URN etd-0407109-183724-2001
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Statistics This thesis had been viewed 57 times. Download 0 times.
Department
Year 2007
Semester 1
Degree Master
Type of Document Master's Thesis
Language zh-TW.Big5 Chinese
Title The Study of Knowledge Loss from Knowledge Externalization to Internalization
Date of Defense 0000-00-00
Page Count 128
Keyword
incomplete knowledge externalization
incomplete knowledge internalization
knowledge loss

Abstract
The purpose of this study is to explore the issue of knowledge loss from knowledge externalization to knowledge internalization. Prior researches indicated that knowledge externalization and internalization have a positive influence on KM effectiveness; however, knowledge externalization doesn't imply that the implicit knowledge can convert to explicit one completely. As soon as knowledge is in the stage of incomplete externalization or internalization, it will affect KM effectiveness. Following the points above, the objectives of this study are as follows: First, the study investigates the incompletion of knowledge externalization and internalization, and the concept of knowledge loss. Second, we try to develop the research dimensions to measure the degree of knowledge loss in the process of knowledge transformation. At last, this research will incorporate the perspective of learning subject and learning object to investigate the effects on knowledge loss. Based on the research, we hope we can assist learners to recover the knowledge that had bee lost and therefore raise KM effectiveness.
To verify the research hypotheses, research methods including qualitative and quantitative approaches were conducted in this study. First, content analysis and semi-structured interview were adopted to investigate the concept of knowledge loss. Second, we use quantitative approaches, including factor analysis, canonical analysis and analysis-of-variance to examine the factors that affect knowledge loss.
Advisory Committee Kuo-Wei Lee - advisor

Files No Any Full Text File.
Date of Submission 2008-08-08