

1. Record Nr.	UNINA9910460751603321
Titolo	Sustaining competitive advantage via business intelligence, knowledge management, and system dynamics // Mohammed Quaddus, School of Marketing, Curtin Business School, Curtin University, Perth, Australia, Arch G. Woodside, Department of Marketing, Carroll School of Management, Boston College, Boston, MA, USA, editors
Pubbl/distr/stampa	Bingley : , : Emerald, , 2015
ISBN	1-78560-706-5
Edizione	[First edition.]
Descrizione fisica	1 online resource (407 p.)
Collana	Advances in business marketing & purchasing ; ; volume 22B
Disciplina	658.4038
Soggetti	Business planning Competition Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Title; Copyright; Contents; List of Contributors; Introduction; Managing Information and Knowledge in Service Industries; Abstract; 1. Introduction and Justification of the Research; 1.1. Introduction; 1.2. Background to the Research; 1.3. Purpose of the Research; 1.4. Overview of the Methods; 1.4.1. The Survey Instrument; 1.4.2. Sample; 1.4.3. Data Analysis; 1.5. Justification for the Research; 1.6. Overview of the Research Structure; 2. Literature Review and Hypothesis Development; 2.1. Introduction; 2.2. Knowledge; 2.2.1. Definition of Knowledge; 2.2.2. Tacit Knowledge 2.2.3. Explicit Knowledge2.2.4. Summary; 2.3. Knowledge Management; 2.3.1. Definition of Knowledge Management; 2.3.2. Managing Knowledge Management; 2.3.3. Approaches to Knowledge Management; 2.3.4. Role of Technology; 2.3.5. Summary; 2.4. Previous Research on Knowledge Management; 2.5. Effective Knowledge Management; 2.6. Absorptive Capacity; 2.7. Hypothesis Development; 2.7.1. Absorptive Capacity; 2.7.2. Acquisition; 2.7.3. Assimilation; 2.7.4. Transformation; 2.7.5. Exploitation; 2.8. The Industry Context; 2.8.1. Service Industry; 2.8.2. Residential Aged Care Industry 2.8.3. Industry Context2.8.4. Accreditation; 2.8.5. The Role of

Managers in the Knowledge Management Process; 2.9. Conceptual Framework; 2.10. Summary; 3. Research Method; 3.1. Introduction; 3.2. Justification for the Method; 3.3. Research Procedure; 3.4. Description of Research Setting; 3.4.1. Residential Aged Care Industry; 3.5. Description of Sample Characteristics; 3.6. Data Collection; 3.7. Pilot Study; 3.8. Method of Analysis; 3.9. Constructs; 3.10. Relationship between Absorptive Capacity and Effective Knowledge Management 3.10.1. Relationship between Acquisition and Effective Knowledge Management 3.10.2. Relationship between Assimilation and Effective Knowledge Management; 3.10.3. Relationship between Transformation and Effective Knowledge Management; 3.10.4. Relationship between Exploitation and Effective Knowledge Management; 3.11. Structural Equation Modeling; 3.11.1. The Structural Equation Model; 3.11.2. Reflective and Formative Variables; 3.12. Measurement Instrument; 3.12.1. Demographic Information and Measures of Construct; 3.12.2. Section One: Industry Context and Knowledge Management Outcomes 3.12.3. Section Two: Demographic Data 3.12.4. Section Three: Absorptive Capacity and Effective Knowledge Management; 3.12.5. Scales of Measurement; 3.12.6. Accreditation in Residential Aged Care; 3.12.7. Goodness of Fit; 3.13. Summary; 4. Results - Data Analysis; 4.1. Introduction; 4.2. Pilot Test; 4.3. Descriptive Statistics; 4.3.1. Demographic Distribution; 4.3.2. Non-Response Bias; 4.3.3. Assessment of Normality; 4.3.4. Distribution of Responses; 4.3.5. Profiles of the Highest and Lowest Scoring Organizations; 4.4. Additional Analysis; 4.4.1. Accreditation 4.4.2. Effective Knowledge Management Outcomes and Actions
