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Sommario/riassunto

More and more organizations are becoming aware of the importance of tacit and explicit knowledge owned by their members which corresponds to their experience and accumulated knowledge about the firm activities. However, considering the large amount of knowledge created and used in the organization, especially with the evolution of information and communications technologies, the firm must first determine the specific knowledge on which it is necessary to focus. Creating activities to enhance identification, preservation, and use of this knowledge is a powerful mean to improve the level of econ