

## CHAPTER 6 – REFERENCES

Abrams, LC. Cross, R. Lesser, E & Levin, DZ, 2003, 'Nurturing interpersonal trust in knowledge-sharing networks', *Academy of Management Executive*, vol.17, no, 4, pp: 64–77.

Alavi, M & Leidner, DE 1999, *Proceedings of 32nd annual Hawaii international conference on system sciences*, 'Knowledge management systems: emerging views and practices from the field', Maui, Hawaii, USA.

Alavi, M & Leidner, ED 1999, 'Knowledge Management Systems: Issues, Challenges and Benefits', *Communications of the Associations for Information Systems*, vol. 1 no. 7, pp. 2-37.

Alavi, M & Tiwana, A 2002, 'Knowledge Integration in Virtual Teams: The Potential Role of KMS', *Journal of the American Society for Information Science and Technology*, vol. 53, no. 12, pp. 1029-1037.

Alawi, AI, AI-Marzooqi, NY & Mohammed, YF 2007, 'Organizational culture and knowledge sharing: critical success factors', *Journal of Knowledge Management*, vol.11, no.02, pp: 22-38.

Aurum, A, Daneshgar, F & Ward, J 2007, 'Investigating Knowledge Management practices in software development organizations – An Australian experience', viewed 19 Jul 2012, DOI:10.1016/j.infsof.2007.05.005, Science Direct One File Database.

Bakker, CR , 2011, *Presented at the Dime-Druid Academy Winter Conference 2011, January 20 – 22*, 'Understanding Knowledge Sharing in Organizations: Multi-Level Research Through Social Cognitive Perspective, Aalborg, Denmark.

Bandura, A 1989, 'Social Cognitive Theory. In: Analysis of Child Development', Jai Press Limited, Greenwich, CT, pp: 1-60.

Bandura, A 1997, 'Self-efficacy in changing societies', Cambridge University Press, Britain, UK, pp: 8-20.

Bertino, E, Khan, LR, Sandhu, R & Thuraisingham, B 2006, 'Secure Knowledge Management: Confidentiality, Trust and Privacy', vol.36, no.03, pp.429-437.

Bircham, H 2003, 'The Impact of Question Structure when Sharing Knowledge', *Electronic Journal of Knowledge Management*, vol. 1 Issue.2 pp.17-24.

- Blau, PM 1964, 'Exchange and Power in Social Life', Willey, New York, p. 352.
- Bless, C & Higgon-Smith, C 2000, 'Fundamentals of Social Research Methods: An African Perspective', 3<sup>rd</sup> Edition, Lusaka: Juta.
- Borg, WR, Gall, JP & Gall MD 1993, 'Applying Educational Research: a Practical Guide', *Longman Publishing Group*, New York, USA.
- Brewer, MB 1991, ' The social self: on being the same and different at the same time', *Personality and Social Psychology Bulletin*, vol. 17, pp. 475-82.
- CCH :a Wolters Kluwer Business Report 2008, *Report of the Professionals and Web 2.0*, Asia Pacific, Sydney, Australia.
- Chai, S, Das, S & Rao HR 2012,' Factors Affecting Bloggers' Knowledge Sharing: An Investigation Across Gender, *Journal of Management Information Systems* , vol. 28, no. 3, pp. 309–341.
- Chen, CJ, & Huang, JW 2007, 'How organizational climate and structure affect knowledge management: the social interaction perspective', *International Journal of Information Management*, vol. 27, pp. 104-18.
- Chen, IYL, Chen, NS, Kinshuk 2009,' Examining the Factors Influencing Participants' Knowledge Sharing Behavior in Virtual Learning Communities', *Educational Technology & Society*, vol.12, no.01, pp.134–148.
- Chiu, CM, Hsu, MH & Wang ETG 2006, 'Understanding Knowledge Sharing in Virtual Communities: An Integration of Expectancy Disconfirmation and Justice Theories', *11th Pacific-Asia Conference on Information Systems*, pp 1872-1888.
- Chou, SW 2010,' Why do members contribute knowledge to online communities?'. *Online Information Review*, vol. 34 no. 6, 2010, pp. 829-854, DOI 10.1108/14684521011099360.
- Coleman, J 1988,' Social capital in the creation of human capital', *American Journal of Sociology*, vol.94, pp 95–120.
- Constant, D, Sproull, L & Kiesler, S 1996, ' The kindness of strangers: the usefulness of electronic weak ties for technical advice', *Organization Science*, vol. 7 no. 2, pp. 119-35.
- Crossan, MM, Lane, HL & White, RE 1999, 'An organizational learning framework: from intuition to institution', *Academy of Management Review*, vol. 24, pp. 522-37.

Darvish H & Nikbakhsh R 2010, 'Studying the Relations of Social Capital Factors With Knowledge Sharing: A Case Study at Research Department of IRIB ', *Transylvanian Review of Administrative Sciences*, no. 31, pp. 28-47.

Davenport, TH and Prusak, L 1998, 'Working Knowledge', Boston MA, Harvard Business School Press, pp. 3-6.

Dewapura, R 2012, 'ICT sector, a catalyst in development: ICTA CEO', *The Island*, [Available at]:[http://www.island.lk/index.php?page\\_cat=article-details&page=article-details&code\\_title=58256](http://www.island.lk/index.php?page_cat=article-details&page=article-details&code_title=58256), [Accessed: 21-August-2012].

Dennen, VP & Jiang, W 2012, 'Twitter-Based Knowledge Sharing in Professional Networks: The Organization Perspective', *Virtual Professional Development and Informal Learning via Social Networks*, pp. 241-255. DOI:10.4018/978-1-4666-1815-2.ch014.

Eastin, MS, and La, RR 2005, 'Alt.support: modeling social support online', *Computers in Human Behavior*, vol. 21 no. 6, pp. 977-92.

Fischer, F & Mandl, H 2005, 'Knowledge convergence in computer-supported collaborative learning: the role of external representation tools', *Journal of the Learning Sciences*, vol.14, no.03, pp 405-441.

Friesl, M, Sonja, AS & Sebastian, K 2011, Knowledge sharing in new organizational entities', *Cross Cultural Management*, vol.18, no.1, pp.71-86, DOI 10.1108/13527601111104304.

Holste, JS & Fields, D 2010, 'Trust and tacit knowledge sharing and use', *Journal of Knowledge Management, Emerald Database*, vol.14, no.01, pp.128-140, DOI 10.1108/13673271011015615.

Gibbons DE 2004, 'Friendship and Advice Networks in the Context of Changing Professional Values', *Administrative Science Quarterly*, vol.49, pp: 238-262.  
Granovetter, MS 1973, 'The Strength of Weak Ties', *American Journal of Sociology*, vol.78, no.06, pp: 1360-1380.

Gupta, B, Joshi, S, & Agrawal, M, 2012, 'The Effect of expected benefit and perceived cost on employee' knowledge sharing behavioral study of IT employees in India', *Organizations and markets in emerging economics*, vol.3, no.01.

- Gupta, AK & Govindarajan, V 2000, 'Knowledge flows within multinational corporations', *Strategic Management Journal*, vol. 21, no. 4, pp. 473-96.
- Harris, L & Rae, A 2011, 'Building a personal brand through social networking', *Journal of Business Strategy*, vol.32,no.5, pp. 14-21, viewed 2 August 2012, Emerald Database, DOI 10.1108/02756661111165435.
- Helliwell, JF 2005, 'Well-being, social capital and public policy: What's new?', *Proceeding of the annual Meetings of the Royal Economic Society*, Nottingham, U.K.
- Hendriks, P 1999, 'Why Share Knowledge? The Influence of ICT on the Motivation for Knowledge Sharing', *Knowledge and Process Management*, vol. 6, no.2, pp 91-100.
- Herzberg, F 1987, 'One more time—how do you motivate employees?', *Harvard Business Review*, vol 65, no 5, pp. 109-120.
- Ho, LN, Kuo, TH & Lin, B 2012, How social identification and trust influence organizational online knowledge sharing, vol. 22 no. 01, pp. 4-28. DOI 10.1108/10662241211199942
- Hrastinski, S 2009, 'A Theory of Online Learning As Online Participation', *ScienceDirect Database*, DOI:10.1016/j.compedu.2008.06.009
- Inkpen AC & Tsang EWK 2005, 'Social Capital, Networks, and Knowledge Transfer', *Academy of Management Review*, vol. 30, no. 1, pp. 146.
- Kelman, HC 1958, 'Compliance, identification, and internalization: three processes of attitude change', *Journal of Conflict Resolution*, vol. 2 ,no. 1, pp. 51-60
- Lam, A 2000, 'Tacit Knowledge Organizational Learning and Societal Institutions: An Integrated Framework', *Organization Studies*, vol.21,no.03, pp: 487 -513.
- Lin, CP & Bhattacharjee, A 2009, 'Understanding online social support and its antecedents: a socio-cognitive model', *Journal of Social Science*, vol. 46 no. 4, pp. 724-37.
- Lin, N 1999, 'Building a theory of social capital Connections', vol.22, no.1, pp. 28-51.
- Lisa, CA, Cross, R, Lesser, E & Levin, DZ 2003, 'Nurturing Interpersonal Trust in Knowledge-Sharing Networks, Academy of Management Executive, vol.17,no.04,pp.64-74

Liu, NC & Liu, MS 2011, 'Human resource practices and individual knowledge-sharing behavior – an empirical study for Taiwanese R&D professionals', *The International Journal of Human Resource Management*, vol. 22, no. 4, pp. 981–997

Lubit, R 2001, 'Tacit knowledge and knowledge management: the keys to sustainable competitive advantage', *Organizational Dynamics*, vol. 29 no. 4, pp. 164-78.

Mahmood, A, Qureshi, MA & Shahbaz, Q 2011, 'An Examination of the quality of tacit knowledge sharing through the theory of reasoned action', *Journal of Quality and Technology Management*, vol.07,no.01,pp 39 - 55.

Marouf, LN 2007, 'Social networks and knowledge sharing in organizations: a case study', *Journal of Knowledge Management*, vol.11,no.06,pp.110-125,DOI10.1108/13673270710832208

Mayer, CR, Schoorman FD & Davis HJ 2007, 'An Integrative Model of Organizational Trust: Past, Present and Future', *Academy of Management Review*, vol. 32, no. 2, pp.344–354.

Mazzolini, M & Madison, S 2005, 'When to jump in: The role of the instructor in online discussion forums', *Swinburne University of Technology*, Hawthorn, Australia

Miller, D & Shamsie, J 1996, 'The resource-based view of the firm in two environments: the Hollywood film studios from 1936 to 1965', *Academy of Management Journal*, vol. 39 no. 3, pp. 519-543.

Mishra, J & Morrissey, MA 2000, "Trust in Employee/Employer Relationships. A Survey of West Michigan Managers, *Saidman Business Review*, vol.06,issue.01, pp 14-15.

Monnavarian, A & Amini, A 2009, 'Do interactions within networks lead to knowledge management?', *Business Strategy Series*, vol.10,no.03,pp.139-153, DOI10.1108/17515630910956561

Muller, J & Stocker, A 2011, 'Enterprise Micro blogging for Advanced Knowledge Sharing: The References @ BT Case Study', *Universal Computer Science*, vol.17, no.04, pp.532-547.

Nahapiet, J & Ghoshal, S 1998, 'Social capital, intellectual capital and the organizational Advantage', *Academy of Management Review*, vol. 23, no. 2, pp.242–66.

Nonaka, IH 1994, 'A Dynamic Theory of Organizational Knowledge Creation', *Organization Science*, vol.05,no.01, pp.14-35.

Nonaka, IH & Takeuchi, KU 1995, 'The Knowledge- Creating Company: How Japanese Companies Foster Creativity and Innovation for Competitive Advantage', New York, Oxford University Press

Nonaka, IH & Konno, N 1998, 'The Concepts of "Ba"; Building a Foundation For Knowledge Creation', *California Management Review*, vol.40, no.03, pp 40-53.

O'Reilly, T 2005, 'What is Web 2.0: design patterns and business models for the next generation of software'', *O'Reilly Media*, , [Available at]: [www.oreillynet.com/lpt/a/6228](http://www.oreillynet.com/lpt/a/6228) [Accessed: 11-August-2012].

Panahi, S, Watson, J & Partridge, H 2012, 'Social Media and Tacit Knowledge Sharing: Developing a Conceptual Model', *World Academy of Science*.

Paroutis, S & Saleh, AA 2009, 'Determinants of Knowledge Sharing Using Web 2.0 Technologies', *Journal of Knowledge Management*, vol.13,no.04, pp. 52-63, DOI 10.1108/13673270910971824.

Podolny, JM & Baron, JN 1997,' Resources and relationships: Social networks and mobility in the workplace', *American Journal of Sociology*, vol.62, pp. 673-693.

Ranasinghe, G 2010, 'Study of Knowledge Sharing Determinates in the Sri Lankan Software Industry', *Postgraduate Institute of Management*, pp.250-255.

Rangachari, P 2009,' Knowledge sharing networks in professional complex systems', *Journal of Knowledge Management*, vol. 13 no. 3, pp. 132-145.

Razmerita, L, Kirchner, K & Sudzina, F 2009, 'Personal knowledge management: The role of Web 2.0 tools for managing knowledge at individual and organization levels', *Online Information Review*, vol. 33 no. 6, 1021-1039

Riege, A 2005,' Three-dozen knowledge-sharing barriers managers must consider', *Journal of Knowledge Management*, vol.9, no.3, pp.18-31

Rolland, N & Labbe, RK 2008,' Networking inside the organization: a case study on knowledge sharing ', *Journal of Business Strategy*, vol.29, no.05, pp 4-11.

Rus, I, & Lindvall, M 2002, 'Knowledge management in software engineering, *IEEE Software*, pp.26-38.

Samarkoon, JL 2002, 'Job satisfaction of Knowledge Workers and Retention Strategies in the Software Development Industry of Sri Lanka', *Sri Lankan Journal of Management*, vol.07,nos .1&2.

Senewiratne, HH 2009, 'ICT contributes US\$ 213m to national economy. Sri Lanka', *Daily News*, [Available at]: <http://www.dailynews.lk/2009/04/30/bus03.asp> ,[Accessed: 21–August-2012].

Shoshana, RD & Higgins, MC 2005,' Developmental networks and professional identity: a longitudinal study ', *Emerald Database*, vol.10, no.06/07, pp. 567-583.

Sri Lanka Information Communication Technology Agency (SLICTA), 2010, National *ICT Workforce Survey*, [Available at]: <http://www.icta.lk>, [Accessed: 5–Jun-2012].

Sun, SY, Teresa, LJ, Chung, HF, Wu, CY & Chao, PJ 2009,' Influence on Willingness of Virtual Community's Knowledge Sharing: Based on Social Capital Theory and Habitual Domain', *World Academy of Science*, pp 142-147.

Teresa, LJ, Sun, SY, Chao, PJ & Wu, CY 2009,' Knowledge Sharing Behavior in E-Communities: from the Perspective of Transaction Cost Theory', *World Academy of Science*, vol.53 pp.150-153

Tiwana, A 2003, 'Knowledge partitioning in outsourced Software Development: a field study', Conference proceeding of 24th International Information Systems, pp. 259-268.

Tohidinia, Z & Mosakhani, M 2010, 'Knowledge sharing behavior and its predictors', *Industrial Management & Data Systems*, vol. 110 no. 4, pp. 611-31.

Trochin , WMK 2000, *Research Methods Knowledge Base*. McGraw-Hill, New York.

Tsai, W & Ghoshal, S 1998, 'Social capital and value creation: the role of intra-firm networks', *Academy of Management Journal*, vol. 41 no. 4, pp. 464-76.

Walz, DB, Elam, JJ & Curtis, B 1993, 'Inside a software design team: Knowledge Acquisition, Sharing and Integration', *Communication of the ACM*, vol.36, no.10, PP 63-65.

Wasko, MM & Faraj, S 2000,'It is What One Does: Why People Participate and Help Others in Electronic Communities of Practice', *Journal of Strategic Information Systems*, vol.9, no.2-3, pp.155-173

Wasko, MM & Faraj, S 2005, 'Why Should I Share? Examining Social Capital and Knowledge Contribution in Electronic Networks of Practice,' *MIS Quarterly*, vol.29, no.1, pp. 35.

Weber, B & Weber, C 2007, 'Corporate venture capital as a means of radical innovation: relational fit, social capital, and knowledge transfer', *Journal of Engineering & Technology Management*, vol. 24, no 1/2, pp. 11-35.

Whittaker, J, Burns, M & Beveren JV 2003, 'Understanding and measuring the effect of social capital on knowledge transfer within clusters of small-medium enterprises', *Proceeding of the sixteenth Annual Conference of Small Enterprise Association*, pp. 1-7, Australia .

Wilkins, AL and Ouchi, WG 1983, 'Efficient Cultures: Exploring the Relationship between Culture and Organizational Performance', *Administrative Science Quarterly*, vol.28, pp.468-481.

Willem, A & Buelens, M 2007, 'Knowledge sharing in public sector organizations: the effect of organizational characteristics on interdepartmental knowledge sharing', *Journal of Public Administration Research and Theory*, vol. 17 no. 4, pp. 581-606.

Willem, A & Buelens, M 2009, 'Knowledge sharing in inter-unit cooperative episodes: the impact of organizational structure dimensions', *International Journal of Information Management*, vol. 29, pp. 151-6

Yoffie, DB, Slind, M & Achsaf, N 2009, LinkedIn Corp. Report

Yu PL 1991, 'Habitual Domain', *Operations Research Society of America*, vol.39, no.6, pp. 869-876

Zhang, Y & Hiltz, SR 2003, 'Factors that influence online relationship development in a knowledge sharing community', *Proceedings of the Ninth Americas Conference on Information Systems*, pp 410-417.

Zhang, J, Scardamalia, M, Lamon, M, Messina, R & Richard, R 2007, 'Socio-Cognitive dynamics of knowledge building in the work of 9- and 10-years olds', *Educational Technology, Research and Development*, vol.55, no.02, pp-117-143.

Zhaoli, M & Jiong, G, (2009), 'Knowledge Sharing in Online Communities', proceeding of the seventeenth European conference on Information Systems, pp2-13.