

REFERENCE

- Al-Shamsi, Mohammed Ahmad S. 2021. "Guide to the Project Management Body of Knowledge". 7th ed. *Pennsylvania: Project Management Institute*.
- Alavi, Maryam, and Dorothy E. Leidner. 2001. "Review: Knowledge Management and Knowledge Management Systems: Conceptual Foundations and Research Issues." *MIS Quarterly*. JSTOR.
- Aldubai, Maged, Mazen Farea, T. Yousef, Hani Al-Duais, and Belal Al-Ifan. 2024. "The Impact of Knowledge Management Strategy on the Enterprise's Decision Making."
- Arifiani, Librita Skom Mmsi, Prof. Dr. Ir. Dyah Budiastuti M.M, and Dr. Wibowo Kosasih Comm M. 2019. "The Effect of Disruption Technology, and the Future Knowledge Management toward Service Innovation for Telecommunication Industry 4.0 in Indonesia." *International Journal of Engineering and Advanced Technology*. Blue Eyes Intelligence Engineering and Sciences Engineering and Sciences Publication - BEIESP.
- Argote, Linda. 1999. "Organizational learning". Tucson, AZ: *Kluwer Academic*.
- Baskerville, Richard, and Alina Dulipovici. 2006. "The Theoretical Foundations of Knowledge Management." *Knowledge Management Research & Practice*. Informa UK Limited.
- Becerra-Fernandez, I, and R Sabherwal. 2014. "Knowledge Management: Systems and Processes". Taylor & Francis.
- Bharambe, Yashraj, Pranav Deshmukh, Pranav Karanjawane, Diptesh Chaudhari, and Nihar M. Ranjan. 2023. "Churn Prediction in Telecommunication

Industry.” 2023 *International Conference for Advancement in Technology (ICONAT)*. IEEE.

Bougie, R, and U Sekaran. 2019. *Research Methods For Business: A Skill Building Approach*. Wiley.

Earl, M. 2001. "Knowledge Management Strategies: Toward a Taxonomy." *Journal of Management Information Systems* 18 (1): 215–233.

Eltayeb, Suhaila, and Gada Kadoda. 2017. “The Impact of Knowledge Management Practices on Business Strategies and Organizational Performance.” 2017 *Sudan Conference on Computer Science and Information Technology (SCCSIT)*. IEEE.

Folliot, Nadege. 2024. "MOOC, COOC, SPOC, SOOC: What’s the Difference? - Digiformag." *Digiformag*, June 28, 2024.

Garvey, B, and B Williamson. 2002. "Beyond Knowledge Management: Dialogue, Creativity and the Corporate Curriculum". Financial Times Prentice Hall.

Housel, Tom, and Arthur A Bell. 2001. "Measuring and managing knowledge". London, England: McGraw-Hill Publishing.

Idrees, Hisham, Jin Xu, Syed Arslan Haider, and Shehnaz Tehseen. 2023. “A Systematic Review of Knowledge Management and New Product Development Projects: Trends, Issues, and Challenges.” *Journal of Innovation & Knowledge*. Elsevier BV.

Indonesia Telecoms Update. “Indonesia Telecoms Update 2023.”, 2003.

Johannessen, Jon-Arild, Johan Olaisen, and Bjørn Olsen. 2001. “Mismanagement of Tacit Knowledge: The Importance of Tacit Knowledge, the Danger of

- Information Technology, and What to Do about It.” *International Journal of Information Management*. Elsevier BV.
- King, William R. 2009. “Knowledge Management and Organizational Learning.” *Annals of Information Systems*. Springer US.
- Marie, I A, D Sugiarto, D Surjasa, and A Witonohadi. 2018. “Knowledge Management System for Risk Mitigation in Supply Chain Uncertainty: Case from Automotive Battery Supply Chain.” *IOP Conference Series: Earth and Environmental Science*. IOP Publishing.
- Mårtensson, Maria. 2000. “A Critical Review of Knowledge Management as a Management Tool.” *Journal of Knowledge Management*. Emerald.
- Mohanty, Sasmita. 2021. “Restructuring and Globalization of Telecommunications Industry.” *Research Anthology on Digital Transformation, Organizational Change, and the Impact of Remote Work*.
- Muller, Joy. 2018. "Effective Knowledge Management and Organisational Learning in the Context of Sustainable Development." *Electronic Journal of Knowledge Management* 16: 56–69.
- Murray, S. R., and J. Peyrefitte. 2007. "Knowledge Type and Communication Media Choice in the Knowledge Transfer Process." *Journal of Managerial Issues* 19 (1): 111–133.
- Nonaka, I, and H Takeuchi. 1995. "The Knowledge-creating Company: How Japanese Companies Create the Dynamics of Innovation". *Oxford University Press*.

Qureshi, Ijaz A, Nilofar Anbreen Gardezi, and Mike Whitty. 2016. "Impact of Knowledge Management on Organizational Learning in Telecom Sector of Pakistan".

Review, Harvard Business. 1998. *"Harvard business review" on knowledge management*. Boston, MA: Harvard Business Review Press.

Riswanto, and D I Sensuse. 2021. "Knowledge Management Systems Development and Implementation: A Systematic Literature Review." *IOP Conference Series: Earth and Environmental Science*. IOP Publishing.

Saratchandra, Minu, and Anup Shrestha. 2022. "The Role of Cloud Computing in Knowledge Management for Small and Medium Enterprises: A Systematic Literature Review." *Journal of Knowledge Management*. Emerald.

Schumann, Christian-Andreas, and Claudia Tittmann. 2015. "Digital Business Transformation in the Context of Knowledge Management."

Sitienei Caroline, Koech, Boit John Mugun, and Maru Loice. 2015. "Knowledge Storage, Retrieval And Employee Performance: The Moderating Role Of Employee Engagement".

Ulhaq, Abdullah Wildan, and Choiria Anggraini. 2023. "Analisis Penerapan Komunikasi Terintegrasi Dalam Pengelolaan Employer Branding di PT Telkom Indonesia (Persero), Tbk."

Vaz, N. 2021. "Digital Business Transformation: How Established Companies Sustain Competitive Advantage From Now to Next". Wiley.

Vaz, Patrick. 2021. "The Time for Digitizing Indonesian B2Bs Is Now." *The Jakarta Post*. February 25, 2021.

- Wang, Hao, and Xianhai Meng. 2019. "Transformation from IT-Based Knowledge Management into BIM-Supported Knowledge Management: A Literature Review." *Expert Systems with Applications*. Elsevier BV.
- Wijnhoven, Fons. 2008. "Operational Knowledge Management." *Knowledge Management*. IGI Global.
- Yin, R K. "Case Study Research: Design and Methods. SAGE Publications, 2009.
- . *Qualitative Research from Start to Finish, First Edition*". Guilford Publications.
- Žur, Agnieszka, and Christian Friedl. 2021. "Transforming Workplace Learning: A Qualitative Inquiry into Adopting Massive Open Online Courses into Corporate Learning and Development." *Education Sciences*. MDPI AG.