11th International Conference on Intellectual Capital, Knowledge Management and Organisational Learning

(ICICKM 2014)

Sydney, Australia 6-7 November 2014

Editors:

Jim Rooney Vijaya Murthy

ISBN: 978-1-63439-533-5

Printed from e-media with permission by:

Curran Associates, Inc. 57 Morehouse Lane Red Hook, NY 12571



Some format issues inherent in the e-media version may also appear in this print version.

Copyright© The Authors, (2014). All Rights Reserved.

No reproduction, copy or transmission may be made without written permission from the individual authors.

Papers have been double-blind peer reviewed before final submission to the conference. Initially, paper abstracts were read and selected by the conference panel for submission as possible papers for the conference.

Many thanks to the reviewers who helped ensure the quality of the full papers.

Printed by Curran Associates, Inc. (2014)

Published by Academic Conferences Ltd. Curtis Farm Kidmore End Reading RG4 9AY UK

Phone: 441 189 724 148 Fax: 441 189 724 691

info@academic-conferences.org

Additional copies of this publication are available from:

Curran Associates, Inc. 57 Morehouse Lane Red Hook, NY 12571 USA

Phone: 845-758-0400 Fax: 845-758-2634

Email: curran@proceedings.com Web: www.proceedings.com

Contents

Paper Title	Author(s)	Page No.
Preface		v
Committee		vi
Biographies		ix
Research papers		
Knowledge Management Strategies in the Public Sector: Case Study	Salwa Alhamoudi	1
Customer Value Creation Process in Russian Companies: The Role of Intellectual Capital and Knowledge Management Practices	Tatiana Andreeva, Tatiana Garanina, Yulia Bezginova and Anastasia Sergeeva	9
Understanding the Effects of Social Networs on Organisational Success	Mehbub Anwar, Andrew McCusker and Pascal Perez	20
Organizational Learning and Work Environment: A Formation of Innovative Work Behavior at Small Medium Enterprises (SMEs)	Abd Hair Awang, Noorsafiza Mohd Sapie, Mohd Yusof Hussain, Suraiya Ishak and Rozman Md Yusof	30
Students' Perceptions and Readiness in Practicing Blended Learning in an Institution of Higher Education in Malaysia	Norhayati Baba, Haziah Sa'ari, Suriana Che Daud, Hafizah Adenan and Siti Nor Hazimah Kamarulzaman	39
Identifying key Research Challenges in Investigating Knowledge Optimization Strategies in Perishable Food Chains	Adeola Bamgboje-Ayodele, Leonie Ellis and Paul Turner	48
Creative Think Tank Development as a Strategic Tool for Organizational Learning	Bob Barrett	57
Do Think Tanks Think?	Denise Bedford and Giora Hadar	64
Variety of Strategic Planning Approaches for Knowledge Management	Ettore Bolisani, Enrico Scarso and Adriano Birolo	74
Strategies to Enhance Intergenerational Learning in Universities	Constantin Bratianu	83
Factors Influencing Quality of Knowledge Shared in Software Development Community of Practice	Mokateko Buthelezi and Peter Mkhize	91
A Knowledge Sharing Instrument Validation: A Broader Perspective for Global Organizations	Delio Castaneda, Carlos Pardo and Paul Toulson	101
Analyzing Lessons Learned Practice in Complex Product Development: Identification of Barriers and Recommendation	Koteshwar Chirumalla	108
Investigating the Barriers to IC Measurement Through Sociology of Worth: A Case Study	Maria Serena Chiucchi and Marco Montemari	118
An Intellectual Capital Perspective for Local Governance and Sustainable Growth	Paola Demartini and Mara Del Baldo	127
Management of Similarity Measures in the CBR-KMSS System	Souad Demigha and Corinne Balleyguier	138

Paper Title	Author(s)	Page No.
A new Perspective in Organizational Learning: Do Organizations Really Learn?	Jamal El-Den and Roy Bean	148
Knowledge Management Techniques for Improving Life- long Learning and Professional Competences Description Frameworks	Antonietta Folino, Maria Teresa Guaglianone and Giovanna Aracri	157
Intellectual Capital Disclosure Impact in IPOs pre and Post GFC: Evidence From NASDAQ	Tatiana Garanina and John Dumay	166
Intellectual Capital and Knowledge Management Within the Public Sector. A Systematic Literature Review and Future Developments	Andrea Garlatti, Maurizio Massaro, John Dumay and Luca Zanin	175
TMS Development in Personal Professional Networks	Mahmood Ghaznavi and Paul Toulson	185
Managing Human Resource Based Intellectual Capital in a Global Setting: The Impact of Cultural Practices on the Effectiveness of Retention Incentives	Susanne Gretzinger, Sarah Lemke, Wenzel Matiaske and Reiner Piske	194
Towards an Enterprise Information and Knowledge System (EIKS)	Michel Grundstein and Camille Rosenthal- Sabroux	204
Knowledge Management and Business Cycle in Chaotic Business Environment	Valentin Hapenciuc and Aurel Burciu	21
Dynamics of the Learning Organization Within the Romanian Knowledge Economy	Valentin Hapenciuc, Constantin Brătianu, Costica Roman and Ruxandra Bejinaru	225
Developing Knowledge From big Data Through the Cloud	Igor Hawryszkiewycz	234
Are Managerial Practices Supported by Performance Information? Empirical Evidence From Finnish Companies	Aki Jääskeläinen and Niklas Luukkanen	240
Measurement of Knowledge Potential in the ICT Service Industry: A Quantum Mechanics View	Jiyoon Jang, Jaehoon Yang and Ahreum Hong	248
Public Challenges in Creating an Intellectual Nation in Kazakhstan	Aimagul Kanagatova, Dinar Nuketayeva and Zhuldyz Suleimenova	259
Problem Areas in Understanding Human Capital: The Experience of Kazakhstan	Almagul Kanagatova, Raushan Sarsembayeva and Aigerim Kaumenova	268
Negative Customer Experiences and Intellectual Liabilities in Construction Industry	Harri Laihonen, Maiju Vuolle and Jonna Käpylä	274
Intellectual Capital and Strategic Positioning Within Italian Small and Medium Accounting Practices	Maurizio Massaro, Francesca Dal Mas and Andrea Garlatti	281
It's About Time! How Conceptualisations of Time Affect Intellectual Capital and Knowledge Work	Jane McKenzie and Christine van Winkelen	290
Impact of Personality on Work With Knowledge	Ludmila Mládková	298
A Structural Equation Model of Creative Problem-Solving Skill Based on Social Capital among University Students	Fattah Nazem, Mina Mozaiini and Amir Seifi	307
Knowledge Development Through the Internet	Florina Pînzaru, Alexandra Zbuchea and Lucian Anghel	314
Creating a Knowledge Community: Embedded Professional Practice	Karen Roland	321

Paper Title	Author(s)	Page No.
The Contribution of Intellectual Capital to Servitization of Manufacturing Firms: An Empirical Study	Göran Roos and Allan O'Connor	328
Regional Economic Renewal Through Structured Intellectual Capital Development	Göran Roos	337
Learning Organization and Knowledge Management: Transfer Process of Tacit Knowledge in a Public University for Academic Excellence	Kalsom Salleh	347
Voluntary Intellectual Capital Reporting in Universities: Insights From Italy	Benedetta Siboni and Daniela Sangiorgi	354
The Interaction of Explicit and Tacit Knowledge	Shahla Sohrabi and Mirali Seyed Naghavi	363
The Importance of Intellectual Capital in the Development of Inter-University Competitiveness in Romania	Stelian Stancu, Ileana Adela Vacaroiu, Laura Elly Naghi, Andreea Maria Stancu and Alexandra Maria Constantin	370
Application of Competence Models in Terms of University Management	Jana Stefankova , Oliver Moravcik and Jan Porvaznik	374
New Insights for Relational Capital	Kaisa Still, Jukka Huhtamäki and Martha Russell	384
A Community Engagement Theory Perspective on Communities of Practice for Knowledge Sharing	Hui-Yun Sung and Paul Parboteeah	393
The Evolution of the Models of Knowledge Management Within Networks: Cases of the Industrial and Construction Networks in St Petersburg	Elena Tkachenko, Elena Rogova and Sergey Bodrunov	400
Management as a Tool for Organizational Learning Improvement: A Case Study of Business Schools	Karen Voolaid and Üllas Ehrlich	410
Methods for Analyzing the Impacts of Workplace Changes on Knowledge Work	Maiju Vuolle, Miikka Palvalin and Antti Lönnqvist	418
The Communication of Intellectual Capital and its Relationship With Organizational Performance	Janet Wee and Alton Chua	427
Team Members Knowledge Sharing Satisfaction in Enterprise Competition Simulative Games: An Empirical Research	Rui Zhang, Qianzhu Chen, Jamal El-Den, Zhao Jie and Zhou Wankun	436
PHD Research papers		445
The Human Resource Strategies That Motivate Knowledge Sharing Behavior: Case Study from Selected Malaysian Private Universities	Hafiza Adenan, Dang Merduwati Hashim, Adnan Jamaludin and Haziah Sa'ari	447
Knowledge Sharing in Project Teams: A Research Model Underpinned by Action Learning	Ghosia Ahmed, Gillian Ragsdell and Wendy Olphert	455
Bridging the gap Between Intellectual Capital Models: An Ancestry/Chronology Approach	Mohammad Alhusban and Gillian Ragsdell	465
Services to Support Knowledge Sharing in Complex Business Networks, Big Data as the Source	Abdussalam Ali and Igor Hawryszkiewycz	476
Employees' Responsibilities in a Knowledge Retention Strategy: A Ugandan Case Study	Sylvester Dickson Baguma, Gillian Ragsdell and Ian Murray	485

Paper Title	Author(s)	Page
		No.
Toward a Recommendation System for Inter and Intra- Organizational Knowledge Sharing	Sarra Bouzayane, Inès Saad, Faiez Gargouri and Gilles Kassel	493
Knowledge Management Performance Measurement in SMEs	Cheng Sheng Lee and Kuan Yew Wong	502
Employability of University Graduates in the Czech Republic	Světlana Myslivcová	508
The Impact of Intellectual Capital on Corporate Performance of Islamic Financial Institutions	Tasawar Nawaz, Roszaini Haniffa and Mo- hammad Hudaib	519
The Influence of Personal Competencies in Innovative Performance: Selected Case Studies in Malaysian Academic Libraries	Haziah Sa'ari, Zuraidah Abd. Manaf, Norhayati Baba and Hafiza Adenan	527
Performance Improvement of the Assembly Process Using Part Sheets	Jana Sujanova, Ivan Szilva and Dagmar Caganova	535
Development of Knowledge Management Measurement Metrics and Their Importance in Performance Measure- ment	Li Pin Tan and Kuan Yew Wong	541
A Flexible Organizational Structure as a way of Knowledge Management in SMEs	Natalia Tyulkova	549
Masters Research paper		559
Do Knowledge Sharing Activities Really Help Performance? Korean ICT Industry Case	Juhyun Im and Jaehoon Yang	561
Work In Progress paper		569
Two Organizational Learning Modes: A Case Study of a Japanese Supermarket Chain	Hajime Kobayashi and Yoritoshi Hara	571