

知识管理过程测量工具研究:量表开发、提炼和检验

韩维贺¹, 李浩², 仲秋雁¹

- 1. 大连理工大学管理学院, 大连, 116023;
- 2. 东北财经大学工商管理学院, 大连, 116024

Study on an Instrument to Measure Knowledge Management Processes: Development, Purification and Test

HAN Wei-he¹, LI Hao², ZHONG Qiu-yan¹

- 1. School of Management, Dalian University of Technology, Dalian 116023, China; 2. School of Business Management, Dongbei University of Finance and Economics, Dalian 116025, China

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摘要 知识管理受到来自各领域学者和企业实践者的关注,知识管理过程的测量问题日显突出.本研究对知识管理过程进行详细分类和界定,提出一套针对知识的创造、组织、转移和应用四个基本过程的测量工具.经预测试、先导测试以及问卷调查等方式对该工具进行精炼,并实证检验了该量表的可靠性和有效性,最终确定的测量工具包括12个维度,共47个问题.最后对研究结论和意义作了解释.

关键词: 知识管理 知识管理过程 量表开发 实证研究

Abstract: An increasing number of attentions to knowledge management are paid by practitioner and scholars. It is becoming important how to measure knowledge management processes. Based on the classification of knowledge management processes, an instrument to measure knowledge creation, organization, transfer, and application is developed. Pretest, pilot test, and survey are implemented to purify the items. Reliability and validity of the instrument are tested empirically. Four dimensions consisted of 47 items are included in the final instrument. The theoretical and practical implications of this study are discussed.

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