
Contents

<i>List of contributors</i>	viii
<i>Foreword by John Van Beveren</i>	xiv
<i>Foreword by Richard McDermott</i>	xvi
<i>Preface</i>	xviii

PART I INTRODUCTION AND BACKGROUND

1 Introduction: towards the contextualization of knowledge management as a research field <i>Anders Örténblad</i>	3
2 Previous research on knowledge management in various contexts <i>Anders Örténblad</i>	18
3 A normative model of knowledge management effectiveness <i>Paul S. Myers</i>	28

PART II KNOWLEDGE MANAGEMENT IN CONTEXT

Section A Industries and Sectors

4 Knowledge management in law firms <i>Cathrine Filstad and Petter Gottschalk</i>	53
5 Knowledge management in the police force <i>Cathrine Filstad and Petter Gottschalk</i>	69
6 The Australian Army's knowledge management strategy: a reflexive organizational approach to knowledge capture and sharing <i>Denise McDowall, Anita Rynne and Steven Talbot</i>	87
7 Knowledge management in elderly care <i>Carina Abrahamson Ljöfström</i>	111
8 Cross-cultural knowledge management in collaborative academic research <i>David Coldwell and Andrea Fried</i>	128

9	Knowledge management in energy sector organizations <i>John S. Edwards</i>	157
10	Knowledge management in logistics industry organizations <i>Eduardo Tomé and Gaby Neumann</i>	173
11	Knowledge management in small and medium-sized enterprises: navigating informality and resource constraints <i>Thomas Garavan, Fergal O'Brien and Eamonn Murphy</i>	189
12	Knowledge management, context and public policy: developing an analysis framework <i>Deborah A. Blackman, Katie Moon, Stephen Harris and Stephen D. Sarre</i>	208

Section B Religion and National Culture

13	Islamic perspective of knowledge management <i>Aini Ahmad</i>	237
14	Buddhist perspective on knowledge management <i>Otto Chang</i>	251
15	Knowledge management case studies in Mexico <i>David Joaquín Delgado-Hernández</i>	268
16	Knowledge management in China's organizations <i>Amit Mitra and Ximing Ruan</i>	294
17	Knowledge management and indigenous organizations with special reference to Tanzania and South Africa <i>Edda Tandi Lwoga, Christine Stilwell and Patrick Ngulube</i>	318

Section C The Universality of SECI

18	Contextualizing Nonaka's theory of knowledge in China: when Samurai meets Bruce Lee <i>Jacky Hong, Robin Snell and Carry Mak</i>	343
19	The Nonaka-Takeuchi model of knowledge conversion: a discussion of many contexts of Japanese history and culture <i>Nigel Holden and Martin Glisby</i>	366

PART III REFLECTIONS ON KNOWLEDGE MANAGEMENT

20	On the complexity of knowledge management given the tacitness of knowledge in organizations <i>Thomas Garavan, Fergal O'Brien and Eamonn Murphy</i>	391
21	Tensions and extensions in knowledge integration and <i>dis</i> -integration: rethinking the <i>man</i> -agement of knowledge in organizations <i>Elena P. Antonacopoulou</i>	406
22	Alternative knowledge management <i>Shih-wei Hsu</i>	424
23	Conclusions, a contingency model of knowledge management and recommendations for further research <i>Anders Örténblad</i>	440
	<i>Index</i>	451