

1. Record Nr.	UNINA9910791372603321
Titolo	Knowing in firms [[electronic resource]] : understanding, managing and measuring knowledge // edited by George von Krogh, Johan Roos, and Dirk Kleine
Pubbl/distr/stampa	London, : SAGE, 1998
ISBN	1-4462-3086-4 1-4462-8025-X 1-282-62321-4 9786612623219 0-85702-636-4
Descrizione fisica	1 online resource (xiv, 290 p.) : ill
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Disciplina	658.4038
Soggetti	Knowledge management Management information systems Organizational behavior
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 and index.
Nota di contenuto	pt. 1. Understanding knowledge in organizations -- pt. 2. Managing and measuring knowledge in organizations.
Sommario/riassunto	This comprehensive treatment of knowledge management focuses on the aspects of understanding, managing and measuring knowledge in organisations.