

8 REFERENCES

8.1 Published work

- Albrechtsen, H., & Jacob, E. (1998). The dynamics of classification systems as boundary objects for cooperation in the electronic library. *Library Trends*, 47(2), 293-312.
- Aldrich, H., & Herker, D. (1977). Boundary spanning roles and organizational structure. *Academy of Management Review* (2 April), 217-230.
- Andrews, K.M., & Delahaye, B.L. (2000). Influences on knowledge processes in organizational learning: the psychosocial filter. *Journal of Management Studies*, 37(6), 797-810.
- Arias, E. G., & Fischer, G. (2000). *Boundary objects: their role in articulating the task at hand and making information relevant to it*, [Online]. Available: <http://www.cs.colorado.edu/~gerhard/papers/icsc2000.pdf> [2004, 1 April].
- Ba, S. L., Stallaert, J., & Whinston, A. B. (2001). Research commentary: introducing a third dimension in information systems design. *The case for incentive alignment. Information Systems Research*, 12(3), 225-239.
- Barker, A. (1999). Online industry news. *UKOLUG Newsletter*, 10(4), 8.
- Barnes, B. (2001). The macro/micro problem and the problem of structure and agency. In G. Ritzer & B. Smart (Eds.), *Handbook of social theory* (pp. 339-352). London: Sage.
- Beaver, D., & Rosen, R. (1978). Studies in scientific collaboration. Part 1 the professional origins of scientific authorship. *Scientometrics*, 1, 65-84.
- Beer, M., & Nohria, N. (2000). Cracking the code of change. *Harvard Business Review* (May/June), 133-141.
- Bergquist, M., & Ljungberg, J. (2001). The power of gifts: organizing social relationships in open source communities. *Information Systems Journal*, 11, 305-320.
- Berry, J. (2000, May 22). Employees cash in on KM. *Internet Week*, pp. 45-46.
- Black, G. (1998, June 4). Companies fail to exploit knowledge management. *Computer Weekly*, 8.
- Blackler, F., & McDonald, S. (2000). Power, mastery and organizational learning. *Journal of Management Studies*, 37(6), 833-851.
- Bock, G. W., & Kim, Y-G. (2002). Breaking the myths of rewards: an exploratory study of attitudes about knowledge sharing. *Information Resources Management Journal*, 15(2), 14-21.

- Boisot, M. H., & Griffiths, D. (1999). Possession is nine tenths of the law: managing a firm's knowledge base in a regime of weak appropriability. *International Journal of Technology Management*, 17(6), 662-676.
- Boissevain, J. (1974). *Friends of friends*. Oxford: Blackwell.
- Boland, R. J., & Tenkasi, R. V. (1995). Perspective making and perspective taking in communities of knowing. *Organization Science*, 6(4), 350-363.
- Bourdieu, P. (1986). The forms of capital. In J. Richardson (Ed.), *Handbook of theory and research for the sociology of education* (pp. 241-258). New York: Greenwood.
- Brown, J. S., & Duguid, P. (1998). Organizing knowledge. *California Management Review*, 40(3), 90-111.
- Bruce, I. (2000). Innovation and knowledge management: the use of space (unpublished paper), *Knowledge management in an age of networks*. One-day conference held 27th October 2000 at Napier University, Edinburgh.
- Cabrera, A. (2000, 2 October). Making sharing good for all. *Financial Times*.
- Callon, M. (1986). Some elements of a sociology of translation: domestication of the scallops and fishermen of St. Brieuc Bay. In J. Law (Ed.), *Power, action and belief: a new sociology of knowledge?* (pp. 196-233). London: Routledge.
- Callon, M. (1999). Actor-network theory - the market test. In J. Law & J. Hassard (Eds.), *Actor network theory and after* (pp. 181-195). Oxford: Blackwell.
- Callon, M., & Latour, B. (1981). Unscrewing the big Leviathan: how actors macrostructure reality and how sociologists help them to do. In K. Knorr Cetina & A. Cicourel (Eds.), *Advances in social theory and methodology: towards an integration of micro and macrosociologies* (pp. 277-303). London: Routledge.
- Ciborra, C. (2002). *The labyrinths of information*. Oxford: Oxford University Press.
- Cohen, B. P., & Zhou, X. (1991). Status processes in enduring work groups. *American Sociological Review*, 56, 170-188.
- Cohen, D. (1998). Towards a knowledge context: report on the first annual U.C. Berkeley forum on knowledge and the firm. *California Management Review*, 40(3), 22-39.
- Cohen, D., & Prusak, L. (2001). *In good company: how social capital makes organizations work*. Boston, MA: Harvard Business School Press.
- Coleman, J. (1990). *Foundations of social theory*. Cambridge MA: Harvard University Press.

- Constant, D., Kiesler, S., & Sproull, L. (1994). What's mine is ours, or is it? *Information Systems Research*, 5(4), 400-422.
- Cook, K. S. (1982). Network structures from an exchange perspective. In P. Marsden & N. Lin (Eds.), *Social structure and network analysis* (pp. 177-199). London: Sage.
- Coopey, J., & Bourgoyne, J. (2000). Politics and organizational learning. *Journal of Management Studies*, 37(6), 869-885.
- Cronin, B. (1995). *The scholar's courtesy: the role of acknowledgement in the primary communication process*. London: Taylor Graham.
- Cross, R., Parker, A., & Prusak, L. (2000, August). *Knowing what we know: supporting knowledge creation and sharing in social networks*. Available: http://www.fgipc.org/02_Federal_CIO_Council/Downloads/IKM_Knowing_What_We_Know_White_Paper_08-00.pdf [2004, 1 April].
- Davenport, E., & Hall, H. (2001). New knowledge and micro-level online organization: "communities of practice" as a development framework. In R. Sprague (Ed.), *34th Hawaii International Conference on Systems Sciences*. Los Alamitos: IEEE.
- Davenport, E., & Hall, H. (2002). Organizational knowledge and communities of practice. In B. Cronin (Ed.), *Annual Review of Information Science and Technology* (Vol. 36, pp. 171-227). Medford, New Jersey: Information Today.
- Davenport, T. H., & Klahr, P. (1998). Managing customer support knowledge. *California Management Review*, 40(3), 195-208.
- Davenport, T. H., & Prusak, L. (1998). *Working knowledge: how organizations manage what they know*. Boston: Harvard Business School Press.
- Denscombe, M. (1998). *The good research guide*. Buckingham: Open University Press.
- Deruchie, D. (1992). Information as wealth. *Special Libraries*, 83(3), 151-153.
- Dillon, A. (2003). On trust and users. *Bulletin of the American Society for Information Science*, 29(2), 29.
- Dyer, J. H., & Nobeoka, K. (2000). Creating and managing a high-performance knowledge-sharing network: the Toyota case. *Strategic Management Journal*, 21(3), 345-367.
- Easterby-Smith, M., Crossan, M., & Nicolini, D. (2000). Organizational learning: debates past, present and future. *Journal of Management Studies*, 37(6), 783-796.
- Easterby-Smith, M., Thorpe, R., & Lowe, A. (2002). *Management research: an introduction*. London: Sage.

- Eccles, R. G., & Gladstone, J. (1995). *KPMG Peat Marwick: The Shadow Partner* (Harvard Business School case study 492002). Boston, MA: Harvard Business School Press.
- Edvinsson, L. (1997). Developing intellectual capital at Skandia. *Long Range Planning*, 30(3), 366-373.
- Edvinsson, L., & Malone, M. S. (1997). *Intellectual capital: realizing your company's true value by finding its hidden brain power*. New York: Harper Business.
- Eisenhardt, K. (1989). Building theories from case research. *Academy of Management Review*, 14, 532-550.
- Ekbja, H., & Kling, R. (2003). *Power issues in knowledge management*, [Online]. Available: <http://slis.indiana.edu/CSI/WP/WP03-02B.html> [2004, 23 January].
- Fahey, L., & Prusak, L. (1998). The eleven deadliest sins of knowledge management. *California Management Review*, 40(3), 265-275.
- Faraj, S., & Wasko, M. M. (c2001). *The web of knowledge: an investigation of knowledge exchange in networks of practice*, [Online]. Available: <http://opensource.mit.edu/papers/Farajwasko.pdf> [2004, 1 April].
- Fielding, J. (2001). Coding and managing data. In N. Gilbert (Ed.), *Researching social life* (2nd ed., pp. 227-251). London: Sage.
- Fleck, J., & Howells, J. (2001). Technology, the technology complex and the paradox of technological determinism. *Technology Analysis and Strategic Management*, 13(4), 523-532.
- Fox, S. (2000). Communities of practice, Foucault and actor-network theory. *Journal of Management Studies*, 37(6), 853-867.
- Flyvbjerg, B. (2001). *Making social science matter*. Cambridge: Cambridge University Press.
- Frenzen, J., & Nakamoto, K. (1993). Structure, cooperation and the flow of market information. *Journal of Consumer Research*, 20, 360-375.
- Galegher, J., & Kraut, R. E. (1990). Technology for intellectual teamwork: perspectives on research and design. In J. Galegher & R. E. Kraut & C. Edigo (Eds.), *Intellectual teamwork* (pp. 1-20). New Jersey: Lawrence Erlbaum.
- Galison, P. (1997). Trading zone: co-ordinated action and belief. In P. Galison (Ed.), *Image and logic: a material culture of microphysics* (pp. 781-884). Chicago: University of Chicago Press.
- Galunic, C., & Moran, P. (2000). *Social capital and productive exchange*. Paris: INSEAD.

- Glaser, B., & Strauss, A. (1967). *The discovery of grounded theory*. Chicago: Aldine.
- Goody, M. (1999). Knowledge into value. Paper presented at the *Online Information 1999*, 7-9 December 1999, London, UK.
- Granovetter, M. (1973). The strength of weak ties. *American Journal of Sociology*, 78, 1360-1380.
- Granovetter, M. (1974). *Getting a job*. Cambridge, MA: Harvard University Press.
- Gray, P. H., & Meister, D. (2001, May). *Anomaly reconciliation by discretionary groups*. Available: http://business.queensu.ca/kbe/docs/wp_01-05.pdf [2004, 1 April].
- Hall, H. (1994). Information strategy and manufacturing industry - case studies in the Scottish textile industry. *International Journal of Information Management*, 14(4), 281-194.
- Hall, H. (2001). Input friendly intranets: motivating knowledge sharing across intranets. *Journal of Information Science*, 27(3), 139-146.
- Hall, H. (2003). Borrowed theory: applying exchange theories in information science research. *Library and Information Science Research*, 25, 287-306.
- Hamel, G. (1991). Competition for competence and inter-partner learning within international strategic alliances. *Strategic Management Journal*, 12, 83-103.
- Hansen, M. T. (1999). The search-transfer problem: The role of weak ties in sharing knowledge across organization sub-units. *Administrative Science Quarterly*, 44(1), 82-111.
- Hargadon, A. B. (1998). Firms as knowledge brokers. *California Management Review*, 40(3), 209-227.
- Henderson, R., & Cockburn, I. (1994). Measuring competence? Exploring firm effects in pharmaceutical research. *Strategic Management Journal*, 15, 63-84.
- Hendriks, P. H. (1999). Why share knowledge? The influence of ICT on the motivation for knowledge sharing. *Knowledge and Process Management*, 6(2), 91-100.
- Herson, M. (2000). *Why today shared knowledge is power* (originally published in *The Daily Telegraph*, 24 August 2000. Available: <http://www.thestrategyworks.com/articles/knowledge1.htm> [2004, 1 April].
- Hilpern, K. (2002). The top brass: keepers of knowledge gain stamp of approval, [Online]. *Independent on Sunday*. Available: <http://www.independent.co.uk/story.jsp?story=250634> [2004, 1 April].
- Holsthous, D. (1998). Knowledge research issues. *California Management Review*, 40(3), 277-280.

- Hong, S. (1999). Historiographical layers in the relationship between science and technology. *History and Technology*, 15, 289-311.
- Horne, N. W. (1998). Putting information assets on the board agenda. *Long Range Planning*, 31(1), 10-17.
- How Big 5 consulting firms use intranets to manage their employees', and industry experts' knowledge and what they can teach us (2000)., [Online]. *Intranet Journal*. Available: http://www.intranetjournal.com/articles/200007/ic_07_26_00e.html [2004, 1 April].
- Huang, J. C., Newell, S., & Galliers, R. (2002). Inter-organizational communities of practice. Paper presented at the *Third European Conference on Organizational Knowledge, Learning and Capabilities*, 5-6 April, Athens, Greece.
- Huberman, B. A., & Hogg, T. (1994). *Communities of practice: performance and evolution* (pp. 1-23). Palo Alto, CA: Xerox Palo Alto Research Center.
- Huysman, M., & De Wit, D. (2002). *Knowledge sharing in practice*. London: Kluwer.
- Hyams, E. (1999). 1999 ISI lecture report: turning knowledge into value. *Inform* (November), 3-4.
- Janssen, O. (2000). Job demands, perceptions of effort-reward fairness and innovative work behaviour. *Journal of Occupational and Organizational Psychology*, 73, 287-302.
- Jarvenpaa, S. L., & Staples, D. (2001). Exploring perceptions of organizational ownership of information and expertise. *Journal of Management Information Systems*, 18(1), 151-183.
- Jarvenpaa, S. L., & Staples, D. S. (2000). The use of collaborative electronic media for information sharing: an exploratory study of determinants. *Journal of Strategic Information Systems*, 9(2/3), 129-154.
- Judge, W., Fryxell, G., & Dooley, R. (2000). The new task of R&D management: creating goal-directed communities for innovation. In E. Lesser & M. Fontaine & J. Slusher (Eds.), *Knowledge and communities* (pp. 37-51). Oxford: Butterworth-Heinemann.
- Kelleher, D., & Levene, S. (2001). *Knowledge management: a guide to good practice*. London: British Standards Institution.
- Kern, T., & Willcocks, L. (2000). Exploring information technology relationships: theory and practice. *Journal of Strategic Information Systems*, 9(4), 321-350.
- Kling, R. (1996). The centrality of organizations in the computerization of society. In R. Kling (Ed.), *Computerization and controversy* (2nd ed., pp. 108-132). London: Academic Press.

- Kling, R. (2003). Group behavior and learning in electronic forums: A sociotechnical approach. *Information Society*, 19(3), 221-235.
- Kling, R., & Allen, J. P. (1996). Can computer science solve organizational problems? The case for organizational informatics. In R. Kling (Ed.), *Computerization and controversy* (2nd ed., pp. 261-276). London: Academic Press.
- Kling, R., & Scacchi, W. (1979). Recurrent dilemmas of computer use in complex organizations. Paper presented at the *National Computer Conference*, New York.
- Kling, R., & Scacchi, W. (1982). The web of computing: computer technology as social organization. *Advances in Computers*, 21, 1-90.
- Kling, R., McKim, G., & King, A. (2003). A bit more to it: Scholarly communication forums as socio-technical interaction networks. *Journal of the American Society for Information Science and Technology*, 54(1), 47-67.
- KPMG. (n.d.-a). *KPMG UK home page*, [Online]. KPMG. Available: <http://www.kpmg.co.uk/kpmg/uk/index.cfm> [2002, November 26].
- KPMG. (n.d.-b). *People*, [Online]. KPMG. Available: <http://www.kpmg.co.uk/kpmg/uk/about/community/people.cfm> [2002, November 26].
- Kogut, B., & Zander, M. (1996). What firms do? Coordination, identity and learning. *Organization Science*, 7(5), 502-518.
- KPMG. (1999). *Knowledge management research report 2000*. London: KPMG.
- Kransdorff, A. (c2000). Knowledge management's role in experiential learning. In S. Rock (Ed.), *Liberating knowledge* (pp. 73-79). London: IBM/CBI.
- Lamb, R. (1999). Using intranets: preliminary results from a socio-technical field study. Paper presented at the *32nd Hawaii International Conference on Systems Sciences*, Maui, Hawaii.
- Lamb, R., & Kling, R. (2002). *From users to social actors: reconceptualizing socially rich interaction through information and communication technology* (Draft 6.4), [Online]. Available: <http://www.slis.indiana.edu/CSI/WP/WP02-11B.html> [2004, 2 April].
- Lamb, R., King, J., & Kling, R. (2003). Informational environments: Organizational contexts of online information use. *Journal of the American Society for Information Science and Technology*, 54(2), 97-114.
- Latour, B. (1999). On recalling ANT. In J. Law & J. Hassard (Eds.), *Actor network theory and after* (pp. 15-25). Oxford: Blackwell.

- Law, J. (1986) (Ed.). *Power, action and belief: a new sociology of knowledge?* London: Routledge.
- Law, J. (1992). *Notes on the theory of the actor network: ordering, strategy and heterogeneity*, [Online]. Available: <http://www.comp.lancs.ac.uk/sociology/soc054jl.html> [2003, 21 December].
- Law, J. (2000, 9 April). *Actor network resource: technologies* (2.2), [Online]. Available: <http://www.comp.lancs.ac.uk/sociology/ant.html#tec> [2003, 29 December].
- Leidner, D. (2000). Editorial. *Journal of Strategic Information Systems*, 9(2/3), 101-105.
- Leonard, D., & Sensiper, S. (1998). The role of tacit knowledge in group innovation. *California Management Review*, 40(3), 112-132.
- Leonard, D., & Straus, S. (1998). *Putting your company's whole brain to work*, Harvard Business Review on knowledge management. Boston, MA: Harvard Business School Press.
- Lerner, J., & Tirole, J. (2002). Some simple economics of open source. *Journal of Industrial Economics*, L2(June), 197-234.
- Liedtka, J. M., Haskins, M. E., Rosenblum, J. W., & Weber, J. (1997). The generative cycle: linking knowledge and relationships. *Sloan Management Review*, 39(Fall), 47-58.
- Locke, K. (2001). *Grounded theory in management research*. London: Sage.
- Mahon, B., Hourican, R., & Gilchrist, A. (2001). *Research into information architecture: the role of software, taxonomies and people*. London: TFPL.
- Matzat, U. (2001). *Social networks and co-operation in electronic communities*, [Online]. Available: <http://www.ub.rug.nl/eldoc/dis/ppsw/u.matzat/> [2004, 1 April].
- McLoughlin, I. (1999). *Creative technological change: the shaping of technology and organisations*. London: Routledge.
- Merali, Y. (c2000). Self-organising communities. In S. Rock (Ed.), *Liberating knowledge* (pp. 80-87). London: IBM/CBI.
- Miles, G., Miles, R. E., Perrone, V., & Edvinsson, L. (1998). Some conceptual barriers to the utilization of knowledge. *California Management Review*, 40(3), 281-288.
- Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis* (2nd ed.). London: Sage.
- Mintzberg, H. (1979). *The structuring of organizations*. London: Prentice-Hall.

- Nahapiet, J., & Ghoshal, S. (1998). Social capital, intellectual capital, and the organizational advantage. *Academy of Management Review*, 23(2), 242-266.
- Neilsen, B. B. (2001). *The role of knowledge embeddedness in the process of creation of synergies in international strategic alliances*. Available: http://www.cbs.dk/departments/int/publications/wp_2001/wp7-2001-bbn.pdf [2004, 1 April].
- Newell, S., Scarbrough, H., & Swan, J. (2001). From global knowledge management to internal electronic fences: contradictory outcomes of intranet development. *British Journal of Management*, 12(2), 97-112.
- Newell, S., Scarbrough, H., Swan, J., & Hislop, D. (1999, January 5-8). Intranets and knowledge management: complex processes and ironic outcomes. Paper presented at the 32nd Annual Hawaii International Conference on System Sciences, Maui, Hawaii.
- Nonaka, I. (1994). A dynamic theory of organizational knowledge. *Organization Science*, 5, 14-37.
- Nowak, M. A., & Sigmund, K. (2000). Shrewd investments. *Science*, 288(May), 819-820.
- O'Dell, C., & Jackson Grayson, C. (1998). If only we knew what we know: identification and transfer of internal best practices. *California Management Review*, 40(3), 154-174.
- Orlikowski, W. J. (1996). Learning from notes: organizational issues in groupware implementation. In R. Kling (Ed.), *Computerization and controversy: value conflicts and social choices* (2nd ed.). San Diego: CA Academic Press.
- Orlikowski, W. J., Yates, J., Okamura, K., & Fujimoto, M. (1995). Shaping electronic communication: the metastructuring of technology in the context of use. *Organization Science*, 6(4), 423-444.
- Pan, S. L., & Scarbrough, H. (1999). Knowledge management in practice: an exploratory case study. *Technology Analysis and Strategic Management*, 11(3), 359-374.
- Patton, M. Q. (1990). *Qualitative evaluation and research methods* (2nd ed.). London: Sage.
- Pedersen, M. K., & Larsen, M. H. (2001). Distributed knowledge management based on product state models - the case of decision support in health care administration. *Decision Support Systems*, 31(1), 139-158.
- Powell, W. P. (1998). Learning from collaboration: knowledge and networks in the biotechnology and pharmaceutical industries. *California Management Review*, 40(3), 228-240.

- Prusak, L. (1999). What's up with knowledge management: a personal view. In J. Cortada & J. Woods (Eds.), *The knowledge management yearbook* (pp. 1-7). Boston: Butterworth Heinemann.
- Rioux, K. (2000). Sharing information found for others on the Web: a preliminary examination. In D. Kraft (Ed.), *Proceedings of the 63rd Annual Meeting of the American Society for Information Science* (Vol. 37, pp. 68-77). Medford, New Jersey: Information Today.
- Ritzer, G. (2003). *Sociological theory* (6th ed.). New York: McGraw-Hill.
- Ritzer, G., & Smart, B. (2001). Introduction: theorists, theories and theorizing. In G. Ritzer & B. Smart (Eds.), *Handbook of social theory* (pp. 1-9). London: Sage.
- Robinson, L. (2000). *Boundary objects, spaces, and people: creating the National Gallery of the Spoken Word*, [Online]. Available: <http://www.lib.msu.edu/robin179/presentations/saa/boundary.htm> [2003, 28 January].
- Ruggles, R. (1998). The state of the notion: knowledge management in practice. *California Management Review*, 40(3), 80-89.
- Samitt, M. K. (1999). Knowledge management in a corporate environment: an annotated bibliography. *Business and Finance Bulletin*(110), 39-50.
- Sawyer, S. (2000). Packaged software: implications of the differences from custom approaches to software development. *European Journal of Information Systems*, 9(1), 47-58.
- Sawyer, S., & Southwick, R. (2002). Temporal issues in information and communication technology-enabled organizational change: evidence from an enterprise systems implementation. *Information Society*, 18(4), 263-280.
- Sawyer, S., Allen, J., & Lee, H. (2003). Broadband and mobile opportunities: a socio-technical perspective. *Journal of Information Technology*, 18(2), 121-136.
- Sawyer, S., Eschenfelder, K., & Heckman, R. (2000). Knowledge markets: cooperation among distributed technical specialists. In T. Srikantiah & M. Koenig (Eds.), *Knowledge management for the information professional* (pp. 181-204). Medford, New Jersey: Information Today.
- Scheepers, R., & Damsgaard, J. (1997). Using Internet technology within the organization: a structural analysis of intranets, *Proceedings of Group 97 Phoenix Arizona* (pp. 9-18). New York: ACM.
- Schultze, U., & Leidner, D. (2002). Studying knowledge management in information systems research: discourses and theoretical assumptions. *MIS Quarterly*, 26(3), 213-241.
- Scott, J. (2000). *Social network analysis: a handbook* (2nd ed.). London: Sage.

- Scott, J. E., & Kaindl, L. (2000). Enhancing functionality in an enterprise software package. *Information and Management*, 37(3), 111-122.
- Silverman, D. (1993). *Interpreting qualitative data*. London: Sage.
- Smith, R. G., & Farquhar, A. (2000). The road ahead for knowledge management. *AI Magazine*, 21(4), 17-40.
- Snowden, D. (c1998). A framework for creating a sustainable programme. In S. Rock (Ed.), *Knowledge management: a real business guide* (pp. 7-17). London: CBI/IBM.
- Snowden, D. (c2000). Liberating knowledge. In S. Rock (Ed.), *Liberating knowledge* (pp. 6-19). London: IBM/CBI.
- Stalder, F. (1997, September). *Actor-network theory and communication networks: towards convergence*. Available: http://felix.openflows.org/html/Network_Theory.html [2004, 2 April].
- Star, S. L., & Griesemer, J. R. (1989). Institutional ecology, "translations" and boundary objects: amateurs and professionals in Berkeley's Museum of Vertebrate Zoology. *Studies of Social Science*, 19(3), 387-420.
- Starbuck, W. (1992). Learning by knowledge intensive firms. *Journal of Management Studies*, 29, 713-740.
- Stephenson, M., & Davies, T. (c2000). Technology support for sustainable innovation. In S. Rock (Ed.), *Liberating knowledge* (pp. 105-111). London: IBM/CBI.
- Strauss, A. (1987). *Qualitative research for social scientists*. Cambridge: Cambridge University Press.
- Sveiby, K. (1997). *New organizational wealth: managing and measuring knowledge-based assets*. San Francisco: Barrett-Kohler.
- Teigland, R. (2000). Communities of practice at an Internet firm: netovation vs. on-time performance. In E. Lesser & M. Fontaine & J. Slusher (Eds.), *Knowledge and communities* (pp. 151-178). Oxford: Butterworth-Heinemann.
- Thomson, M., & Heron, P. (2002). The employment relationship and knowledge creation: evidence from R&D based high technology firms. Paper presented at the *European Academy of Management Conference*, 9-11 May 2002, Stockholm, Sweden.
- Turner, B. (1983). The use of grounded theory for the qualitative analysis of organizational behavior. *Journal of Management Studies*, 20, 333-347.

- Van der Spek, R., & Kingma, J. (c2000). Achieving successful knowledge management initiatives. In S. Rock (Ed.), *Liberating knowledge*. London: IBM/CBI.
- Von Krogh, G. (1998). Care in knowledge creation. *California Management Review*, 40(3), 133-153.
- Wasko, M., & Faraj, S. (2000). "It is what one does"; why people participate and help others in electronic communities of practice. *Journal of Strategic Information Systems*, 9(2/3), 155-173.
- Weisband, S. P., Schneider, S. K., & Connolly, T. (1995). *Computer-mediated communication and social information*. *Academy of Management Journal*, 38(4), 1124-1151.
- Wellman, B., & Wortley, S. (1990). Different strokes for different folks: community ties and social support. *American Journal of Sociology*, 96, 558-588.
- Westphal, J. D., & Azajac, E. J. (1997). Defections from the inner circle: social exchange, reciprocity, and the diffusion of board independence in US corporations. *Administrative Science Quarterly*, 42, 161-183.
- Williams, R. (1997, December). *The social shaping of information and communication technologies*, [Online]. Available: <http://www.rcss.ed.ac.uk/SLIM/public/phase1/SSICT.html> [2004, 2 April].
- Williams, R. (2000). Public choices and social learning: the new multimedia technologies in Europe. *The Information Society*, 16, 251-262.
- Yin, R. K. (1994). *Case study research design and methods* (2nd ed.). London: Sage.

8.2 Internal KPMG files

Borer, J. (2001, May 3). *The values: an update.*

Chivers, P. (2001, August). *Knowledge management UK policies and guidelines.*

Chivers, P. (2001, June). *Presentation to Knowledge Managers in Germany.*

Consumer Markets. (2001, September). *Consumer Markets intranet questionnaire - the results.*

Global Knowledge Management Group. (2001, July). *Barriers to adoption.*

Goody, M. (2002, April). *Knowledge management: the KPMG approach.*

Hughes, C. (2001). *Welcome script for induction training participants.*

KickIT steering group. (1996, September). *Intranet roll out plan.*

KPMG. (1996, June). *Intranet trial and conclusions.*

KWorld/UKnow editorial panel. (1999, November 25). *Minutes of KWorld/UKnow editorial panel meeting* (internal KPMG document).

KWorld/UKnow editorial panel. (2000, August 31). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2000, January 27). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2000, March 2). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2000, March 29). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2000, May 29). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2000, November 15). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, April 25). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, December 12). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, February 15). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, January 18). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, June 26). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, March 15). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, May 24). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, November 8). *Minutes of KWorld/UKnow editorial panel meeting.*

KWorld/UKnow editorial panel. (2001, September 6). *Minutes of KWorld/UKnow editorial panel meeting.*

Nevin, S. (2000, October 19). *Knowledge manager and partner sponsor meeting presentation.*

Office of the Global Chief Knowledge Officer. (n.d.). *Knowledge management at KPMG.*

Parr, J. (2000, April). *Knowledge management lessons learnt so far.*

Pratt, W. (2000, April 20). *Memo to KWorld/UKnow editorial panel.*

Rees, J. (2001, June). *Behaviours: information on client, knowledge and people values.*

Thomson, N., & Hillier, N. (2000, October 1). *Leaflet for ICE.*

UK Knowledge Management Group. (1998). *Summary of knowledge management activities.*

UK Knowledge Management Group. (1998, October). *Knowledge centres briefing pack.*

UK Knowledge Management Group. (1999, November). *KWorld/UKnow presence protocols.*

UK Knowledge Management Group. (2000, August 1). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2000, August). *kmnews@kpmg.*

UK Knowledge Management Group. (2000, December 21). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2000, December). *kmnews@kpmg.*

UK Knowledge Management Group. (2000, June 26). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2000, June). *Communication framework.*

UK Knowledge Management Group. (2000, November 16). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2000, November). *kmnews@kpmg.*

UK Knowledge Management Group. (2000, October 19). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2000, October). *kmnews@kpmg.*

UK Knowledge Management Group. (2000, September 1). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, April 19). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, April 23). *UK Knowledge Management monthly report - March 2001.*

UK Knowledge Management Group. (2001, April). *How do we raise the profile of KM to enable adding value to reality? What do you see as the major barriers to our success?*

UK Knowledge Management Group. (2001, August 1). *Review of knowledge management in national functions.*

UK Knowledge Management Group. (2001, August 17). *UK Knowledge Management monthly report - July 2001.*

UK Knowledge Management Group. (2001, August 23). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, December 21). *UK Knowledge Management monthly report - November 2001.*

UK Knowledge Management Group. (2001, December-a). *Creating and using e-discussions. A guide to protocols and best practice for KPMG.*

UK Knowledge Management Group. (2001, December-b). *kmnews@kpmg*

UK Knowledge Management Group. (2001, February 15). *UK Knowledge Management monthly report - January 2001.*

UK Knowledge Management Group. (2001, February 22). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, February). *kmnews@kpmg.*

UK Knowledge Management Group. (2001, January 18). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, July 19). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, July 20). *UK Knowledge Management monthly report - June 2001.*

UK Knowledge Management Group. (2001, June 21). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, June 26). *UK Knowledge Management monthly report - May 2001.*

UK Knowledge Management Group. (2001, March 16). *UK Knowledge Management monthly report - February 2001.*

UK Knowledge Management Group. (2001, March). *kmnews@kpmg.*

UK Knowledge Management Group. (2001, May 17). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, May 31). *UK Knowledge Management monthly report - April 2001.*

UK Knowledge Management Group. (2001, May). *kmnews@kpmg.*

UK Knowledge Management Group. (2001, November 22). *Minutes of UK Knowledge Managers monthly meeting.*

UK Knowledge Management Group. (2001, November). *kmnews@kpmg.*

UK Knowledge Management Group. (2001, October 24). *UK Knowledge Management monthly report - September 2001.*

UK Knowledge Management Group. (2001, September). *UK Knowledge Management monthly report - August 2001.*

UK Knowledge Management Group. (2001, September). *UK Knowledge Management monthly report - August 2001.*

UK Knowledge Management Group. (2002, January). *UK Knowledge Management monthly report - December 2001*.

UK Presence Producers. (2001, March 15). *Minutes of the Power Presence Producers meeting*.

UK Research and Information Service. (1999, 25 October). *1999/2000 budget and business plan*).

Williams, G. (2001, April). *"Knowledge" - what is it and how can we share it?*