: Integrating Knowledge, Management and Systems

Zeleny

Publisher: World Scientific Publishing Co.

Location: River Edge, NJ, USA

Date Published: 09/2005

ISBN: 9789812703538

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10173909&adv.x=1&p00=knowledge+management&f00=title>

Strategic Management of Intellectual Capital and Organizational Knowledge

Bontis, Nick Choo, Chun Wei

Publisher: Oxford University Press

Location: Cary, NC, USA

Date Published: 04/2002

ISBN: 9780195343915

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10272820&adv.x=1&p00=knowledge+management&f00=title>

Make the Most of Your Intellectual Capital

Emerald Insight Staff

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 2005

ISBN: 9781846632860



<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10149891&p00=Knowledge-Driven+Organisation>

Human capital and growth in Romanian small firms

Type: Research paper

Author(s): Esteban Lafuente, Rodrigo Rabetino

Source: Journal of Small Business and Enterprise Development Volume: 18 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1462-6004&volume=18&issue=1&articleid=1911701&show=pdf>

Human capital convergences in intellectual capital and sustainability reports

Type: Research paper

Author(s): Matteo Pedrini

Source: Journal of Intellectual Capital Volume: 8 Issue: 2 2007

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=8&issue=2&articleid=1602949&show=pdf>

The role of human capital cost in accounting

Type: Research paper

Author(s): Hai Ming Chen, Ku Jun Lin

Source: Journal of Intellectual Capital Volume: 5 Issue: 1 2004

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=5&issue=1&articleid=884012&show=pdf>

Transformational leadership and human capital benefits: the role of knowledge management

Type: Literature review

Author(s): M. Birasnav, S. Rangnekar, A. Dalpati

Source: Leadership & Organization Development Journal Volume: 32 Issue: 2 2011

<http://211.25.206.39:2074/journals.htm?issn=0143-7739&volume=32&issue=2&articleid=1911608&show=pdf>

Using 360 degree peer review to validate self-reporting in human capital measurement

Type: Case study

Author(s): Peter Massingham, Thi Nguyet Que Nguyen, Rada Massingham

Source: Journal of Intellectual Capital Volume: 12 Issue: 1 2011

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=12&issue=1&articleid=1902985&show=pdf>



Interaction between structural capital and human capital in Italian NPOs: Leadership, organizational culture and human resource management

Type: Research paper

Author(s): Paula Benevene, Michela Cortini

Source: Journal of Intellectual Capital Volume: 11 Issue: 2 2010

<http://211.25.206.39:2074/journals.htm?issn=1469-1930&volume=11&issue=2&articleid=1853457&show=pdf>

Human capital measures, strategy, and performance: HR managers' perceptions

Type: Research paper

Author(s): Stephen Gates, Pascal Langevin

Source: Accounting, Auditing & Accountability Journal Volume: 23 Issue: 1 2010

<http://211.25.206.39:2074/journals.htm?issn=0951-3574&volume=23&issue=1&articleid=1829537&show=pdf>

Knowledge management and organizational competitiveness: a framework for human capital analysis

Type: Literature review

Author(s): Jesus Rodriguez Perez, Patricia Ordóñez de Pablos

Source: Journal of Knowledge Management Volume: 7 Issue: 3 2003

<http://211.25.206.39:2074/journals.htm?issn=1367-3270&volume=7&issue=3&articleid=883816&show=pdf>

Optimising human capital: measuring what really matters

Type: Research paper

Author(s): Les Pickett

Source: Industrial and Commercial Training Volume: 37 Issue: 6 2005

<http://211.25.206.39:2074/journals.htm?issn=0019-7858&volume=37&issue=6&articleid=1520063&show=pdf>

Knowledge management structure and human capital development in Indian manufacturing industries

Type: Research paper

Author(s): Birasnav M, Rangnekar S

Source: Business Process Management Journal Volume: 16 Issue: 1 2010

<http://211.25.206.39:2074/journals.htm?issn=1463-7154&volume=16&issue=1&articleid=1839159&show=pdf>



6. Knowledge Based Systems (MKB644)

Diffusion of Knowledge Management Systems : Mission Definitely Possible

Sankaran, Shankar Kouzmin, Alexander

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 04/2005

ISBN: 9781845442835

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10085645&adv.x=1&p00=knowledge+management&f00=title>

Knowledge-based development

Carrillo, Francisco Javier

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 12/2002

ISBN: 9780861767540

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10052794&p00=Knowledge-Driven+Organisation>

Journal of Knowledge Management, Volume 11, Issue 5 : The Coming of Age of Knowledge-Based Development

Carrillo, Francisco Javier

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 09/2007

ISBN: 9781846636172

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10196431&adv.x=1&p00=knowledge+management&f00=title>

Sveiby, Karl Erik. (1997). The new organizational wealth: managing & measuring knowledge-based assets. [Books24x7 version] Available from

<http://211.25.206.39:2054/toc.aspx?bookid=1917>.

7. Organisational Learning (MOL645)

Greve, Henrich R.. (2003). Organizational learning from performance feedback: a behavioral perspective on innovation and change. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=8974>.

Productivity & Quality Center, American. (2005). Integrating knowledge management and organizational learning. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=11735>.

Malhotra, Yogesh. (2000). Knowledge management and virtual organizations. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=2905>.

Harvard business review on organizational learning. - Boston, MA : Harvard Business School Press, c2001.

HD58.82 .H37 2001

Knowledge management

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 12/2002

ISBN: 9780861767359

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10052646&adv.x=1&p00=knowledge+management&f00=title>

Knowledge Management in the Public Sector

McNabb, David E.

Publisher: M.E. Sharpe, Inc.

Location: Armonk, NY, USA

Date Published: 10/2006

ISBN: 9780765621764

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10178103&adv.x=1&p00=knowledge+management&f00=title>

Representing Organization : Knowledge, Management, and the Information Age

Lightfoot, Geoffrey Lilley, Simon Amaral, Paulo

Publisher: Oxford University Press

Location: Oxford, , GBR

Date Published: 06/2004

ISBN: 9780191525124

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10246240&adv.x=1&p00=knowledge+management&f00=title>

Organizing Around Intelligence : The New Paradigm

Liang, Thow Yick () ()

Publisher: World Scientific Publishing Co.

Location: SGP

Date Published: 07/2009

ISBN: 9789814277099

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10422345&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Facilitating Organizational Learning & KM

Smith, Peter A.C.

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 09/2006

ISBN: 9781846631917

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10146636&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Reasons and Rationalizations : The Limits to Organizational Knowledge

Argyris, Chris

Publisher: Oxford University Press

Location: Oxford, , GBR

Date Published: 03/2006

ISBN: 9780191533242

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10177922&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Complex Knowledge : Studies in Organizational Epistemology

Tsoukas, Haridimos

Publisher: Oxford University Press

Location: Oxford, , GBR

Date Published: 12/2004

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10254359&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>



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Organizing Around Intelligence

Liang, Thow Yick

Publisher: World Scientific Publishing Co.

Location: , , Singapore

Date Published: 04/2004

ISBN: 9789812565501

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10088371&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Sharing Expertise : Beyond Knowledge Management

Ackerman, Mark S. Pipek, Volkmar Wulf, Volker

Publisher: MIT Press

Location: Cambridge, MA, USA

Date Published: 01/2003

ISBN: 9780262266772

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10225272&adv.x=1&p00=Organizational+Learning&f00=subject&p01=knowledge+management&f01=subject>

Entrepreneurship: an organisational learning approach

Type: Conceptual paper

Author(s): Mário Franco, Heiko Haase

Source: Journal of Small Business and Enterprise Development Volume: 16 Issue: 4 2009

<http://211.25.206.39:2074/journals.htm?issn=1462-6004&volume=16&issue=4&articleid=1822279&show=pdf>

Are women better at organisational learning? An SME perspective

Type: Research paper

Author(s): Lynn Martin

Source: Women In Management Review Volume: 16 Issue: 6 2001

<http://211.25.206.39:2074/journals.htm?issn=0964-9425&volume=16&issue=6&articleid=1454274&show=pdf>

Organisational determinants of e-learning

Type: Research Paper

Author(s): Tahir M. Nisar

Source: Industrial and Commercial Training Volume: 34 Issue: 7 2002

<http://211.25.206.39:2074/journals.htm?issn=0019-7858&volume=34&issue=7&articleid=838308&show=pdf>



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E-journals



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A strategic approach to organisational learning

Type: Technical paper

Author(s): Dave Whittington, Tammy Dewar

Source: Industrial and Commercial Training Volume: 36 Issue: 7 2004

<http://211.25.206.39:2074/journals.htm?issn=0019-7858&volume=36&issue=7&articleid=838405&show=pdf>

Organisational learning: the new management paradigm?

Type: Conceptual Paper

Author(s): Bernard Burnes, Cary Cooper, Penny West

Source: Management Decision Volume: 41 Issue: 5 2003

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=41&issue=5&articleid=865414&show=pdf>

Cycles of organisational learning: a conceptual approach

Type: Conceptual Paper

Author(s): Peter Murray

Source: Management Decision Volume: 40 Issue: 3 2002

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=40&issue=3&articleid=865296&show=pdf>

Enabling organizational learning

Type: Literature review

Author(s): Richard Teare

Source: International Journal of Contemporary Hospitality Management Volume: 9 Issue: 7 1997

<http://211.25.206.39:2074/journals.htm?issn=0959-6119&volume=9&issue=7&articleid=867222&show=pdf>

Cascading organizational learning

Type: General review

Author(s): Richard Teare, David F. Pantin

Source: International Journal of Contemporary Hospitality Management Volume: 14 Issue: 7 2002

<http://211.25.206.39:2074/journals.htm?issn=0959-6119&volume=14&issue=7&articleid=867448&show=pdf>



Action science and organizational learning

Type: Research Paper

Author(s): Chris Argyris

Source: Journal of Managerial Psychology Volume: 10 Issue: 6 1995

<http://211.25.206.39:2074/journals.htm?issn=0268-3946&volume=10&issue=6&articleid=881250&show=pdf>

Organizational learning and knowledge managers

Type: Research paper

Author(s): Karen Farr

Source: Work Study Volume: 49 Issue: 1 2000

<http://211.25.206.39:2074/journals.htm?issn=0043-8022&volume=49&issue=1&articleid=851325&show=pdf>



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8. Knowledge Management Strategy and Policy (MSP646)

Strategic management and business policy : achieving sustainability / Thomas L. Wheelen, J. David Hunger. - 12th ed, International ed. - Upper Saddle River, N.J. : Prentice Hall, c2010.

[HD30.28 .W561 2010](#)

Strategic management and business policy : concepts and cases / Thomas L. Wheelen, J. David Hunger - 10th ed. - Upper Saddle River, N.J. : Pearson Prentice Hall, 2006

[HD30.28 .W43 2006](#)

Kodama, Mitsuru. (2007). Knowledge innovation: strategic management as practice.

[Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=22392>.

Pasher, Edna & Ronen, Tuvya. (2011). The complete guide to knowledge management: a strategic plan to leverage your company's intellectual capital. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=40839>.

Liebowitz, Jay. (2006). Strategic intelligence: business intelligence, competitive intelligence, and knowledge management. [Books24x7 version] Available from

<http://211.25.206.39:2054/toc.aspx?bookid=16458>.

Strategic management : concepts & cases / Fred R. David. - 12th ed. - New Jersey : Pearson, c2009.

[HD30.28 .D249 2009](#)

Knowledge management and risk strategies / Akira Ishikawa, Isamu Naka. - Hackensack, NJ : World Scientific, c2007.

[HD30.2 .I79 2007](#)

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10188784&adv.x=1&p00=knowledge+management&f00=title>

Sharing Expertise : Beyond Knowledge Management

Ackerman, Mark S. Pipek, Volkmar Wulf, Volker

Publisher: MIT Press

Location: Cambridge, MA, USA

Date Published: 01/2003

ISBN: 9780262266772

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10225272&adv.x=1&p00=knowledge+management&f00=title>



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E-journals



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Knowledge management and organizations: Process, system and strategy

Kim, Young-Gul Lee, Heeseok Han, Ingoo

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 04/2003

ISBN: 9780861768288

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10052756&adv.x=1&p00=strategy&f00=title&p01=knowledge+management&f01=subject>

Mapping Strategic Knowledge

Huff, Anne Sigismund Jenkins, Mark

Publisher: SAGE Publications Inc. (US)

Location: London, , GBR

Date Published: 04/2002

ISBN: 9781412933490

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10080940&adv.x=1&p00=strategic&f00=title&p01=knowledge+management&f01=subject>

Managing Intellectual Capital : Organizational, Strategic, and Policy Dimensions

Teece, David J.

Publisher: Oxford University Press

Location: Oxford, , GBR

Date Published: 12/2000

ISBN: 9780191522482

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10273189&adv.x=1&p00=strategic&f00=title&p01=knowledge+management&f01=subject>

Beyond strategy: management style for the knowledge economy

Type: Viewpoint

Author(s): Oliver Sparrow

Source: foresight Volume: 10 Issue: 2 2008

<http://211.25.206.39:2074/journals.htm?issn=1463-6689&volume=10&issue=2&articleid=1718592&show=pdf>

Knowledge as a lens on the jigsaw puzzle of strategy: Reflections and conjectures on the contribution of a knowledge-based view to analytic models of strategic management

Type: Conceptual paper

Author(s): John McGee, Howard Thomas

Source: Management Decision Volume: 45 Issue: 3 2007

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=45&issue=3&articleid=1600815&show=pdf>

Expatriates and corporate-level international strategy: governing with the knowledge contract

Type: Conceptual paper

Author(s): Brian Connelly, Michael A. Hitt, Angelo S. DeNisi, R. Duane Ireland

Source: Management Decision Volume: 45 Issue: 3 2007

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=45&issue=3&articleid=1600816&show=pdf>

Knowledge creation and business format franchising

Type: Conceptual paper

Author(s): Arto Lindblom, Henrikki Tikkanen

Source: Management Decision Volume: 48 Issue: 2 2010

<http://211.25.206.39:2074/journals.htm?issn=0025-1747&volume=48&issue=2&articleid=1845805&show=pdf>

Policy in the knowledge economy social network: a social capital redux

Type: Research paper

Author(s): Prateek Goorha

Source: International Journal of Social Economics Volume: 36 Issue: 9 2009

<http://211.25.206.39:2074/journals.htm?issn=0306-8293&volume=36&issue=9&articleid=1800502&show=html>



9. Legal and Ethics in Knowledge Management (MLE647)

Effective Knowledge Management

Parsons, Matthew

Publisher: Oxford University Press

Location: Cary, NC, USA

Date Published: 07/2004

ISBN: 9780198037927

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10142527&adv.x=1&p00=knowledge+management&f00=title>

Evans, A. A., & McKinley, M. M. (2010). Paradigm and Paradox: Knowledge Management and Business Ethics. Proceedings of World Academy of Science: Engineering & Technology, 661087-1093. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=551c0bc0-1acc-4d36-9c88-b05e04070da9%40sessionmgr11&vid=2&hid=11>

Davis, M. (2010). Bringing ethics up to date? A review of the AIATSIS ethical guidelines. Australian Aboriginal Studies, 2010(2), 10-21. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=183895bc-6e78-498c-b808-c2ef1bbaa19a%40sessionmgr4&vid=2&hid=11>

Ess, C. (2009). Floridi's Philosophy of Information and Information Ethics: Current Perspectives, Future Directions. Information Society, 25(3), 159-168.

doi:10.1080/01972240902848708

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=7ab0fb31-485d-482a-939b-a5d41aca53b0%40sessionmgr12&vid=2&hid=11>



10. Managing Creativity and Innovation (MML61)

Managing knowledge work and innovation / Sue Newell ... [et al.]. - 2nd ed. - Basingstoke, New York : Palgrave MacMillan, c2009.

[HD30.2 .M266 2009](#)

Managing knowledge for global and collaborative innovations / Samuel Chu

In Process

Knowledge Management: An Evolutionary View

Becerra-Fernandez, Irma Leidner, Dorothy

Publisher: M.E. Sharpe, Inc.

Location: Armonk, NY, USA

Date Published: 06/2008

ISBN: 9780765623744

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10292209&adv.x=1&p00=knowledge+management&f00=title>

Absorption and Application of Management Knowledge

Fink, Gerhard Holden, Nigel

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 11/2005

ISBN: 9781845448127

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10103403&adv.x=1&p00=knowledge+management&f00=title>

Knowledge Management in the Space Industry

Olla, Phillip Holm, Jeanne

Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 04/2006

ISBN: 9781845449612

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10132673&adv.x=1&p00=knowledge+management&f00=title>

European Journal of Innovation Management, Volume 10, Issue 3 : Enabling Contexts for Knowledge Creation in Organizations

Paz Salmador, María



Publisher: Emerald Group Publishing Ltd

Location: Bradford, , GBR

Date Published: 08/2007

ISBN: 9781846635717

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10196429&adv.x=1&p00=knowledge+management&f00=title>

Successful Proposal Strategies for Small Businesses : Using Knowledge Management to Win Government, Private-Sector, and International Contracts (4th Edition)

Frey, Robert

Publisher: Artech House

Location: Norwood, MA, USA

Date Published: 01/2005

ISBN: 9781580539586

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10082042&adv.x=1&p00=knowledge+management&f00=title>

Managing creativity and: The challenge for cultural entrepreneurs

Type: Conceptual paper

Author(s): Nicholas. C. Wilson, David Stokes

Source: Journal of Small Business and Enterprise Development Volume: 12 Issue: 3 2005

<http://211.25.206.39:2074/journals.htm?issn=1462-6004&volume=12&issue=3&articleid=1513663&show=pdf>

Managing creativity and learning

Type: Technical paper

Author(s): Stephen King

Source: Management Development Review Volume: 8 Issue: 5 1995

<http://211.25.206.39:2074/journals.htm?issn=0962-2519&volume=8&issue=5&articleid=878776&show=pdf>

Creativity as social and spatial process

Type: Research paper

Author(s): Kerstin Sailer

Source: Facilities Volume: 29 Issue: 1/2 2011

<http://211.25.206.39:2074/journals.htm?issn=0263-2772&volume=29&issue=1/2&articleid=1906051&show=pdf>



ELECTIVE SUBJECTS

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1. Decision Support System (MDS649)

Decision support and business intelligence systems / Efraim Turban ... [et al.]. - 8th ed. - Upper Saddle River, N.J. : Pearson Prentice Hall, c2007.

[HD30.2 D43 2007](#)

Fundamentals of business information systems / Ralph Stair, George Reynolds and Thomas Chesney. - London : Course Technology, c2008

[HF5548.2 .S782 2008](#)

Efraim Turban and Jay E. Aronson (2001). Decision Support System and Intelligent Systems, 6th, Prentice Hall: New York.

[HD30.2 D43 2007](#)

The data warehouse toolkit : the complete guide to dimensional modeling / Ralph Kimball, Margy Ross. - 2nd ed. - New York : Wiley, c2002.

[QA76.9.D26 K49 2002](#)

Knowledge Management Analysis, Design and Implementation
Cheema, D.S.

Publisher: Global Media

Location: Chandigarh, IND

Date Published: 2010

ISBN: 9789350434260

<http://211.25.206.39:2056/lib/aeu/docDetail.action?docID=10416791&adv.x=1&p00=knowledge+management&f00=subject&p01=Decision+Support+System&f01=all>

The Evolving Symbiosis between Decision Support and Knowledge Management Systems: A Study in Emerging Industry Practices. (2010). Journal of Knowledge Globalization, 3(2), 1-27. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=d8cd004a-b347-4da9-8147-d7b451856d26%40sessionmgr15&vid=2&hid=11>

Shannak, R. O. (2010). Knowledge-based Systems Support for Strategic Decisions. European Journal of Economics, Finance & Administrative Sciences, (21), 7-20. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=c4b62142-8ca1-4782-9437-bf80d952f845%40sessionmgr14&vid=2&hid=11>



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Secieru, I. (2009). Structured knowledge management techniques or the development of interactive and adaptive decision support system. Computer Science Journal of Moldova, 17(1), 58-73. Retrieved from EBSCOhost.

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Power, D. J. (2008). Understanding Data-Driven Decision Support Systems. Information Systems Management, 25(2), 149-154. doi:10.1080/10580530801941124

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=658a18b3-214b-4bcd-81cf-a08b3db53917%40sessionmgr4&vid=2&hid=11>

2. Knowledge Discovery and Data Mining (MDD650)

Pang-Ning, T., Steinbach, M. & Kumar, V. (2006). Introduction to data Mining. Pearson-Addison Wesley.

[QA76.9.D343 .T161 2006](#)

Han, J., Kamber, M. (2006). Data Mining Concepts and Techniques. 2nd Edition, Elsevier Inc.

[QA76.9.D343 H233 2006](#)

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Witten, I.H. & Frank E. (2000). Data Mining Practical Machine Learning Tools and Techniques with JAVA Implementations. Morgan Kaufmann, San Francisco

[QA76.9.D343 W829 2005](#)

Berry, M.J.A. & Linoff, G. (2000). Mastering Data Mining: The Art and Science of Customer Relationship Management. John Wiley & Sons, New York.

Chakrabarti, S. (2003). Mining the Web. Morgan Kaufmann

[QA76.9.D343 D232 2009](#)

Kudyba, Stephan & Hoptroff, Richard. (2001). Data mining and business intelligence: a guide to productivity. [Books24x7 version] Available from

<http://211.25.206.39:2054/toc.aspx?bookid=2901>.



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Linoff, Gordon S. & Berry, Michael J.A.. (2011). Data mining techniques: for marketing, sales, and customer relationship management, third edition. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=40629>.

Nemati, Namid R. & Barko (eds), Christopher D.. (2004). Organizational data mining: leveraging enterprise data resources for optimal performance. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=6518>.

Berson, Alex & Smith, Stephen & Thearling, Kurt. (2000). Building data mining applications for crm. [Books24x7 version] Available from <http://211.25.206.39:2054/toc.aspx?bookid=785>.

TALIA, D., & TRUNFIO, P. (2010). How Distributed Data Mining Tasks can Thrive as Knowledge Services. Communications of the ACM, 53(7), 132-137. doi:10.1145/1785414.1785451
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Reddy, G., Srinivasu, R., Rao, M., & Rikkula, S. (2010). Data warehousing, data mining, olap and oltp technologies are essential elements to support decision-making process in industries. International Journal on Computer Science & Engineering, 2(9), 2865-2873. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=257236fc-a929-4d73-9ea3-f31fffc7c724%40sessionmgr15&vid=2&hid=11>

Khan, A., Bawane, N. G., & Bodkhe, S. (2010). An Analysis of Particle Swarm Optimization with Data Clustering-Technique for Optimization in Data Mining. International Journal on Computer Science & Engineering, 2(7), 2223-2226. Retrieved from EBSCOhost.

<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=5c128942-651b-4f63-b079-9a50a526112d%40sessionmgr14&vid=2&hid=11>



3. Corporate Communication (MCC604)

Corporate communication / Paul A. Argenti. - 5th ed. - Boston : McGraw-Hill/Irwin, 2009.
HD30.3 .A691 2009

Corporate Communication : efective techniques for business / Bernard McKenna, Glen Thomas ... [et al.] - 2nd ed. - Victoria : Thomson, c2007.
HD58.7 .M35 2007

Strategic corporate communication : a global approach for doing business in the new India / Paul A. Argenti. - New York : McGraw-Hill, c2009
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Valackiene, A. (2010). Efficient Corporate Communication: Decisions in Crisis Management. Engineering Economics, 21(1), 99-110. Retrieved from EBSCOhost.
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Maier, C. D. (2008). Multimodal Communication of Specialized Knowledge in Interactive Corporate Materials. International Journal of Learning, 14(12), 109-115. Retrieved from EBSCOhost.
<http://211.25.206.39:2068/ehost/pdfviewer/pdfviewer?sid=c27ac324-281e-4dd5-ae8f-d197897d63a5%40sessionmgr13&vid=2&hid=11>

4. Knowledge Management Systems Implementation (CKS615)

Knowledge management : challenges, solutions, and technologies / Irma Becerra-Fernandez, Avelino Gonzalez and Rajiv Sabherwal. - Upper Saddle River, N.J. : Pearson/Prentice Hall, c2004
HD30.2 .B389 2004

Davenport, Thomas H. & Prusak, Laurence. (1998). Working knowledge: how organizations manage what they know. [Books24x7 version] Available from
<http://211.25.206.39:2054/toc.aspx?bookid=2423>.

Tiwana, A., (2000). The Knowledge Management Toolkit. Prentice Hall, USA.
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