DAFTAR PUSTAKA

- Abou-Zeid, E.-S. (2004). The effectiveness of innovation: A knowledge management approach. *International Journal of Innovation Management (IJIM)*, Vol.8, No.3, 2004, pp. 261-274.
- Al-Khouri, A. M. (2014). Fusing knowledge management into the public sector: a review of the field and the case of the emirates identity authority. *Journal of Knowledge Management, Economics and Information Technology, 4(3), 1-89.*
- Algahtani, K. (2019). Knowledge Management Practices in the Kingdom of Saudi Arabia Public Sector Organisations. University of Wolverhampton.
- Bandera, C., Keshtkar, F., Bartolacci, M. R., Neerudu, S., & Passerini, K. (2017). Knowledge management and the entrepreneur: Insights from Ikujiro Nonaka's Dynamic Knowledge Creation model (SECI). *International Journal of Innovation Studies*, 1(3), 163-174.
- Barthes, R., & Duisit, L. (1975). An introduction to the structural analysis of narrative. *New literary history*, 6(2), 237-272.
- Bharadwaj, S. S., Chauhan, S., & Raman, A. (2015). Impact of knowledge management capabilities on knowledge management effectiveness in Indian organizations. *Vikalpa*, 40(4), 421-434.
- Bhatt, G. D. (2001). Knowledge management in organizations: examining the interaction between technologies, techniques, and people. *Journal of Knowledge Management*, 5(1), 68-75.
- Biggs, A., Brough, P., & Barbour, J. P. (2014). Strategic alignment with organizational priorities and work engagement: A multi-wave analysis. *Journal of Organizational Behavior*, 35(3), 301-317.
- Bogdan, R., & Biklen, S. K. (1997). *Qualitative research for education* (Vol. 368). Allyn & Bacon Boston, MA.
- Byukusenge, E., Munene, J., & Orobia, L. (2016). Knowledge management and business performance: Mediating effect of innovation.
- Chidambaranathan, K., & Swarooprani, B. (2015). Knowledge management as a predictor of organizational effectiveness: the role of demographic and employment factors. *The Journal of Academic Librarianship*, 41(6), 758-763.
- Córdova, F. M., Durán, C. A., & Galindo, R. (2015). The Chilean medium-sized port companies in knowledge management: diagnosis, challenges and trends. *Procedia Computer Science*, *55*, 1133-1142.

- Costa, V., & Monteiro, S. (2016). Key knowledge management processes for innovation: a systematic literature review. *VINE Journal of Information and Knowledge Management Systems*, 46(3), 386-410.
- Creswell, J. W., & Clark, V. L. P. (2017). *Designing and conducting mixed methods research*. Sage publications.
- Creswell, J. W., & Poth, C. N. (2016). *Qualitative inquiry and research design:* Choosing among five approaches. Sage publications.
- Davenport, T. H. (1998). Working knowledge: How organizations manage what they know. *NewYork Harvard Business School*.
- Davidson, C., & Voss, P. (2002). Knowledge management: An introduction to creating competitive advantage from intellectual capital. (*No Title*).
- Du Plessis, M. (2007). The role of knowledge management in innovation. *Journal of Knowledge Management*, 11(4), 20-29.
- El Said, G. R. (2015). Understanding Knowledge Management System antecedents of performance impact: Extending the Task-technology Fit Model with intention to share knowledge construct. *Future Business Journal*, 1(1-2), 75-87.
- Farnese, M. L., Barbieri, B., Chirumbolo, A., & Patriotta, G. (2019). Managing knowledge in organizations: A Nonaka's SECI model operationalization. *Frontiers in psychology*, 10, 506330.
- Frappaolo, C., & Toms, W. (1997). Knowledge Management: from terra incognita to terra firma. *The Delphi Group*.
- Ghaziri, H., & Awad, E. (2005). Is there a future for knowledge management. Journal of Information Technology Management, 16(1), 31-38.
- Greiner, M. E., Böhmann, T., & Krcmar, H. (2007). A strategy for knowledge management. *Journal of Knowledge Management*, 11(6), 3-15.
- Hadi, A. (2021). Penelitian kualitatif studi fenomenologi, case study, grounded theory, etnografi, biografi. CV. Pena Persada.
- Harter, J. K., Schmidt, F. L., & Keyes, C. L. (2003). Well-being in the workplace and its relationship to business outcomes: A review of the Gallup studies.
- Holsapple, C. W., & Whinston, A. B. (1989). Knowledge representation and processing in economics and management. *Computer Science in Economics and Management*, *2*, 37-48.
- Kahn, W. A. (1990). Psychological conditions of personal engagement and disengagement at work. *Academy of management journal*, 33(4), 692-724.

- Kassim, N. A., Baharuddin, M. F., & Samad, Z. A. (2016). Knowledge management practices and organizational performance in Malaysia government institution. *International Journal for Infonomics*, 9(4), 1233-1238.
- Kotnour, T. (2000). Organizational learning practices in the project management environment. *International Journal of Quality & Reliability Management*, 17(4/5), 393-406.
- Lewaherilla, N. C., Kurniullah, A. Z., Arsawan, I. W. E., Salim, N. A., Hikmah, N., Harto, P., Wisnujati, N. S., & Marditama, T. (2021). *Knowledge Management*. Zahir Publishing.
- Liebowitz, J. (2016). Successes and Failures of Knowledge Management. Morgan Kaufmann.
- Lindlof, T. R., & Taylor, B. C. (2017). *Qualitative communication research methods*. Sage publications.
- Liu, H., Yao, P., Wang, X., Huang, J., & Yu, L. (2021). Research on the peer behavior of local government green governance based on SECI expansion model. *Land*, 10(5), 472.
- Mafabi, S., Munene, J., & Ntayi, J. (2012). Knowledge management and organisational resilience: Organisational innovation as a mediator in Uganda parastatals. *Journal of Strategy and Management*, 5(1), 57-80.
- Martins, V. W. B., Rampasso, I. S., Anholon, R., Quelhas, O. L. G., & Leal Filho, W. (2019). Knowledge management in the context of sustainability: Literature review and opportunities for future research. *Journal of cleaner production*, 229, 489-500.
- Medina, R., & Medina, A. (2015). The competence loop: Competence management in knowledge-intensive, project-intensive organizations. *International Journal of Managing Projects in Business*, 8(2), 279-299.
- Misra, D., Hariharan, R., & Khaneja, M. (2003). E-knowledge management framework for government organizations. *Information systems management*, 20(2), 38-48.
- Mohd. Rodzi, M. Z., Ahmad, M. N., & Zakaria, N. H. (2015). Using essential processes in knowledge integration for knowledge enhancement. *Vine*, 45(1), 89-106.
- Naicker, T. (2013). The effect of knowledge sharing on employee engagement. University of Johannesburg (South Africa).
- Naicker, T. (2013). The effect of knowledge sharing on employee engagement. University of Johannesburg.
- Nikolova, I., Schaufeli, W., & Notelaers, G. (2019). Engaging leader–Engaged employees? A cross-lagged study on employee engagement. *European Management Journal*, 37(6), 772-783.

- Nonaka, I., and Takeuchi, H. (1995). The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation. Oxford University Press.
- Nonaka, I., & Takeuchi, H. (2007). The knowledge-creating company. *Harvard business review*, 85(7/8), 162.
- Nsubuga-Mugoa, J. K. (2019). Successful strategies for using knowledge management in small and medium-sized enterprises Walden University].
- Patton, M. Q. (2002). Qualitative research & evaluation methods. sage.
- Prusak, L., & Davenport, T. (1998). Working knowledge: how organizations manage what they know.
- Riessman, C. (2008). Narrative methods for the human sciences. Sage.
- Robinson, H. S., Anumba, C. J., Carrillo, P. M., & Al-Ghassani, A. M. (2006). STEPS: a knowledge management maturity roadmap for corporate sustainability. *Business Process Management Journal*, 12(6), 793-808.
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. Journal of managerial psychology, 21(7), 600-619.
- Sensuse, D. I., Cahyaningsih, E., & Wibowo, W. C. (2015). Knowledge management: organizational culture in Indonesian government human capital management. *Procedia Computer Science*, 72, 485-494.
- Shellow, A. (2022). The Relationship between Employee Engagement, Job Satisfaction, and Employee Performance in the Federal Government. Walden University.
- Spencer, L. M., & Spencer, P. S. M. (2008). Competence at Work models for superior performance. John Wiley & Sons.
- Strohmaier, M., & Lindstaedt, S. N. (2005). Application of knowledge problem patterns in process oriented organizations. Biennial Conference on Professional Knowledge Management/Wissensmanagement,
- Sveiby, K. E. (1997). The new organizational wealth: managing and measuring knowledge-based assets. *Barrett-Kohler Publishers*.
- Tiwana, A. (2000). The knowledge management toolkit: practical techniques for building a knowledge management system. Prentice hall PTR.
- Tjakraatmadja, J. (2015). Mengapa perlu "Boosting business results through knowledge management". *Knowledge Management Summit Indonesia*.
- Tzortzaki, A. M., & Mihiotis, A. (2014). A review of knowledge management theory and future directions. *Knowledge and Process Management*, 21(1), 29-41.

- Ulrich, D. (1996). *Human resource champions: The next agenda for adding value and delivering results*. Harvard Business Press.
- UNDP. (2020). *Global Knowledge Index 2020*. Mohammed Bin Rashid Al Maktoum Knowledge Foundation.
- Watt, J. H., & Berg, S. A. (1995). Research methods for communication science. (No Title).
- Wilson, L. O. (2016). Anderson and Krathwohl–Bloom's taxonomy revised. *Understanding the new version of Bloom's taxonomy*.
- Woelk, D., & Agarwal, S. (2002). Integration of e-learning and knowledge management. E-Learn: World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education,
- Yin, R. K. (2012). Applications of case study research (Vol. 34). sage.