

REFERENCES

- Abbasi, S. M. & Hollman, K. W. (2000). Turnover: The real bottom line. *Public Personnel Management* , 2(3), 333-342.
- Adenfelt, M. & Lagerstorm, K. (2006). Enabling Knowledge Creation and Sharing in transnational projects. *International Journal of Project Management*, 24(3), 191-198.
- Afrazeh, A. & Bojnord, N. H. (2006). Knowledge Management in Project Phases. Proceedings of the 5th WSEAS International Conference on Software Engineering, Parallel and Distributed Systems, Madrid, Spain. February 15-17. Pp 67-72.
- Alavi, M. & Leidner, D.E. (2001). Review: Knowledge management and knowledge management systems: Conceptual foundations and research issues. *MIS Quarterly*, 25(1), 107–136.
- Alavi, M., & Tiwana, A. (2002). Knowledge integration in virtual teams: The potential role of KMS. *Journal of the American Society for Information Science and Technology*, 53(12), 1029-1037.
- Ali, I., Rehman, K. U., Ali, S. I., Yousaf, J., & Zia, M. (2010). Corporate social responsibility influences, employee commitment and organizational performance. *African journal of Business management*, 4(13), 2796-2801.
- Argote, L., McEvily, B. & Reagans, R. (2003). Managing Knowledge in Organizations: An Integrative Framework and Review of Emerging Themes. April. Pp 571-582.
- ARMSTRONG, M. (2009). *Armstrong's Handbook of Human Resource Management Practice*. London: Kogan
- Ashley, Lurie and Jaselskis (1987) Determinants of construction project success. *Project Management Journal*. P-69
- Anumba, C. J., Egbu, C. O., & Carrillo, P. M. (2005). Concluding notes. *Knowledge Management in Construction*, 213-217.
- Belqais Allali, (2016). The relationship between organizational culture and knowledge sharing in the information communication technology firms in Libya.

- Berg, B. L. (2007). *Qualitative research methods for the social sciences*. London: Pearson.
- Blood, R. (2002). *The weblog handbook: Practical advice on creating and maintaining your blog*. Basic Books.02).
- Branham L. (2005) *THE 7 HIDDEN REASONS EMPLOYEES LEAVE. How to Recognize the Subtle Signs and Act before It's Too Late*.
- Bredillet, C. N. (2004). *Projects: learning at the edge of organization*. In P. W. Morris & J. K. Pinto (Eds), *The wiley Guide to Managing Projects*. Hoboken: John Wiley & Sons.
- Bruce A. Pasternack and Albert J. Viscio., 1998, English, Book, Illustrated edition: *The centerless corporation : a new model for transforming your organization for growth and prosperity*
- Bryman, A. (2012). *Social research methods*: Oxford university press.
- Bryman, A. and Bell, E. (2007): *Business Research Methods*, Oxford University Press, USA
- Chaitra.M.P (2015). *A STUDY ON EMPLOYEE TURNOVER*. *International Journal of Research in Management* ISSN 2249-5908 Issue 5, Vol. 2 (March 2015).
- Choi, Y.S. (2000), *An Empirical Study of Factors Affecting Successful Implementation of Knowledge Management*, Published Doctoral of Philosophy Dissertation, University of Nebraska, United States.
- Cohen, L., Manion, L., & Morison, K. (2007). *Research Methods in Education*. (6th ed.). London: Routledge.
- Combs, J., Liu, Y., Hall, A., & Ketchen, D. 2006. How much do high-performance work practices matter? A metaanalysis of their effects on organizational performance. *Personnel Psychology*, 59: 501.
- Cotton, J.L., & Tuttle, J.M. (1986). Employee turnover: A meta-analysis and review with implications for research. *Academy of Management Review*, 11, 55–70.

- Creswell, J. W. (2009). *Research Design: Qualitative, Quantitative, and mixed method approaches* (3rd ed. Ed.). Los Angeles, Calif.; Ondon: Los Angeles, SAGE.
- Crotty, M. (1998), *The foundations of Social research: meaning and perspective in the research process*. London: SAGE.
- Dalkir, K. (2005). *The knowledge management cycle. Knowledge management in theory and practice*. Oxford: Elsevier, 25-46.
- Damm, D., & Schindler, M. (2002). Security issues of a knowledge medium for distributed project work. *International Journal of Project Management*, 20(1), 37-47.
- Dan Holtshouse and Rudy Ruggles. Dover, NH: Capstone US, (1999), *The Knowledge Advantage*, edited.
- Daniela, D. & Schindler, M. (2002) security issues of a knowledge medium for distributed project work, *International journal of project management*, volume 20, issue 1, January 2002, Page 37 – 47.
- Darroch, J. and McNaughton, R. (2002), 'Examining the Link between Knowledge Management Practice and Types of Innovation,' *Journal of Intellectual Capital*, 3 (3), 210-222
- Davis, S. & Botkin, J. (1994), *The Coming of Knowledge – Based Business*. Harvard Business Review, September – October, 1994.
- Davenport, T. H., De Long, D. W., & Beers, M. C. (1998). Successful knowledge management projects. *Sloan Management Review*, 39(2), 43–57.
- De Bruin, T., Freeze, R., Kaulkarni, U., & Rosemann, M. (2005). Understanding the main phases of developing a maturity assessment model.
- Devenport, H., & Prusak, L., (2000). *Working knowledge: How organizations manage what they know* (Boston, MA): Harvard Business School Press.
- Doorewaard, H., & Benschop, Y. (2003). HRM and organizational change: an emotional endeavor. *Journal of organizational change management*, 16(3), 272-286.

- Dörnyei, Z. (2007). *Research Methods in Applied Linguistics: Quantitative Qualitative, and Mixed Methodologies*. Oxford: Oxford University Press
- Dyer, J.H. and Nobeoka, K. (2000), 'Creating and Managing A High-Performance Knowledge-Sharing Network: The Toyota Case,' *Strategic Management Journal*, 21 (3), 345-367.
- Easterby-Smith, M. (2002). *Management research (2nd Ed.)*. London; SAGE.
- Easterby-Smith, M. P., Thorpe, R., & Jackson, P. (2008). *Management research: theory and research*.
- Egan, T. M., Yang, B., & Bartlett, K. R. (2004). The effects of organizational learning culture and job satisfaction on motivation to transfer learning and turnover intention. *Human resource development quarterly*, 15(3), 279-301.
- Ekinci, Y., & Riley, M. (2003). An investigation of self-concept: actual and ideal self-congruence compared in the context of service evaluation. *Journal of Retailing and Consumer Services*, 10(1), 201-214.
- Faraj, S. & Sproull, L. (2000). Coordinating expertise in software development teams. *Management Science*, 46(12), December, 1554-1568.
- Fellows, R. and Liu, A. (2003): *Research Methods for Construction*, Blackwell Science.
- Fellows, R., Liu, A., & Fong, C. M. (2003). Leadership style and power relations in quantity surveying in Hong Kong. *Construction Management and Economics*, 21(8), 809-818.
- Gasik, S. (2009). *A Model of project Knowledge Management*.
- Glebbeek, A., E. Bax. 2004. Is high employee turnover really harmful. An empirical test using company records. *Acad. Management J.* 47(2) 277–286.
- Gloet, M. and Terziovski, M. (2004), 'Exploring the Relationship between Knowledge Management Practices and Innovation Performance,' *Journal of Manufacturing Technology Management*, 15 (5), 402-409.
- Gold, A.H., Malhotra, A. and Segras, A.H. (2001), 'Knowledge Management: An Organizational Capabilities Perspective,' *Journal of Management Information Systems*, 18 (1), 185-214.

- Grobler, P. A. (2002). The new employee/employer relationship and its impact on HRM. Band 27 Herausgegeben von Klaus Götz, 59.
- Gunathilaka, S., Tuuli, M.M. and Dainty, A.R. (2013), “Critical analysis of research on project success in construction management journals”, in 29th Annual ARCOM Conference. 2nd to 4th September 2013. UK. pp. 979-988.
- Guthrie, J. T. (2008). Reading motivation and engagement in middle and high school. In J. T. Guthrie (Ed.), *Engaging adolescents in reading* (pp. 1-16). Thousand Oaks, CA: Corwin Press.
- Hall, J. & Sapsed, J. (2005). Influences of knowledge sharing and hoarding in project-based firms. In Love, P., Fong, P., & Irani, Z. (2005). *Management of knowledge in project environments*, (57–79), Oxford, UK: Elsevier.
- Hanisch, B., Lindner, F., Muller & Wald, A. (2008). *Project Knowledge Management*. Project Management Institute.
- Hansen, M.T., Nohria, N. and Tierney, T. (1999), “What’s your strategy for managing knowledge?”, *Harvard Business Review*, Vol. 77 No. 2, pp. 106-16
- Harhara, A. S., Singh, S. K., & Hussain, M. (2015). Correlates of employee turnover intentions in oil and gas industry in the UAE. *International Journal of Organizational Analysis*, 23, 493-504. <http://dx.doi.org/10.1108/IJOA-11-2014-1080821>
- Hom P. W. and Griffeth R. (1995) *Employee Turnover*, South Western Publishing, USA.
- Huselid, M. A. (1995). The impact of human resource management practices on turnover, productivity, and corporate financial performance. *Academy of management journal*, 38(3), 635-672.
- Ivancevich, J. M. W. F. (1989). Glueck. *Foundations of Personnel/Human. Management*, 21, 397-409.
- Jansen LE, et al. (1998), Preferential binding of yeast Rad4.Rad23 complex to damaged DNA. *J Biol Chem* 273(50):33111-4
- Jayasuriya D. R. N. (20017). *Knowledge management challengers in telecom IT projects implementations*.

- Kagioglou, M. C., Aouad, R., Hinks, G., Sexton, J., & Sheath, M. (1998). A generic guide to the design and construction process protocol". The university of Salford, UK.
- Katcher, B. L., & Snyder, A. (2007). 30 Reasons Employees Hate Their Managers: What Your People May be Thinking and what You Can Do about it. AMACOM/American Management Association.
- Kempf, R. (2001). Proceedings of the Project Management Institute Annual Seminars & symposium. November 1-10, 2001. Integrating Knowledge Management into project management – a practical approach. Nashville, Tenn., USA.
- Kossen S. The Human side of Organisation, 5'h Ed, Harper-Collins, 1991.
- Krippendorff, K. (2003). Content Analysis: An Introduction to its Methodology. Beverly Hills, CA: SAGE Publications.
- Kreitner, R., 2003. Human resources management. Toronto: Arizona State University: Houghton Mifflin Company.
- Kvale, S. (1996). Interviews: An introduction to qualitative research interviewing. Thousand Oaks, CA: Sage.
- Leseure, M. J. & Brookes, N. J. (2004). Knowledge Management benchmarks for project management. Journal of Knowledge Management, 8(1), 103-116. <http://dx.doi.org/10.1108/13673270410523943>.
- Lincoln, Y.S., & Guba, E.G. (1985). Naturalistic inquiry (Vol. 75): Newbury Park, CA: Sage.
- Long, C. S., Azami, A., Kowang, T. O., & Fei, G. C. (2016). An analysis on the relationship between work family conflict and turnover intention: A case study in a manufacturing company in Malaysia. International Business Management, 10, 176-182. <http://dx.doi.org/10.3923/ibm.2016.176.182>
- Loquercio, D., Hammersley, M., & Emmens, B. (2006). Understanding and addressing staff turnover in humanitarian agencies. Overseas development institute (ODI). Humanitarian practice network (HPN)

- Lord, R. L., & Farrington, P. A. (2006). Age-related differences in the motivation of knowledge workers. *Engineering Management Journal*, 18(3), 20-26.
- Love, P., Fong, P., & Irani, Z. (2005). *Management of knowledge in project environments*. Oxford, UK: Elsevier.
- Maertz, C.P., Griffeth, R.W., Campbell, N.S., Allen, D.G. (2007). The effects of perceived organizational support and perceived supervisor support on employee turnover. *Journal of Organizational Behavior*, 28, 1059-1075.
- Mangel, T. & Thomas, J. (2004). *Proceedings of the Project Management Institute Global Proceedings. From Know – How to Know – Why – a three dimensional model of project management knowledge*. Anaheim, California, USA.
- Marie C. Hoepfl (1997), *Choosing Qualitative Research: A Primer for Technology Education Researchers*, *Journal of Technology Education* Vol. 9 No. 1, Fall 1997
- Mathis, R.B. and Jackson, J.H. (2007). *Human Resource Management*. 10th Edition. Singapore: Thomson Asia Pty Ltd.
- Mathis, R.L., & Jackson, J.H. (2006). *Human Resource Management* (11th ed) Omaha.
- Mir F.A., Pinnington A.H. (2014). Exploring the value of project management: Linking Project Management Performance and Project Success. *International Journal of Project Management* 32 202–217
- Mobley, W. H., Griffeth, R. W., Hand, H. H., & Meglino, B. M. (1979). Review and conceptual analysis of the employee turnover process. *Psychological Bulletin*, 86(3), 493-522.
- Morrell Kevin M, John Loan-Clarke and Adrian J. Wilkinson, (2004) "Organisational change and employee turnover", *Personnel Review*, Vol. 33 Iss: 2, pp.161 – 173
- Morris, P. W. G. (1994), *The Management of Projects*. London: Thomas Telford.

- Muench, Dean, et al. 1994. The Sybase Development Framework. Oakland, CA: Sybase, Inc.
- Mullins LJ (2005). Management and Organisational Behaviour. Prentice hall. UK 7th Ed. 88(431):1052-1058.
- Muzio, Ed, Deborah J. Fisher, Erv Thomas, and Valerie Peters. "Soft Skill Quantification (SSQ) for Project Management Competencies: Project Management Institute Journal, January 2007.
- Myers, M. D. (1997): "Qualitative Research in Information Systems." MISQ Discovery MIS Quarterly (21:2), 241-242 27/03/2012: 27/03/2012
- Naoum, S. G. (2007): Dissertation research and Writing for Construction Students, Butterworth-Heinemann.
- Neuman, W.L. (2006). Social Research Methods: Qualitative and Quantitative Approaches. Toronto: Pearson.
- Nonaka, I. (1991). The Knowledge Creating Company. Harvard Business Review, 69(6), 96-114.
- Nonaka, I, & Takeuchi, H. (1995). The Knowledge Creating Company. New York: Oxford University Press.
- Nonaka, I. & Konno, N. (1998). The Concept of "Ba": Building a foundation for knowledge creation. California Management Review, 40(3), Spring, 40-54.
- Nugent, A. (2009). Using Voluntary Benefits Strategically Can Help Employers Address Goals of Retaining Employees and Controlling Costs. Benefits Quarterly , 25(2), 7-10
- Parfitt, M K and Sanvido V E (1993) Checklist of critical success factors for building projects. "Journal of Management in Engineering", 9(3), 243-249.
- Pavlou, P. Bharadwaj, A., El Sawy, O., Gupta, A. & Tallon, P. (2004). Linking Information Technology and Dynamic Capabilities: The Elusive Dancing Partners? Proceedings of 25th International Conference on Information System. P85. <http://aisel.aisnet.org/icis2004>.

- Petter, S. & Randolph, A. B. (2009). Develop Soft Skills to manage user expectations in IT projects. *Project Management Journal*, 40(4)45-59. Retrieved from www.interscience.wiley.com. doi:10.1002/pmj.20130
- Petty, N. J., Thomson, O. P., & Stew, G. (2012). Ready for a paradigm shift? Part 2: Introducing qualitative research methodologies and methods. *Manual therapy*, 17(5), 378-384.
- Pfeffer, Jeffrey, Sutton, Robert I., KNOWING 'WHAT' TO DO IS NOT ENOUGH: TURNING KNOWLEDGE INTO ACTION , California Management Review, 00081256, Fall99, Vol. 42, Issue 1
- Polanyi, M., (1962). Personal Knowledge Towards a Post-critical philosophy.
- PRINCE2. (2005). Managing successful projects with PRINCE2 (Fourth ed.). London: TSO.
- Project Management Institute (PMI). (2015) A Guide to Project Management Body of Knowledge (PMBOK guide 15th ed). Newtown Square, PA: Author.
- Punch, K. F. (2005). Introduction to social research: Qualitative and quantitative approaches (2nd ed.). London: SAGE.
- Punch, K. (2005) Introduction to Social Research (2nd Edition), Sage, London
- Ralph, L. (2003), 'Knowledge Management and Training: Contradictory or Complementary?' *Training journal*, June, 10-14.
- Ramhorst, D. (2004). Proceedings of the Project Management Institute Global Congress 2004: Knowledge Management. Prague, Czech Republic.
- Raymund Sison (2006). Knowledge Management Concepts, Techniques & Cases. Philippines 2020, 17-18 April 2006.
- Reich, B. H. & Wee, S. Y. (2006). Searching for knowledge in the PMBOK guide. *Project Management Journal*, 37(2), 11-25.
- Reich, B. H. (2006). Managing Knowledge within IT projects:
- Reich, B. H. (2008). Managing Knowledge and Learning in IT projects.

- Reich, B. H., Gemino, A. & Sauer, C. (2008). Modeling the Knowledge Perspective of IT projects. *Project Management Journal*, 39, S4-S14. Retrieved from www.interscience.wiley.com. doi: 10.1002/pmj.20056
- Reich, B. H., Gemino, A. & Sauer, C. (2012). Knowledge Management and Project-based knowledge in IT projects: A model and preliminary empirical results. *International Journal of Project Management*, 30(6), August 2012, pp 663-674. <http://dx.doi.org/10.1016/j.ijproman.2011.12.003>.
- Remenyi, D., Williams, B., Money, A., & Swartz, E. (1998). *Doing research in business and management: an introduction to process and method*. Sage.
- Rettab, B., Brik, A. B., & Mellahi, K. (2009). A study of management perceptions of the impact of corporate social responsibility on organisational performance in emerging economies: the case of Dubai. *Journal of Business Ethics*, 89(3), 371-390.
- Ritchie, P. & Jorgensen, K. (2007). *Proceedings of the Project Management Institute Global Congress 2007: Project Management & Knowledge Management*. Hong Kong.
- Ronald Young (2010). *Knowledge Management Tools and Techniques manual*, UK, pp 11-50. ISBN:92-833-7093-7
- Rosse, J. G., & Miller, H. E. 1984. Relationship between absenteeism and other employee behaviors. In P. S. Goodman & R. S. Atkin (Eds.), *Absenteeism: New approaches to understanding, measuring, and managing employee absence*: 194–228. San Francisco: Jossey–Bass.
- Sauer, C., Gemino, A. & Reich, B. H. (2006). The impact of size and volatility on IT project performance. *Communication of the ACM*, 50(11), pp 79-84doi: 10.1145/1297797. 1297801.
- Saunders, M., Lewis, P., & Thornhill, A. (2009). *Research methods for business students* (5th ed.). Harlow: Financial Times Prentice Hall.
- Saunders, B., Sim, J., Kingstone, T., Baker, S., Waterfield, J., Bartlam, B. & Jinks, C. (2018). Saturation in qualitative research: exploring its conceptualization and operationalization. *Quality & quantity*, 52(4), 1893-1907.

- Schindler, M. & Eppler, M. J. (2003). Harvesting project knowledge: Review of project learning methods and success factors. *International Journal of Project Management*, 21(3), 219-228.
- Shapira, P., Youtie, J., Yogeesvaran, K. and Jaafar, Z. (2006), 'Knowledge Economy Measurement: Methods, Results and Insights from the Malaysia Knowledge Content Study,' *Research Policy*, 35 (10), 1522-1537.
- Shenhar, A. J., Levy, O. and Dvir, D. (1997), —Mapping the Dimensions of Project Success, *Project Management Journal*, vol. 28, no. 2, pp. 5–13.
- Shin, H. S.; and Reyes, P., (1995), “Teacher Commitment and Job Satisfaction: A Causal Analysis”, *Journal of School Leadership*, Vol. 5, pp. 22-39.
- Singh, J., Goolsby, J., & Rhoads, G. (1994). Behavioral and psychological consequences of boundary spanning burnout for customer service representatives. *Journal of Marketing Research*, 31(November), 558–569.
- Somaya, D., Williamson, I. O., & Zhang, X. 2007. Combining patent law expertise with R&D for patenting performance. *Organization Science*: In press.
- Stake, R. E. (1978). The case study method in social inquiry. *Educational researcher*, 7(2), 5-8.
- Stanislow, G. (2014). Project Management as a tool for modern public Administration. PMI Buenos Aires Chapter, October 21, 2014.
- Strauss, A., & Corbin, J. (1990). *Basics of qualitative research*. Sage publications.
- Staw, B. M. (1980). The consequences of turnover. *Journal of occupational Behaviour*, 253-273.
- Steel, R. (2002). Turnover theory at the empirical interface: Problems of fit and function. *The Academy of Management Review*, 27, 346–360.
- Sukhoo, A, Barnard, A, Eloff, M. & Van dev Poll, J. A. (2005). Accommodating staff skills in software project management.

- Suliman, A. M., & Al Obaidli, H. (2011). Organizational climate and turnover in Islamic banking in the UAE. *International Journal of Islamic and Middle Eastern Finance and Management*, 4(4), 308-324.
- Swanepoel, B., Erasmus, B., Van Wyk, M., & Schenk, H. (2003). *Training and Developing Employees: Organisational Perspective*. Human Resource Management. Theory and Practice. Cape Town: Juta.
- Szulanski, G., 1996. *Strategic Management Journal*, vol.17, Sepcial Issue: Knowledge and the Firm (winter, 1996), pp 27-43.
- Tellis, W. M. (1997). Application of a case study methodology. *The qualitative report*, 3(3), 1-19.
- Tergon, S. –O. (2005). *Digital Concept Maps for Managing Knowledge and Information*.
- Tergon, S. –O. & Keller. (Eds) (2005). *Knowledge and Information Visualization LNCS 3426*, pp 185-204.
- Tiwana, A., Bharadwaj, A. & Sambamurthy, V. (2003). The antecedents of IS development Capability: A knowledge integration perspective. *Proceedings of the 24th International Conference on Information Systems*, Seattle, pp 246-258.
- Tsui, E. (2002), *Tracking the Role and Evolution of Commercial Knowledge Management Software*, in *Handbook on Knowledge Management*, C.W. Holsapple (ed), Springer-Verlag, Berlin/Heidelberg.
- Tyani, B.I.N. (2001). *Absenteeism: A nursing service problem in the Republic of Transkei*. Pretoria: UNISA Press.
- Wateridge, J.H. (1995) *IT projects; a basis for success*. *International Journal of Project Management* 13(3).
- Weber, B. and Weber, C. (2007), ‘Corporate Venture Capital as a Means of Radical Innovation: Relational Fit, Social Capital, and Knowledge Transfer,’ *Journal of Engineering and Technology Management*, 24 (1-2), 11-35.
- Westerveld, E (2003). *Project Excellence Model®: linking success criteria and critical success factors*. *International Journal of Project Management*, 21, Issue 6, August.

- Williams, T. (2003). Identifying the hard lessons from projects- easily. *International Journal of Project Management*, 22(4), November, 273-279. <http://dx.doi.org/10.1016/j.ijproman.2003.11.001>.
- Williams, T. (2006). How do organizations learn from projects? Presented at the PMI Research Conference 2006, Montreal.
- Weiss, R. S. (1994). *Learning from strangers: The art and method of qualitative interview studies*. New York, NY: The Free Press.
- Yang, J. (2005), 'Knowledge Integration and Innovation: Securing New Product Advantage in High Technology Industry,' *Journal of High Technology Management Research*, 16 (1), 121-135.
- Yin, R. K. (2009). *Case study research: design and methods* (4th ed.) Thousand Oaks, CA London: SAGE.
- Yoo, Y. Kanawattana chai, P (2001). Development of trans active memory systems and collective mind in virtual teams. *The international journal of organizational Analysis* Vol 9. ISS2, pp 187- 208. doi: <http://dx.doi.org/10.1108/eb028933>
- Zheng, W. (2005). The impact of organizational culture, structure, and strategy on knowledge management effectiveness and organizational effectiveness. University of Minnesota.