

DAFTAR PUSTAKA

- Alavi, M., and Leidner, D. Knowledge Management Systems: Emerging Views and Practices from the Field,. *Communications of the AIS* (1:5), February 1999.
- Almeida, P. (1996). Knowledge sourcing by foreign multinationals: Patent citation analysis in the U.S. semiconductor industry. *Strategic Management Journal*, 17(Winter), 155-165.
- Appleyard, M. (1996). How does knowledge flow? Interim patterns in the semiconductor industry. *Strategic Management Journal (1986-1998)*.
- Bilson Simamora.2004. *Riset Pemasaran, Falsafah Teori dan Aplikasi*. Jakarta. PT. Tramedia Pustaka Utama
- Call, D. (2005). Knowledge management - not rocket science. *Journal of Knowledge Management* 9(2): 19-30.
- Courtney, J.F. (2001). Decision making and knowledge management in inquiring organizations: Towards a new decision-making paradigm for DSS. *Decision Support System*, 31(1), 17-38.
- Crossan, M.W., Lane, H.W., & White, R.E. (1999). An organizational learning framework. From intuition to institution. *Academy of Management Review*, 24, 522-537.
- Davidson, C & Voss, P 2002, *Knowledge Management*, Tandem Press, Auckland.
- DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. *Information Systems Research*, 3, 60-95.
- Davenport, T. H. and L. Prusak (1998). *Working Knowledge: How Organizations Manage What They Know*. Boston, Harvard Business School Press.
- Dickson, P.R. (1992). Toward a general theory of competitive rationality. *Journal of Marketing*, 56, 69-83.

- Gold, A. H., Malhotra, A., & Segars, A. H. (2001). Knowledge management: An organizational capabilities perspective. *Journal of Management Information Systems*, 18(1), 185-214.
- Ghozali, Imam. 2008. *Model Persamaan Struktural : Konsep dan Aplikasi dengan Program AMOS 16.0*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gupta, A., & McDaniel, J. (2002). Creating competitive advantage by effectively managing knowledge: A framework for knowledge management. *Journal of Knowledge Management Practice*, 3.
- Horwitch, M, & Armacost, R 2002, “Helping knowledge management be all it can be”, *Journal of Business Strategy*, 23(3), 26-32.
- Hair, Joseph F. et al. 1998. *Multivariate Data Analysis*. New Jersey: Prentice-Hall, Inc.
- Klasson, K. (1999). Managing Knowledge for Advantage: Content and Collaboration Technologies. *The Cambridge Information Network Journal* 1(1): 33-41.
- Nonaka, I & Takeuchi, H 1995, *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation*, Oxford University Press, Oxford U.K.
- Orlikowski, W. J. (2000). Using technology and constituting structures: A practice lens for studying technology in organizations. *Organization Science*, 11(4), 404-428
- Porter Liebeskind, J. (1996): Knowledge, strategy, and the theory of the firm, *Strategic Management Journal*, 17 93-107.
- Sangkala. 2007. *Knowledge Management*. Jakarta: Raja Grafindo Persada.
- Santoso, S (2011). *Structural Equation Modeling (SEM) Konsep dan Aplikasi dengan AMOS 18*, Elek Media, Jakarta.
- Sekaran, Uma (1992), *Research Methods for Business*, 2nd ed., New York, Wiley.

- Szulanski, G. (1996). Exploring internal stickiness: Impediments to the transfer of best practices within the firm. *Strategic Management Journal*, 17(Winter), 27-43.
- Tallman, S., Horwitch, M., & Armacost, R. (2002). Bain & Company—CP/KM experts. Retrieved September 29, 2004, from www.bain.com/bainweb/PDFs/cms/Marketing/10709.pdf
- Tiwana, A. (2002). *The knowledge management toolkit: Orchestrating IT, strategy, and knowledge platforms* (2nd ed.). Upper Saddle River, NJ: Prentice Hall PTR.
- Verkasolo, M., & Lappalainen, P. (1998). A method of measuring the efficiency of the knowledge utilization process. *IEEE Transactions on Engineering*
- Watson, I. (2002). *Applying knowledge management: Techniques for building corporate memories*. San Francisco: Morgan Kaufmann.
- Wiig, K. M. (1993). *Knowledge Management Foundations: Thinking about Thinking – How People and Organizations Create, Represent and use Knowledge*, Schema Press, Arlington, TX.
- Winter, S. (1987). Knowledge and competence as strategic assets. In D.J. Teece (Ed.), *The competitive challenge: Strategies for industrial innovation and renewal* (pp. 159-184). Cambridge, MA: Ballinger Publishing Company.