

Table of Contents

International Journal of Knowledge Management

Volume 12 • Issue 2 • April-June-2016 • ISSN: 1548-0666 • eISSN: 1548-0658

An official publication of the Information Resources Management Association

Research Articles

- 1 **Exploring Strategies for Capturing Customer’s Tacit Knowledge in Customer Integration Methods**
Ulrich Bretschneider, Department of Information Systems, University of Kassel, Kassel, Germany
Shkodran Zogaj, Department of Information Systems, University of Kassel, Kassel, Germany
- 20 **Knowledge Management Process in Multi-Site Provision of Service**
Rodrigo Valio Dominguez Gonzalez, University of Campinas, Limeira, Brazil
- 38 **Antecedents of Local Personnel Absorptive Capacity in Joint Project Engineering Teams in Nigeria**
Adedapo Oluwaseyi Ojo, Faculty of Management, Multimedia University, Cyberjaya, Malaysia
Murali Raman, Faculty of Management, Multimedia University, Cyberjaya, Malaysia
- 54 **Knowledge Management and Systematic Innovation Capability**
Marianne Gloet, Department of Management and Marketing, The University of Melbourne, Melbourne, Australia
Danny Samson, Department of Management and Marketing, The University of Melbourne, Melbourne, Australia

COPYRIGHT

The **International Journal of Knowledge Management (IJKM)** (ISSN 1548-0666; eISSN 1548-0658), Copyright © 2016 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Knowledge Management* is indexed or listed in the following: ACM Digital Library; Australian Business Deans Council (ABDC); Bacon’s Media Directory; Burrelle’s Media Directory; Cabell’s Directories; Compendex (Elsevier Engineering Index); CSA Illumina; DBLP; DEST Register of Refereed Journals; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; INSPEC; JournalTOCs; KnowledgeBoard; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); PsycINFO®; SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich’s Periodicals Directory