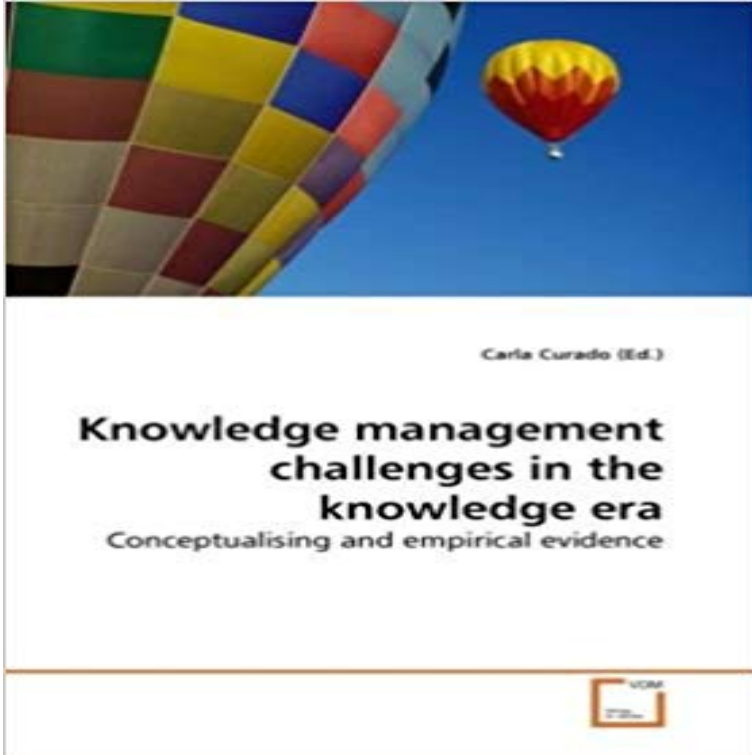


Knowledge management challenges in the knowledge era: Conceptualising and empirical evidence



Knowledge management involves the challenge of managing a very special intangible resource capable of ensuring sustained competitive advantage. This unique resource is frequently found in the organization in its tacit form. Knowledge and the capacity to learn present the potential to create dynamic capabilities built up over time through historical or path dependency. Such capabilities lead to superior sustained performances because they are specific to each organization, valuable, non substitutable and hard to imitate. Knowledge management literature associates superior knowledge bases, resulting from organizational learning, to superior firm performances. Especially in the knowledge intensive firms of the post-industrial society, non-observable assets as management capabilities and competences, technical knowledge or tacit organizational routines, have great impact on firm performance. This book offers you the conceptualisation on the knowledge based view of the firm, the knowledge management strategies, organizational knowledge stocks and components, organizational learning and structure and several knowledge management tools, along side illustrative empirical evidence.

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