

**STRATEGIC ALIGNMENT OF KNOWLEDGE
MANAGEMENT FOR ORGANIZATIONAL
PERFORMANCE**

**A
Ph.D THESIS**

**Submitted by:
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***A thesis submitted in fulfillment of the requirement of the
degree of
DOCTOR OF PHILOSOPHY***

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Date:

RECOMMENDATION OF SUPERVISOR

We hereby certify that the dissertation entitled "**STRATEGIC ALIGNMENT OF KNOWLEDGE MANAGEMENT FOR ORGANIZATIONAL PERFORMANCE**", submitted by Manoj Kumar Chaudhary, to the Faculty of Management, Office of the Dean, Tribhuvan University for the awarded of the Degree of Doctor of Philosophy (Ph.D.) has been completed under our supervision and guidance. This dissertation is based on his original research work. We are completely satisfied with his overall research work in prescribed format of the Ph.D. dissertation.

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DECLARATION

I hereby declare that this dissertation entitled "**STRATEGIC ALIGNMENT OF KNOWLEDGE MANAGEMENT FOR ORGANIZATIONAL PERFORMANCE**" has been carried out by myself and does not incorporate any material previously submitted for a degree in any university throughout the globe without acknowledgement and that it is based on my original research work. It does not contain any previously published or unpublished materials by another person except where due reference has been made in the text. All practical and academic contributions by others to the completion of the work presented are hereby acknowledged.

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LIST OF ABBREVIATIONS

| | |
|--------|---|
| B2B | Business to Business |
| BI | Business Intelligent |
| BOD | Board of Directors |
| BPR | Business Process reengineering |
| BS | Business Strategy |
| CBR | Case Based Reasoning |
| CDP's | Competencies Development Program |
| CDS | Corporate Differentiation Strategy |
| CEO | Chief Executive Officer |
| CEO | Chief Executive Officer |
| CKM | Customer Knowledge Management |
| CKO | Chief Knowledge Officer |
| CLS | Cost Leadership Strategy |
| CRANET | Cranfield Network |
| CRM | Customer Relationship Management |
| CS | Corporate Strategy |
| CSQP | Capability Service Quality Performance Paradigm |
| CSR | Corporate Social Responsibility |
| DW | Darbin Watson |
| EBIPs | Enterprise Business Intelligence Portals |
| EC | E-Commerce |
| EC | Employee Commitment |
| EU | European Union |
| F2F | Face to Face |
| GDP | Gross Domestic Product |
| GRATE | Gross Rate of Return |
| HRBS | Human Resource Business Strategy |
| HRD | Human Resource Development |
| HRM | Human Resource Management |
| HRMS | Human Resource Management Strategy |
| HROS | Human Resource Organizational Strategy |

| | |
|------------|---|
| HRS | Human Resource Strategy |
| HRS | Human Resource System |
| IC | Individual Competence |
| IC | Intellectual Capital |
| IDA | Information Development System |
| IEDI | International Electronic Data Interchange |
| IPCS | Interpersonal and Communication Skills |
| ISP | Internet Service Provider |
| IT | Information Technology |
| JS | Job Satisfaction |
| KCRM | Knowledge enabled Customer Relationship Management |
| KDD | Knowledge Discovery from Database |
| KM | Knowledge Management |
| KMCS | Knowledge Management Codification Strategy |
| KMPS | Knowledge Management Personalization Strategy |
| KMS | Knowledge Management Strategy |
| KMSLC | Knowledge Management System Life Cycle |
| KQML | Knowledge Query Markup Language |
| LS | Leadership Skills |
| MDSS | Marketing Decision Support System |
| MFP | Market and Financial Performance |
| MIS | Management Information System |
| PVS | Professional and Vocational Skills |
| QFD | Quality Function Deployment |
| R & D | Research and Development |
| SD | Standard Deviation |
| SE | Standard Error |
| SECI Model | Socialization - Externalization - Combination - Internalization Model |
| SHRMP | Strategic Human Resource Management Practice |
| SN | Serial Number |
| SPSS | Statistical Package for Social Science |
| SWOT | Strength, Weakness, Opportunities and Threats |
| TQM | Total Quality Management |
| TT | Technological Transfer |