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Nota di contenuto	Cover; Editorial advisory board; Editorial; Information technology (IT) productivity paradox in the 21st century; SmartWoW - constructing a tool for knowledge work performance analysis; Analysis of teachers' task and extra-role performance under different autonomy regimes; A new approach to talentmanagement in law firms; A "coalesced framework"of talent management and employee performance; Involvement and productivity of research and development workers; The use of the balanced scorecard to measure knowledge work
Sommario/riassunto	This e-book contains seven chapters that capture the state-of-the-art in performance measurement and management of professional and knowledge work. (1) The famous comment from Solow (1987) ""you can see the computer age everywhere but in the productivity statistics"" sums up the so-called ""productivity paradox"" where the link between IT investment and increased productivity is ambiguous. The first chapter looks to clarify issues of performance measurement and provides an up-to-date economic analysis of the figures. (2) The phrase ""work smarter, not harder"" is often used as a management max

