

# Appendices

## Test of Validity and Reliability

See (Table [A.1](#)).

$H_0$ : the sample is normal distribution.

$H_1$ : the sample is not normal distribution.

The results indicate that the  $P$ -value is 0.227, which is greater than 0.05. Therefore, the null hypothesis cannot be rejected. This means that the sample is normally distributed.

## Leadership Styles

See (Tables [A.2](#), [A.3](#), [A.4](#), [A.5](#), [A.6](#) and [A.7](#)).

**Table A.1** Test of normality

	Kolmogorov-Smirnov	
	df	Sig.
Organisational performance	538	0.227

**Table A.2** Transformational leadership item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
21	50.060	33.209	0.395	0.778
22	50.060	31.548	0.532	0.764
23	50.130	30.548	0.601	0.756
24	50.090	30.803	0.586	0.758
28	50.370	32.660	0.462	0.772
29	50.760	32.299	0.457	0.772
30	50.390	31.907	0.453	0.772
31	50.650	35.547	0.188	0.796
35	50.000	34.545	0.338	0.783
36	50.090	32.473	0.512	0.767
37	50.130	35.064	0.208	0.796
38	50.320	32.320	0.423	0.776

**Table A.3** Reliability coefficients N of cases = 539, N of Items = 12 (transformational leadership)

	Transformational leadership
Cronbach's coefficient alpha	0.79

**Table A.4** Transactional leadership item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
25	23.190	7.965	0.407	0.738
26	23.250	7.751	0.411	0.738
32	23.380	7.544	0.605	0.688
33	23.400	7.857	0.469	0.721
39	22.730	7.240	0.510	0.711
40	22.590	7.317	0.564	0.695

**Table A.5** Reliability coefficients N of cases = 539, N of items = 6 (transactional leadership)

	Transactional leadership
Cronbach's coefficient alpha	0.751

**Table A.6** Laissez-faire leadership item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
27	11.060	2.482	0.412	0.737
34	10.840	1.387	0.615	0.521
41	10.600	2.196	0.614	0.535

**Table A.7** Reliability coefficients N of cases = 539, N of items = 3 (Laissez-faire leadership)

	Laissez-faire leadership
Cronbach's coefficient alpha	0.705

## Personal Knowledge Management

See (Tables [A.8](#), [A.9](#), [A.10](#), [A.11](#), [A.12](#), [A.13](#), [A.14](#), [A.15](#), [A.16](#), [A.17](#), [A.18](#), [A.19](#), [A.20](#), [A.21](#), [A.22](#) and [A.23](#)).

**Table A.8** Retrieving information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
1.1	9.430	3.323	0.505	0.801
1.2	9.490	2.778	0.668	0.625
1.3	9.455	2.843	0.658	0.637

**Table A.9** Reliability coefficients N of cases = 539, N of items = 3 (retrieving information)

	Retrieving information
Cronbach's coefficient alpha	0.773

**Table A.10** Evaluating information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
2.1	9.600	2.500	0.604	0.538
2.2	9.660	2.442	0.647	0.482
2.3	9.599	3.323	0.376	0.801

**Table A.11** Reliability coefficients N of cases = 539, N of items = 3 (evaluating information)

	Evaluating information
Cronbach's coefficient alpha	0.716

**Table A.12** Organising information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
3.1	9.290	2.320	0.635	0.451
3.2	9.250	2.435	0.600	0.503
3.3	9.230	3.323	0.345	0.801

**Table A.13** Reliability coefficients N of cases = 539, N of items = 3 (organising information)

	Organising information
Cronbach's coefficient alpha	0.702

**Table A.14** Collaborating information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
5.1	9.750	6.455	0.838	0.820
5.2	9.700	6.269	0.854	0.800
5.3	9.130	6.079	0.893	0.876

**Table A.15** Reliability coefficients N of cases = 539, N of items = 3 (collaborating information)

	Collaborating Information
Cronbach's coefficient alpha	0.829

**Table A.16** Analysing information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
4.1	8.860	1.630	0.641	0.571
4.2	8.900	1.542	0.665	0.559
4.3	8.960	2.102	0.431	0.800

**Table A.17** Reliability coefficients N of cases = 539, N of items = 3 (analysing information)

	Analysing information
Cronbach's coefficient alpha	0.743

**Table A.18** Presenting information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
6.1	10.810	2.842	0.478	0.736
6.2	10.800	1.773	0.629	0.585
6.3	10.510	2.671	0.624	0.596

**Table A.19** Reliability coefficients N of cases = 539, N of items = 3 (presenting information)

	Presenting Information
Cronbach's coefficient alpha	0.734

**Table A.20** Securing information item-total statistics

Question	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
7.1	10.811	2.843	0.569	0.726
7.2	10.800	1.773	0.729	0.785
7.3	10.510	2.671	0.724	0.796

**Table A.21** Reliability coefficients N of cases = 539, N of items = 3 (securing information)

	Securing information
Cronbach's coefficient alpha	0.825

**Table A.22** Table for determining sample size from a given population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2,800	338
15	14	110	86	290	165	850	265	3,000	341
20	19	120	92	300	169	900	269	3,500	246
25	24	130	97	320	175	950	274	4,000	351
30	28	140	103	340	181	1,000	278	4,500	351
35	32	150	108	360	186	1,100	285	5,000	357
40	36	160	113	380	181	1,200	291	6,000	361
45	40	180	118	400	196	1,300	297	7,000	364
50	44	190	123	420	201	1,400	302	8,000	367
55	48	200	127	440	205	1,500	306	9,000	368
60	52	210	132	460	210	1,600	310	10,000	373
65	56	220	136	480	214	1,700	313	15,000	375
70	59	230	140	500	217	1,800	317	20,000	377
75	63	240	144	550	225	1,900	320	30,000	379
80	66	250	148	600	234	2,000	322	40,000	380
85	70	260	152	650	242	2,200	327	50,000	381
90	73	270	155	700	248	2,400	331	75,000	382
95	76	270	159	750	256	2,600	335	1,00,000	384

**Table A.23** Coefficient correlation

Variables	Organisational performance	Gender	Age	Education	Experience	Employee	Retrieving	Evaluating	Organising	Analysing	Collaborating	Presenting	Securing	Transformational	Transactional	Laissez-Faire
Organisational performance	1.000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gender	-0.046 <sup>b</sup>	1.000	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Age	0.579 <sup>b</sup>	-0.043	1.000	-	-	-	-	-	-	-	-	-	-	-	-	-
Education	0.115	-0.009	0.082	1.000	-	-	-	-	-	-	-	-	-	-	-	-
Experience	0.711 <sup>b</sup>	-0.006	0.393	0.047	1.000	-	-	-	-	-	-	-	-	-	-	-
Employee	0.126	0.105	0.070	0.089	0.061	1.000	-	-	-	-	-	-	-	-	-	-
Retrieving	-0.002	-0.014	-0.126	-0.008	0.236	-0.017	1.000	-	-	-	-	-	-	-	-	-
Evaluating	0.498 <sup>b</sup>	-0.060	0.236	0.074	0.457	0.066	0.179	1.000	-	-	-	-	-	-	-	-
Organising	0.139	0.011	0.150	-0.005	0.001	-0.017	-0.031	-0.071	1.000	-	-	-	-	-	-	-
Analysing	0.030	-0.036	-0.041	0.040	0.021	-0.021	0.186	0.077	0.073	1.000	-	-	-	-	-	-
Collaborating	-0.172 <sup>b</sup>	-0.016	-0.161	0.000	-0.270	-0.048	0.055	0.038	-0.012	-0.025	1.000	-	-	-	-	-
Presenting	-0.002 <sup>a</sup>	-0.019	0.034	0.020	-0.107	-0.017	-0.075	-0.079	0.046	0.030	0.167	1.000	-	-	-	-
Securing	0.047	-0.036	0.014	0.081	0.026	0.024	-0.064	0.010	0.002	0.136	0.027	0.018	1.000	-	-	-
Transformational	0.678 <sup>b</sup>	0.004	0.421	0.114	0.386	0.118	-0.176	0.402	0.008	0.000	-0.113	-0.008	0.000	1.000	-	-
Transactional	0.307 <sup>b</sup>	0.006	0.080	-0.048	0.260	-0.048	0.086	0.180	0.092	0.099	-0.276	0.101	0.031	0.146	1.000	-
Laissez-faire	-0.015 <sup>a</sup>	-0.010	0.005	-0.011	-0.020	0.061	0.068	0.068	0.116	0.459	0.080	0.066	0.211	0.037	-0.115	1.000

Remark: <sup>a</sup>  $p < 0.050$ ; <sup>b</sup>  $p < 0.01$

Table A.23 shows that there are positive and negative correlations between variables suggesting that there is a positive correlation between level of experience and organisational performance ( $r = 0.711, p < 0.01$ ). There is a negative correlation between collaborating and organisational performance ( $r = -0.172, p < 0.01$ ). There is a positive correlation between transformational and organisational performance ( $r = 0.678, p < 0.01$ ), evaluating and organisational performance ( $r = 0.498, p < 0.01$ ), age and organisational performance ( $r = 0.579, p < 0.01$ ), transactional differentiation and organisational performance ( $r = 0.307, p < 0.01$ ). However, there is a negative correlation between gender and organisational performance ( $r = -0.046, p < 0.01$ ). In addition, there is a negative correlation between presenting and organisational performance ( $r = -0.002, p < 0.05$ ), Laissez-faire and organisational performance ( $r = -0.015, p < 0.05$ ).

# Bibliography

- Afiouni F (2007) Human resource management and knowledge management: a road map toward improving organisational performance. *J Am Acad Bus* 11:124–130
- Ahmed PK et al. (2002) Learning through knowledge management. Routledge, London
- Al-Ahmadi H (2009) Factors affecting performance of hospital nurses in Riyadh Region, Saudi Arabia. *Int J Health Care Qual Assur* 22:40–54
- Alexopoulos AN, Buckley F (2013) What trust matters when: the temporal value of professional and personal trust for effective knowledge transfer. *Group Organ Manage* 38:361–391
- Alvarez SA, Barney JB (2002) Resource-based theory and the entrepreneurial firm. *Strategic entrepreneurship: creating a new mindset*. Blackwell Publishers, Oxford, pp 89–105
- Alves J, Marques MJ, Saur I, Marques P (2007) Creativity and innovation through multidisciplinary and multisectoral cooperation. *Creativity Innov Manag* 16:27–34
- Amaratunga D, Baldry D (2002) Moving from performance measurement to performance management. *Facilities* 20:217–223
- Ames PC (2003) Gender and learning style interactions in students' computer attitudes. *J Educ Comput Res* 28:231–244
- Aragon-Correa JA, García-Morales VJ, Cordón-Pozo E (2007) Leadership and organisational learning's role on innovation and performance: lessons from Spain. *Ind Mark Manag* 36:349–359
- Arocena P, Nunez I, Villanueva M (2007) The effect of enhancing workers' employability on small and medium enterprises: evidence from Spain. *Small Bus Econ* 29:191
- Auamnoy T (2002) Statistics and SPSS for 21st century research. Chulalongkorn University, Bangkok, Thailand
- Avery S, Brooks R, Brown J, Dorsey P, O'connor M (2001) Personal knowledge management: framework for integration and partnerships. *Proceedings of ASCUE conference*, pp 39–43
- Avolio BJ, Bass BM (1995) Individual consideration viewed at multiple levels of analysis: a multi-level framework for examining the diffusion of transformational leadership. *Leadersh Q* 6:199–218
- Avolio BJ, Yammarino FJ (2013) Transformational and charismatic leadership: the road ahead. Emerald Group Publishing, Bingley
- Balnaves M, Caputi P (2001) Introduction to quantitative research methods: an investigative approach. SAGE Publications, London
- Bandura A (2000) Cultivate self-efficacy for personal and organisational effectiveness. *Handbook of principles of organisation behavior*. Blackwel, Oxford, pp 120–136
- Bandyopadhyay A, Das SK (2005) The linkage between the firm's financing decisions and real market performance: a panel study of Indian corporate sector. *J Econ Bus* 57:288–316
- Barney JB (2001) Resource-based theories of competitive advantage: a ten-year retrospective on the resource-based view. *J Manag* 27:643–650
- Bass BM (1985) Leadership good, better, best. *Organ Dyn* 13:26–40



- Bass BM (1997) Does the transactional–transformational leadership paradigm transcend organisational and national boundaries? *Am Psychol* 52:130
- Bass BM (1998) Transformational leadership: industrial, military, and educational impact. Lawrence Erlbaum Associates Inc, Mahwah
- Bass BM, Avolio BJ (1989) Potential biases in leadership measures: how prototypes, lenience, and general satisfaction relate to ratings and rankings of transformational and transactional leadership constructs. *Educ Psychol Measur* 49:509–527
- Beaver G, Jennings P (2001) Human resource development in small firms: the role of managerial competence. *Int J Entrepreneurship Innov* 2:93–101
- Bedeian AG, Hunt JG (2006) Academic amnesia and vestigial assumptions of our forefathers. *Leadersh Q* 17(2):190–205
- Bell AN (2006) Leadership development in Asia-Pacific: identifying and developing leaders for growth. Conference board
- Bellas MDA (2004) How transformational learning experiences develop leadership capacity. Royal Roads University, Canada
- Berson Y, Nemanich LA, Waldman DA, Galvin BM, Keller RT (2006) Leadership and organisational learning: a multiple levels perspective. *Leadersh Q* 17:577–594
- Bolino MC, Turnley WH (2003) Going the extra mile: cultivating and managing employee citizenship behavior. *Acad Manag Exec* 17:60–71
- Bowditch JL, Buono AF (2000) A primer on organisational behavior. Wiley, New York
- Brown DJ, Keeping LM (2005) Elaborating the construct of transformational leadership: the role of affect. *Leadersh Q* 16:245–272
- Brown LM, Posner BZ (2001) Exploring the relationship between learning and leadership. *Leadersh Organ Dev J* 22:274–280
- Bryant SE (2003) The role of transformational and transactional leadership in creating, sharing and exploiting organisational knowledge. *J Leadersh Organ Stud* 9:32–44
- Bryman A (1986) Leadership and organisations. Routledge & Kegan Paul, London
- Bryman A (1999) Leadership in organisations. In: Clegg SR, Hardy C, Nord WR (eds) *Managing organisation: current issues*. SAGE Publications, London
- Bryman A (2006) *Mixed methods*. SAGE Publications, London
- Bryman A, Cramer D (2001) Quantitative data analysis with SPSS release 10 for windows: a guide for social scientists. Routledge, London
- Burns JM (1978) *Leadership*. Harper & Row, New York
- Burns RB (2000) *Introduction to research methods*. SAGE Publications, London
- Bush T, Glover D (2012) Distributed leadership in action: leading high-performing leadership teams in English schools. *Sch Leadersh Manag* 32:21–36
- Butow P, Ussher J, Kirsten L, Hobbs K, Smith K, Wain G, Sandoval M, Stenlake A (2006) Sustaining leaders of cancer support groups. *Soc Work Health Care* 42:39–55
- Cameron KS (1986) Effectiveness as paradox: consensus and conflict in conceptions of organisational effectiveness. *Manag Sci* 32:539–553
- Carlson DS, Upton N, Seaman S (2006) The impact of human resource practices and compensation design on performance: an analysis of family-owned SMEs. *J Small Bus Manage* 44:531–543
- Carrillo P, Anumba C (2002) Knowledge management in the AEC sector: an exploration of the mergers and acquisitions context. *Knowl Process Manag* 9:149–161
- Carter T (2009) Leadership and management performance. *J Hosp Mark Public Relat* 19:142–147
- Casey A (2005) Enhancing individual and organisational learning a sociological model. *Manag Learn* 36:131–147
- Chaganti R, Chaganti R (1983) A profile of profitable and not-so-profitable small businesses. *J Small Bus Manag* 21:43–51
- Chan KH (2009) Impact of intellectual capital on organisational performance: an empirical study of companies in the Hang Seng Index (Part 2). *Learn Organ* 16:22–39

- Chang S-C, Lee M-S (2007) A study on relationship among leadership, organisational culture, the operation of learning organisation and employees' job satisfaction. *Learn Organ* 14:155–185
- Chen Y-H, Liu C-F, Hwang H-G (2011) Key factors affecting healthcare professionals to adopt knowledge management: the case of infection control departments of Taiwanese Hospitals. *Expert Syst Appl* 38:450–457
- Cheong RK, Tsui E (2011) From skills and competencies to outcome-based collaborative work: tracking a decade's development of personal knowledge management (PKM) models. *Knowl Process Manag* 18(3):175–193
- Chong M (2007) The role of internal communication and training in infusing corporate values and delivering brand promise: Singapore Airlines' experience. *Corp Reput Rev* 10:201–212
- Clarke N (2005) Workplace learning environment and its relationship with learning outcomes in healthcare organisations. *Hum Res Dev Int* 8:185–205
- Clarke N (2006) Why HR policies fail to support workplace learning: the complexities of policy implementation in healthcare. *Int J Hum Resour Manag* 17:190–206
- Cohen P, West SG, Aiken LS (2014) *Applied multiple regression/correlation analysis for the behavioral sciences*. Taylor & Francis, New York
- Colbert AE, Kristof-Brown AL, Bradley BH, Barrick MR (2008) CEO transformational leadership: the role of goal importance congruence in top management teams. *Acad Manag J* 51:81–96
- Coleman S (2007) The role of human and financial capital in the profitability and growth of women-owned small firms. *J Small Bus Manag* 45:303–319
- Cooney JP, Landers GM, Williams JM (2002) Hospital executive leadership: a critical component for improving care at the end of life. *Hosp Top* 80:25–29
- Correa MG, Prochnik V, Ferreira ACDS, Sergio De Carvalho Vianna D (2014) Brazilian Hospital employee perceptions of the BSC. *Latin Am Bus Rev* 15:141–166
- Corrigan PW, Lickey SE, Campion J, Rashid F (2000) Mental health team leadership and consumer's satisfaction and quality of life. *Psychiatr Serv* 51:781–785
- Coustasse A, Mains DA, Lykens K, Lurie SG, Trevino F (2008) Organisational culture in a terminally ill hospital. *J Hosp Mark Public Relat* 18:39–60
- Dabbagh N, Kitsantas A (2012) Personal learning environments, social media, and self-regulated learning: a natural formula for connecting formal and informal learning. *Internet High Educ* 15:3–8
- Daft RL (2000) *Management*. Harcourt College Publishers, Orlando
- Daft RL (2007) *The leadership experience*. Cengage Learning, Mason
- Dalton DR, Daily CM, Johnson JL, Ellstrand AE (1999) Number of directors and financial performance: a meta-analysis. *Acad Manag J* 42:674–686
- Dawson P, Andriopoulos C (2014) *Managing change, creativity and innovation*. SAGE Publications, London
- De Vaus DA (2002) *Surveys in social research*. Routledge, Abingdon
- Dess GG, Robinson RB (1984) Measuring organisational performance in the absence of objective measures: the case of the privately-held firm and conglomerate business unit. *Strateg Manag J* 5:265–273
- Dierickx I, Cool K (1989) Asset stock accumulation and sustainability of competitive advantage. *Manag Sci* 35:1504–1511
- Dillman DA (2011) *Mail and internet surveys: the tailored design method—2007 update with new internet, visual, and mixed-mode guide*. Wiley, New York
- Dimovski V, Reimann BC (1994) *Organisational learning and competitive advantage: a theoretical and empirical analysis*. Ohio State University, Cleveland
- Dorsey PA (2001) *Personal knowledge management: educational framework for global business*. Tabor school of business, millikin university. [http://www.millikin.edu/pkm/pkm\\_istanbul.html](http://www.millikin.edu/pkm/pkm_istanbul.html). Accessed 11 Sept 2014
- Doyle L (2014) Action learning: developing leaders and supporting change in a healthcare context. *Action Learn Res Pract* 11:64–71

- Drucker PF (1998) Peter Drucker on the profession of management. Harvard Business School Press, Boston
- Dugard P, Todman JB, Staines H (2010) Approaching multivariate analysis: a practical introduction. Routledge Chapman & Hall, New York
- Dunne E, Kelliher F (2013) Learning in action: creating a community of inquiry in a healthcare organisation. *Action Learn Res Pract* 10:148–157
- Dunphy D, Turner D, Crawford M (1996) Organisational learning as the creation of corporate competencies. Centre for Corporate Change, Australian
- Durand F, Dorsey J (2000) Interactive tone mapping. Springer, Berlin
- Dyer JH, Hatch NW (2006) Relation-specific capabilities and barriers to knowledge transfers: creating advantage through network relationships. *Strateg Manag J* 27:701–719
- Easterby-Smith M, Lyles MA (2011) Handbook of organisational learning and knowledge management. Wiley, New York
- Easterby-Smith M, Snell R, Gherardi S (1998) Organisational learning: diverging communities of practice? *Manag Learn* 29:259–272
- Efimova L (2004) Discovering the iceberg of knowledge work: a weblog case. Paper presented at the fifth European conference on organisational knowledge, learning and capabilities, Boston, 17–19 Mar 2004
- Eiff W (2012) Best practice management: in search of hospital excellence. *Int J Healthc Manag* 5:48–60
- Ellinger AD, Ellinger AE, Yang B, Howton SW (2002) The relationship between the learning organisation concept and firms' financial performance: an empirical assessment. *Hum Resour Dev Q* 13:5–22
- Evans N, Qureshi AMA (2013) Organisational politics: the impact on trust, information and knowledge management and organisational performance. In: Proceedings of the European conference on information management and evaluation, pp 34–40
- Fan D, Cui L, Zhang MM, Zhu CJ, Härtel CEJ, Nyland C (2014) Influence of high performance work systems on employee subjective well-being and job burnout: empirical evidence from the Chinese healthcare sector. *Int J Hum Resour Manag* 25:931–950
- Farrell L (2006) Labouring in the knowledge fields: researching knowledge in globalising workspaces. *Globalisation Soc Educ* 4:237–248
- Faust D (1984) The limits of scientific reasoning. University of Minnesota Press, Minneapolis
- Fink A (1995) How to design surveys. SAGE Publications, Thousand Oaks
- Foddy WH (1994) Constructing questions for interviews and questionnaires: theory and practice in social research. Cambridge University Press, Cambridge
- Fowler FJ (2009) Survey research methods. Sage Publications, Thousand Oaks
- Fox S (1997) From management education and development to the study of management learning: integrating perspectives in theory and practice. Sage Publications, London, p 21
- Frand J, Hixon C (1999) Personal knowledge management: who, what, why, when, where, how. <http://www.anderson.ucla.edu/faculty/jason.frand/researchers/speeches/PKM.htm> (retrieved on Mar 2007)
- Fred OW, Bani O, Peng W, John JL (2005) Transformational leadership, organisational commitment, and job satisfaction: a comparative study of Kenyan and US financial firms. *Hum Resour Dev Q* 16:235
- Furnham A, Jackson JC, Miller T (1999) Personality, learning style and work performance. *Pers Individ Differ* 27:1113–1122
- Garg VK, Walters BA, Priem RL (2003) Chief executive scanning emphases, environmental dynamism, and manufacturing firm performance. *Strateg Manag J* 24:725–744
- Gathers D (2003) Diversity management: an imperative for healthcare organisations. *Hosp Top* 81:14–20
- Gellis ZD (2001) Social work perceptions of transformational and transactional leadership in health care. *Soc Work Res* 25:17–25

- Gerring J (2007) *Case study research: principles and practices*. Cambridge University Press, Cambridge
- Ghauri PN, Grønhaug K (2005) *Research methods in business studies: a practical guide*. Financial Times Prentice Hall, Harlow
- Ghaznavi M, Perry M, Logan K, Toulson P (2011) Knowledge sharing in ego-centered knowledge networks of professionals: role of transactive memory, trust, and reciprocity. In: *Proceedings of the international conference on intellectual capital, knowledge management and organisational learning*, pp 681–688
- Ghobadian A, O'Regan N (2006) The impact of ownership on small firm behaviour and performance. *Int Small Bus J* 24:555–586
- Gilmartin MJ, D'Aunno TA (2007) Leadership research in healthcare. *Acad Manag Ann* 1:387–438
- Glastra FL, Hake BJ, Schedler PE (2004) Lifelong learning as transitional learning. *Adult Educ Q* 54(4):291–308
- Gleue K (2002) *How chief executive officers influence organisational learning in professional and non-professional organisations: a comparison of education, business and medicine*, University of Toronto
- Goleman D (2000) Leader that gets results. *Harv Bus Rev* 78:78–90
- Grimm LG (1993) *Statistical applications for the behavioural sciences*. Wiley, New York
- Grint K (1991) *War and peace*. In: Grint K (ed) *Leadership*. Oxford University Press, Oxford
- Grünberg T (2004) Performance improvement: towards a method for finding and prioritising potential performance improvement areas in manufacturing operations. *International Journal of Productivity and Performance Management*. 53:52–71
- Gunst RF, Mason RL (1980) *Regression analysis and its application: a data-oriented approach*. Taylor & Francis, Washington
- Hadikin R, O'Driscoll M (2000) *The bullying culture: cause, effect, harm reduction*. Books for Midwives, Melbourne
- Hagen AF, Lodha SS (2004) How do CEOs perceive suggested new rules of global competitiveness in the twenty-first century? *Am Bus Rev* 22:62
- Hair JF, Black W, Babin B, Anderson R (2010) *Multivariate data analysis: a global perspective*. Pearson Education, New Jersey
- Halachmi A (2005) Performance measurement is only one way of managing performance. *Int J Prod Perform Manag* 54:502–516
- Hamlin RG (2005) Toward universalistic models of managerial leader effectiveness: a comparative study of recent british and american derived models of leadership. *Hum Resour Dev Int* 8:5–25
- Hancock T (2006) Where is the health in healthcare? *Crit Pub Health* 16:345–346
- Handy C (1995) *Managing the dream*. In: Chawla S, Renesch J (eds) *Learning organisation*. Productivity Press Inc., Portland
- Hardy MA (1993) *Regression with dummy variables*. SAGE Publications, Thousand Oaks
- Harris KJ, Kacmar KM, Zivnuska S (2007) An investigation of abusive supervision as a predictor of performance and the meaning of work as a moderator of the relationship. *Leadersh Q* 18:252–263
- Hater JJ, Bass BM (1988) Superiors' evaluations and subordinates' perceptions of transformational and transactional leadership. *J Appl Psychol* 73:695
- Hellriegel D, Slocum JW (2011) *Organisational behavior*. South-Western Cengage Learning, Mason
- Herghiligiu IV, Lupu LM, Paius CM, Robledo C, Kobi A (2013) Organisational employee seen as environmental knowledge fractal agents as a consequence of the certification with ISO 14001. In: *Proceedings of the international conference on intellectual capital, knowledge management and organisational learning*, pp 524–532
- Hetland H, Sandal G (2003) Transformational leadership in Norway: outcomes and personality correlates. *Eur J Work Organ Psychol* 12:147–170

- Hew D, Soesastro H (2003) Realizing the ASEAN economic community by 2020: ISEAS and ASEAN-ISIS approaches. *ASEAN Economic Bulletin*, pp 292–296
- Higgison S et al (2004) Your say: linking internal functions with KM: about the relationships between knowledge management, internal communications and human resources. *Knowl Manag Lond* 7:10–12
- Hodges HE, Kent TW (2006) Impact of planning and control sophistication in small business. *J Small Bus Strategy* 17:75–87
- Hofstede G (1993) Cultures constrains in management theories. *Acad Manag Exec* 7:81–94
- Hofstede G (1998) Attitudes, values and organisational culture: disentangling the concepts. *Organ Stud* 19:477–493
- Holloway JB (2012) Leadership behavior and organisational climate: an empirical study in a non-profit organisation. *Emerg Leadersh Journeys* 5:9–35
- Honari H, Goudarzi M, Heidari A, Emami A (2010) The relationship between transformation-oriented leadership and physical education managers' productivity in sport clubs. *Procedia Soc Behav Sci* 2:5495–5497
- Hornaday RW, Wheatley WJ (1986) Managerial characteristics and the financial performance of small business. *J Small Bus Manag* 24:1–7
- House RJ, Hanges PJ, Javidan M, Dorfman PW, Gupta V (2004) Leadership, culture, and organisations: the GLOBE study of 62 societies. SAGE Publications, Beverly Hills
- Howell JM, Avolio BJ (1993) Transformational leadership, transactional leadership, locus of control, and support for innovation: key predictors of consolidated-business-unit performance. *J Appl Psychol* 78:891
- Howell JM, Neufeld DJ, Avolio BJ (2005) Examining the relationship of leadership and physical distance with business unit performance. *Leadersh Q* 16:273–285
- Ilies R, Judge T, Wagner D (2006) Making sense of motivational leadership: the trail from transformational leaders to motivated followers. *J Leadersh Organ Stud* 13:1–22
- Jackson SE, Joshi A, Erhardt NL (2003) Recent research on team and organisational diversity: SWOT analysis and implications. *J Manag* 29:801–830
- Jain P (2011) Personal knowledge management: the foundation of organisational knowledge management. *S Afr J Libr Inf Sci* 77:1–14
- Jaques E, Clement SD (1991) Executive leadership: a practical guide to managing complexity. Blackwell Publishing, Oxford
- Jarche H (2010) Personal knowledge management: working and learning smarter. *Inf Outlook* 14:13–15
- Jefferson TL (2006) Taking it personally: personal knowledge management. *VINE* 36:35–37
- Jens R, Kathrin H (2007) Transformational and charismatic leadership: assessing the convergent, divergent and criterion validity of the MLQ and the CKS. *Leadersh Q* 18:121–133
- Johnson G, Scholes K (2002) Exploring corporate strategy. Essex, Pearson Education
- Jones J (2013) Factors influencing mentees' and mentors' learning throughout formal mentoring relationships. *Hum Resour Dev Int* 16:390–408
- Judge TA, Bono JE (2000) Five-factor model of personality and transformational leadership. *J Appl Psychol* 85:751
- Judge TA, Piccolo RF (2004) Transformational and transactional leadership: a meta-analytic test of their relative validity. *J Appl Psychol* 89:755–768
- Jung J, Choi I, Song M (2007) An integration architecture for knowledge management systems and business process management systems. *Comput Ind* 58:21–34
- Kammerlind P, Dahlgard JJ, Rutberg H (2004) Leadership for improvements in swedish health care. *Total Qual Manag Bus Excell* 15:495–509
- Kanji G, Moura E, Sá P (2003) Sustaining healthcare excellence through performance measurement. *Total Qual Manag Bus Excell* 14:269–289
- Kaplan RS, Norton DP (1998) Putting the balanced scorecard to work. *Econ Impact Knowl* 27 (4):315–324

- Kelly D (2006) Evaluating personal information management behaviors and tools. *Commun ACM* 49:84–86
- Kerr AW, Hall HK, Kozub SA (2002) *Doing statistics with SPSS*. SAGE Publications, London
- Kotey B, Folker C (2007) Employee training in SMEs: effect of size and firm type—family and nonfamily. *J Small Bus Manag* 45:214–238
- Kotter JP (2008) *Corporate culture and performance*. Simon and Schuster, New York
- Kouzes JM, Posner BZ (1995) *The leadership challenge: how to keep getting extraordinary things done in organisations*. Foreword by Tom Peters. Jossey-Bass Publishers, San Francisco
- Krejcie RV, Morgan DW (1970) Determining sample size for research activities. *Educ Psychol Meas* 30:607–610
- Kristy T, Jill KM, Darlene GM (2007) Learning strategies as predictors of transformational leadership: the case of nonprofit managers. *Leadersh Organ Dev J* 28:269
- Kuhert KW (1994) Transformational leadership: developing people through delegation. In: Bass BM, Avolio BJ (eds) *Improving organisational effectiveness through transformational leadership*. SAGE Publications, Thousand Oaks
- Künzle B, Zala-Mezö E, Kolbe M, Wacker J, Grote G (2010) Substitutes for leadership in anaesthesia teams and their impact on leadership effectiveness. *Eur J Work Organ Psychol* 19:505–531
- Langhammer R, Moellers W, Mahmood R (1993) ASEAN future economic and political cooperation. Institute of Strategie and International Studies, Kuala Lumpur
- Lantz PM (2008) Gender and leadership in healthcare administration: 21st century progress and challenges. *J Healthc Manag* 53:291–301
- Lehr B, Ostermann H, Schubert H (2011) Competence-based demands made of senior physicians: An empirical study to evaluate leadership competencies. *Zeitschrift für Evidenz, Fortbildung und Qualität im Gesundheitswesen* 105:723–733
- Lewin AY, Long CP, Carroll T (1999) The co-evolution of new organisational forms. *Organ Sci* 10:535–550
- Likert R (1932) *A technique for the measurement of attitudes*. Science Press, New York
- Lindelöf P, Löfsten H (2004) Proximity as a resource base for competitive advantage: university—industry links for technology transfer. *J Technol Transf* 29:311–326
- Lindeman RH, Merenda PF, Gold RZ (1980) *Introduction to bivariate and multivariate analysis*. Scott, Foresman
- Liu SS, Amendah E, Chang E-C, Pei LK (2006) Satisfaction and value: a meta-analysis in the healthcare context. *Health Mark Q* 23:49–73
- Liu W, Lepak DP, Takeuchi R, Sims HP Jr (2003) Matching leadership styles with employment modes: strategic human resource management perspective. *Hum Resour Manag Rev* 13:127–152
- Lok P, Westwood R, Crawford J (2005) Perceptions of organisational subculture and their significance for organisational commitment. *Appl Psychol* 54:490–514
- Longest BB, Darr K, Rakich JS (1993) Organisational leadership in hospitals. *Hosp Top* 71:11–15
- Lovelace KJ, Manz CC, Alves JC (2007) Work stress and leadership development: the role of self-leadership, shared leadership, physical fitness and flow in managing demands and increasing job control. *Hum Resour Manag Rev* 17:374–387
- Lumpkin GT, Dess GG (2001) Linking two dimensions of entrepreneurial orientation to firm performance: the moderating role of environment and industry life cycle. *J Bus Ventur* 16:429–451
- Lunenburg FC (2011) Organisational culture-performance relationships: views of excellence and theory Z. *National Forum of Educational Administration and Supervision Journal* 29(4):1–8
- Mabey C, Ramirez M (2005) Does management development improve organisational productivity? A six-country analysis of European firms. *Int J Hum Resour Manag* 16:1067–1082
- Maes J, Sels L, Roodhooft F (2005) Modelling the link between management practices and financial performance. Evidence from small construction companies. *Small Bus Econ* 25:17–34

- Malhotra N, Birks D (2003) *Mark Res*. Scotland, Pearson Education
- Mandell B, Pherwani S (2003) Relationship between emotional intelligence and transformational leadership style: a gender comparison. *J Bus Psychol* 17:387–404
- Marcel C, Rajiv L (2012) Retail doesn't cross borders. *Harv Bus Rev* 190:104–111
- March JG (1991) Exploration and exploitation in organisational learning. *Organ Sci* 2:71–87
- Markides CC, Williamson PJ (1996) Corporate diversification and organisational structure: a resource-based view. *Acad Manag J* 39:340–367
- Marlow S, Patton D (1993) Managing the employment relationship in the smaller firm: possibilities for human resource management. *Int Small Bus J* 11:57–64
- Marquardt M, Waddill D (2004) The power of learning in action learning: a conceptual analysis of how the five schools of adult learning theories are incorporated within the practice of action learning. *Action Learn Res Pract* 1:185–202
- Marr B (2006) *Strategic performance management: leveraging and measuring your intangible value drivers*. Routledge, London.
- Martin J (2008) *Personal knowledge management: the basis of corporate and institutional knowledge management*. *Managing knowledge: case studies in innovation*
- Martins EC, Terblanche F (2003) Building organisational culture that stimulates creativity and innovation. *Eur J Innov Manag* 6:64–74
- May T (2011) *Social research: Issues, methods and research*. McGraw-Hill International, New York
- Mccall MW, Lombardo MM, Morrison AM (1988) *Lessons of experience: how successful executives develop on the job*. Simon and Schuster, New York
- Mcqueen RA, Knussen C (2002) *Research methods for social science: a practical introduction*. Pearson Education, Harlow
- McVanel-Viney S (2008) The time is now: the need to develop team performance consultants in Canadian healthcare institutions. *Hum Resour Dev Int* 11:307–315
- Michie J (ed) (2011) *The handbook of globalisation*, 2nd edn. Edward Elgar, Cheltenham
- Michie J, Ham C, Mills C (2009) *A mutual health service*. Oxford Centre for mutual and employee-owned business, Kellogg college. University of Oxford, Oxford
- Michie J, Sheehan M (1999) No Innovation without representation? An analysis of participation, representation, R&D and innovation (with M. Sheehan). *Econ Anal* 2(2):85–97
- Michie J, Sheehan M (2003) Labour 'flexibility'—securing management's right to manage badly? In: Burchell B, Deakin S, Michie J, Rubery J (eds) *Systems of production: markets, organisations and performance*. Routledge, London, pp 178–191. (Chap. 10)
- Michie J, Sheehan M (2005) Business strategy, human resources, labour market flexibility, and competitive advantage. *Int J Hum Resour Manag* 16(3):448–468
- Michie J, Sheehan M (2001) Labour market flexibility, human resource management and corporate performance. *Br J Manag* 12:287–306
- Michie J, Zumitzavan V (2012) The impact of 'learning' and 'leadership' management styles on organisational outcomes: a study of tyre firms in Thailand. *Asia Pac Bus Rev* 18:607–630
- Miller CC, Cardinal LB (1994) Strategic planning and firm performance: a synthesis of more than two decades of research. *Acad Manag J* 37:1649–1665
- Ministry of Public Health of Thailand (2006) *Listings of registered hospitals*. Thai Ministry of Public Health, Bangkok
- Minnis W, Elmuti D (2008) Organisational effectiveness and financial performance: a healthcare study. *J Hosp Mark Public Relat* 18:115–134
- Mirkamali SM, Thani FN, Alami F (2011) Examining the role of transformational leadership and job satisfaction in the organisational learning of an automotive manufacturing company. *Procedia Soc Behav Sci* 29:139–148
- Mumford A, Gold J (2004) *Management development strategies for action*. The Chartered Institute of Personnel and Development, London
- Mumford A, Honey P (1992) Questions and answers on learning styles questionnaire. *Ind Commer Train* 24:10–13.

- Mumford MD, Connelly S, Gaddis B (2003) How creative leaders think: experimental findings and cases. *Leadersh Q* 14:411–432
- Murray P (2003) Organisational learning, competencies, and firm performance: empirical observations. *Learn Organ* 10:305–316
- Nelsey L, Brownie S (2012) Effective leadership, teamwork and mentoring—essential elements in promoting generational cohesion in the nursing workforce and retaining nurses. *Collegian* 19:197–202
- Neuendorf KA (2002) *The content analysis guidebook*. SAGE Publications, London
- Nonaka I (1991) The knowledge-creating company. *Harv Bus Rev* 69:96–104
- Noruzy A, Dalfard V, Azhdari B, Nazari-Shirkouhi S, Rezazadeh A (2013) Relations between transformational leadership, organisational learning, knowledge management, organisational innovation, and organisational performance: an empirical investigation of manufacturing firms. *Int J Adv Manufact Technol* 64:1073–1085
- O’Sullivan MJ (1999) Strategic learning in healthcare organisations. *Hosp Top* 77:13–21
- Oppenheim AN (1992) *Questionnaire design, interviewing and attitude measurement*. Bloomsbury Academic, London
- Oshagbemi T (2008) The impact of personal and organisational variables on the leadership styles of managers. *Int J Hum Resour Manag* 19:1896–1910
- Pallant J (2010) *SPSS survival manual: a step by step guide to data analysis using SPSS*. Allen & Unwin, Australia
- Panayides PM (2007) The impact of organisational learning on relationship orientation, logistics service effectiveness and performance. *Ind Mark Manag* 36:68–80
- Paparoidamis NG (2005) Learning orientation and leadership quality: their impact on salespersons’ performance. *Manag Decis* 43:1054–1063
- Patton D, Marlow S, Hannon P (2000) The relationship between training and small firm performance; research frameworks and lost quests. *Int Small Bus J* 19:11–27
- Pauleen D (2009) Personal knowledge management: putting the “person” back into the knowledge equation. *Online Inf Rev* 33:221–224
- Pelham AM, Lieb P (2004) Differences between presidents’ and sales managers’ perceptions of the industry environment and firm strategy in small industrial firms: relationship to performance satisfaction. *J Small Bus Manag* 42:174–189
- Pemberton JD, Stonehouse GH (2000) Organisational learning and knowledge assets—an essential partnership. *Learn Organ* 7:184–194
- Pemberton JD, Stonehouse GH, Yarrow DJ (2001) Benchmarking and the role of organisational learning in developing competitive advantage. *Knowl Process Manag* 8:123–135
- Pett TL, Wolff JA (2007) SME performance: a case for internal consistency. *J Small Bus Strategy* 18:1
- Pirró G, Mastroianni C, Talia D (2010) A framework for distributed knowledge management: design and implementation. *Future Gener Comput Syst* 26:38–49
- Plsek PE, Wilson T (2001) Complexity, leadership, and management in healthcare organisations. *BMJ* 323:746–749
- Porter P (1997) Knowledge, skills and compassion? Education research and the universities. *Aust Educ Res* 24:79–96
- Posner BZ (2009) Understanding the learning tactics of college students and their relationship to leadership. *Leadersh Organ Dev J* 30:386–395
- Punch K (1998) *Introduction to social research: quantitative and qualitative approaches*. SAGE Publications, London
- Ragin CC (1989) *The comparative method: moving beyond qualitative and quantitative strategies*. University of California Press, Berkeley
- Ramasamy B, Ling NH, Ting HW (2007) Corporate social performance and ethnicity a comparison between malay and Chinese chief executives in Malaysia. *Int J Cross Cult Manag* 7:29–45



- Ramírez YW, Nembhard DA (2004) Measuring knowledge worker productivity: a taxonomy. *J Intellect Cap* 5:602–628
- Rauch CF, Behling O (1984) Functionalism: basis for an alternate approach to the study of leadership. In: Hunt JG, Hosking D-M, Schriesheim CA, Stewart R (eds) *Leaders and managers: international perspectives on managerial behaviour and leadership*. Pergamon, New York
- Raudenbush SW, Bryk AS (2002) *Hierarchical linear models: applications and data analysis methods*. SAGE Publications, Thousand Oaks
- Redshaw B (2001) Evaluating organisational effectiveness. *Meas Bus Excell* 5:16–18
- Reeleder D, Goel V, Singer PA, Martin DK (2006) Leadership and priority setting: the perspective of hospital CEOs. *Health Policy* 79:24–34
- Robbins SP, Judge TA (2012) *Organisational behavior*, 15th edn. Prentice Hall, Boston
- Robson C (2002) *Real world research: a resource for social scientists and practitioner-researchers*. Wiley, New York
- Rowold J, Heinitz K (2007) Transformational and charismatic leadership: assessing the convergent, divergent and criterion validity of the MLQ and the CKS. *Leadersh Q* 18:121–133
- Rusnakova V, Bacharova L, Boulton G, Hlavacka S, West DJ Jr (2004) Assessment of management education and training for healthcare providers in the Slovak Republic. *Hosp Top* 82:18–25
- Sahay B (2005) Multi-factor productivity measurement model for service organisation. *Int J Prod Perform Manag* 54:7–22
- Salge TO, Farchi T, Barrett MI, Dopson S (2013) When does search openness really matter? A contingency study of health-care innovation projects. *J Prod Innov Manag* 30:659–676
- Saunders M, Lewis P, Thornhill A (2009) *Research methods for business students*. Financial Times Prentice Hall, Harlow
- Schein EH (1993) How can organizations learn faster? The challenge of entering the green room. *Sloan Manag Rev* 34:85–92
- Schwandt DR (2005) When managers become philosophers: integrating learning with sensemaking. *Acad Manag Learn Educ* 4:176–192
- Seltzer J, Bass BM (1990) Transformational leadership: beyond initiation and consideration. *J Manag* 16:693–703
- Semertzaki E (2011) 2—knowledge management. In: Semertzaki E (ed) *Special libraries as knowledge management centres*. Chandos Publishing, Oxford
- Senge PM (2010) *The fifth discipline: the art & practice of the learning organisation*. Crown Publishing Group, New York
- Seufert A, Back A, Von Krogh G (2003) Unleashing the power of networks for knowledge management: putting knowledge networks into action. *Knowledge management and networked environments*. Amacom, New York, pp 99–136
- Shackleton V (1995) *Business leadership*. Routledge, London
- Shin SJ, Jing Z (2007) When is educational specialization heterogeneity related to creativity in research and development teams? Transformational leadership as a moderator. *J Appl Psychol* 92:1709–1721
- Shrader R, Siegel DS (2007) Assessing the relationship between human capital and firm performance: evidence from technology-based new ventures. *Entrepreneurship Theor Pract* 31:893–908
- Shriberg A, Shriberg D (2011) *Practicing leadership principles and applications*. Wiley, New York
- Shriberg A, Shriberg D, Kumari R (2005) *Practicing leadership: principles and applications*. Wiley, New York
- Sidle CC (2005) *The leadership wheel: five steps for achieving individual and organisational greatness*. Macmillan, New York
- Smith MJ (1998) *Social science in question*. SAGE Publications, London
- Smith DM, Kolb DA (1996) *User's guide for the learning-style inventory: a manual for teachers and trainers*. Hay/McBer Resources Training Group, Boston

- Sosik JJ, Juzbasich J, Chun JU (2011) Effects of moral reasoning and management level on ratings of charismatic leadership, in-role and extra-role performance of managers: a multi-source examination. *Leadersh Q* 22:434–450
- Spicer DP, Sadler-Smith E (2006) Organisational learning in smaller manufacturing firms. *Int Small Bus J* 24:133–158
- Spinelli RJ (2006) The applicability of Bass's model of transformational, transactional, and laissez-faire leadership in the hospital administrative environment. *Hosp Top* 84:11–19
- Stefan T (2005) Demystifying productivity and performance. *Int J Prod Perform Manag* 54:34
- Stevens GH, Frazer GW (2005) Coaching: the missing ingredient in blended learning strategy. *Perform Improv* 44:8–13
- Stevens JP (2012) *Applied multivariate statistics for the social sciences*, 5th edn. Taylor & Francis, New York
- Stogdill RM (1948) Personal factors associated with leadership: a survey of the literature. *J Psychol* 25:35–71
- Storey DJ, Keasey K, Wynarczyk P, Watson R (1987) The performance of small firms: profits, jobs and failures. University of Illinois at Urbana-Champaign's academy for entrepreneurial leadership historical research reference in entrepreneurship
- Su S, Lai M-C, Huang H-C (2009) Healthcare industry value creation and productivity measurement in an emerging economy. *Serv Ind J* 29:963–975
- Suresh A (2014) Synthesis of knowledge through responsiveness, recognition, formation, attraction and retention: an empirical approach. *IUP J Knowl Manag* 12:53–61
- Swan J, Scarbrough H, Preston J (1999) Knowledge management—the next fad to forget people? *Proceedings of the ECIS*, pp 668–678
- Świgoń M (2013) Personal knowledge and information management—conception and exemplification. *J Inf Sci* 39:832–845
- Szarka FE, Grant KP, Flannery WT (2004) Achieving organisational learning through team competition. *Eng Manag J* 16:21
- Tabachnick BG, Fidell LS (2012) *Using multivariate statistics*. Prentice Hall PTR, Boston
- Tepper BJ (2000) Consequence of abusive supervision. *Acad Manag J* 43:178–190
- Thorpe R (1989) The performance of small firms: predicting success and failure. In: 10th UKEMRA national small firms policy research conference
- Torrington D, Hall L, Taylor S (2005) *Human resource management*. Essex, Pearson Education
- Torsten MP, Sabine BK, Peter J (2008) The impact of goal alignment on board existence and top management team composition: evidence from family-influenced businesses. *J Small Bus Manag* 46:372
- Tower CB, Gudmundson D, Schierstedt S, Hartman EA (2007) Do family meetings really matter? Their relationship to planning and performance outcomes in small family businesses. *J Small Bus Strategy* 18:85
- Tsui E (2002) Technologies for personal and peer-to-peer (p2p) knowledge management. CSC leading edge forum technology grant report, Citeseer
- Tushman ML, O'Reilly I, Charles A (2002) *Winning through innovation: a practical guide to leading organisational change and renewal*. Harvard Business School Publishing, Boston
- Vakola M, Rezgui Y (2000) Organisational learning and innovation in the construction industry. *Learn Organ* 7:174–184
- van der Velde M, Jansen P, Anderson N (2008) *Management research methods*. Wiley, New York
- van der Voet J (2014) The effectiveness and specificity of change management in a public organisation: transformational leadership and a bureaucratic organisational structure. *Eur Manag J* 32:373–382
- Vincent A, Ross D (2001) Personalize training: determine learning styles, personality types and multiple intelligences online. *Learn Organ* 8:36–43
- Völkel M, Abecker A (2008) Cost-benefit analysis for the design of personal knowledge management systems. In: *ICEIS* (2), pp 95–105
- Von Hayek FA (1975) The pretence of knowledge. *Swed J Econ* 77:433–442

- Waggoner DB, Neely AD, Kennerley MP (1999) The forces that shape organisational performance measurement systems: an interdisciplinary review. *Int J Prod Econ* 60:53–60
- Waldman DA, de Luque MS, Washburn N, House RJ, Adetoun B, Barrasa A, Bobina M, Bodur M, Chen Y-J, Debbarma S (2006) Cultural and leadership predictors of corporate social responsibility values of top management: a GLOBE study of 15 countries. *J Int Bus Stud* 37:823–837
- Waldman DA, Ramirez GG, House RJ, Puranam P (2001) Does leadership matter? CEO leadership attributes and profitability under conditions of perceived environmental uncertainty. *Acad Management J* 44:134–143
- Wall TD, Michie J, Patterson M, Wood SJ, Sheehan M, Clegg CW, West M (2004) On the validity of subjective measures of company performance. *Pers Psychol* 57:95–118
- Wang Y, Poutziouris P (2010) Leadership styles, management systems and growth: empirical evidence from UK owner-managed SMEs. *J Enterp Culture* 18:331–354
- Way SA (2002) High performance work systems and intermediate indicators of firm performance within the US small business sector. *J Manag* 28:765–785
- Waybright J, Kemp R (2012) *Financial accounting*. Pearson Education, Boston
- Weichun Z, Chew IKH, Spangler WD (2005) CEO transformational leadership and organisational outcomes: the mediating role of human–capital-enhancing human resource management. *Leadersh Q* 16:39–52
- Wiersema MF, Bantel KA (1992) Top management team demography and corporate strategic change. *Acad Manag J* 35:91–121
- Wiggins B (2013) Personal knowledge management. In: David J, Pauleen GE, Gorman (eds). Gower Publishing, Farnham (2011). ISBN: 978-0-566-08892-6 (*Int J Inf Manag* 33:416–417)
- Wiklund J, Shepherd D (2005) Entrepreneurial orientation and small business performance: a configurational approach. *J Bus Ventur* 20:71–91
- William ER, Robert LT, Howard TPI (1993) *Contemporary issues in leadership*. Westview Press Inc, Oxford
- Wilson V, McCormack B, Ives G (2008) Developing healthcare practice through action learning: individual and group journeys. *Action Learn Res Pract* 5:21–38
- Wright K (2007) *Rethinking knowledge work: supporting work and learning through personal knowledge management*. KRW Knowledge Resources, Canada
- Wonnacott TH, Wonnacott RJ (1990) *Student workbook, introductory statistics for business and economics, fourth edition and introductory statistics, fifth edition*. Wiley, New York
- Young J (2012) 1—introduction to personal knowledge capital. In: Young J (ed) *Personal knowledge capital*. Chandos Publishing, UK
- Yu-Ching C, Kuo-Pin Y, Chwo-Ming Y-J (2006) Performance, internationalization, and firm-specific advantages of smes in a newly-industrialized economy. *Small Bus Econ* 26:475
- Yukl GA (1999) An evaluation of conceptual weaknesses in transformational and charismatic leadership theories. *Leadersh Q* 10:285
- Yukl GA (1989) Managerial leadership: a review of theory and research. *J Manag* 15:251–289
- Yun EK (2013) Predictors of attitude and intention to use knowledge management system among Korean nurses. *Nurse Educ Today* 33:1477–1481
- Zahra SA, Neubaum DO, Naldi L (2007) The effects of ownership and governance on SMEs' international knowledge-based resources. *Small Bus Econ* 29:309–327
- Zhang D, Zhou L, Nunamaker JF-JR (2002) A knowledge management framework for the support of decision making in humanitarian assistance/disaster relief. *Knowl Inf Syst* 4:370–385
- Zhen L, Jiang Z, Song H-T (2011) Distributed knowledge sharing for collaborative product development. *Int J Prod Res* 49:2959–2976
- Zuber-Skerritt O (2005) A model of values and actions for personal knowledge management. *J Workplace Learn* 17:49–64