

Acknowledgements

The dissertation is the result of work conducted at Leiden University, European Business School, and Siemens Information and Communication Networks. It examines how technology-facilitated knowledge management initiatives can establish supportive knowledge-intensive cultures. A case study approach has been chosen to investigate the explanatory power of two complementary change management frameworks in the new setting of knowledge management systems. Though the research questions, approaches, and findings presented in this thesis reflect my personal research style and understanding, I have been fortunate to receive help and hospitality from many sources at the three places mentioned above and would like to acknowledge this here.

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