

# Your notes on each book /article

## Desouza – Knowledge Management Barriers

“Most knowledge management initiatives, however, fall short of their goals. Recent surveys alert us to a grim reality. For example, Ruggles (1998) studied 431 US and European companies with knowledge management initiatives under way, and found that only 13 percent of the respondents felt they were successful in transferring knowledge from one part of the firm to the other, whereas only 46 percent ranked their firm high on the ability to generate new knowledge. A primary reason for this is the view that IT is a silver bullet. Although it can enable people to transcend distance and time barriers through the use of tools such as e-mail and group support systems, it cannot motivate people to share knowledge.” (26)

# Your notes organized by your outline headings

Preface

**PART ONE: The Problem**

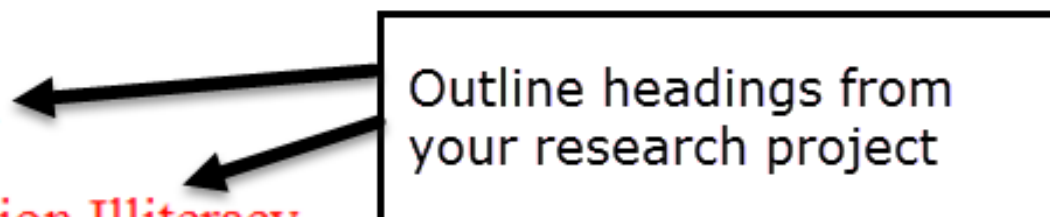
**The Cost of Information Illiteracy**

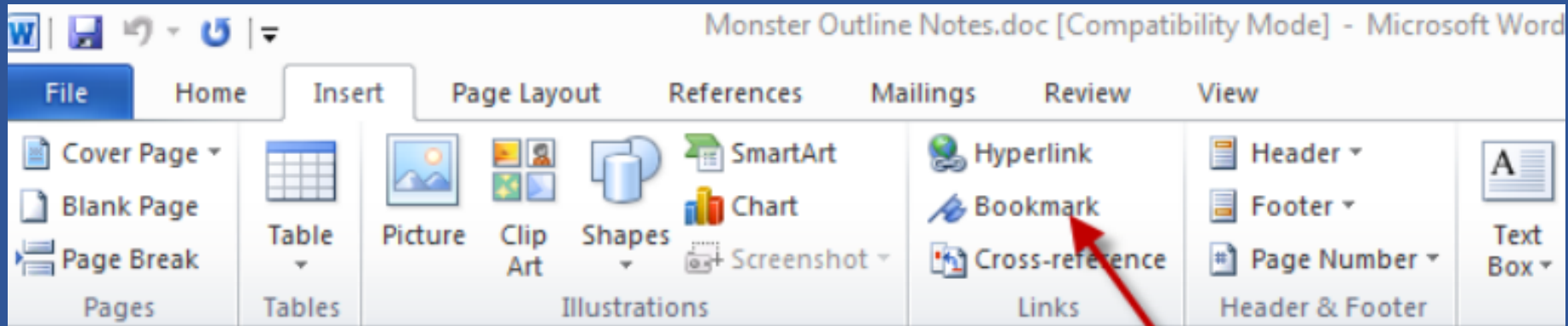
Feldman, The Hidden costs of information work (2005)

"With the economy now becoming information-based rather than industrial, the next frontier is to make information work more productive." (1)

"During the summer of 2004, IDC surveyed 600 U.S. companies in three size categories and in four vertical industries... financial services, government, manufacturing, and healthcare... The goal was to determine how content-related tasks were performed and what the prevailing attitudes were to investing in and using content management and retrieval applications." (2)

Outline headings from your research project





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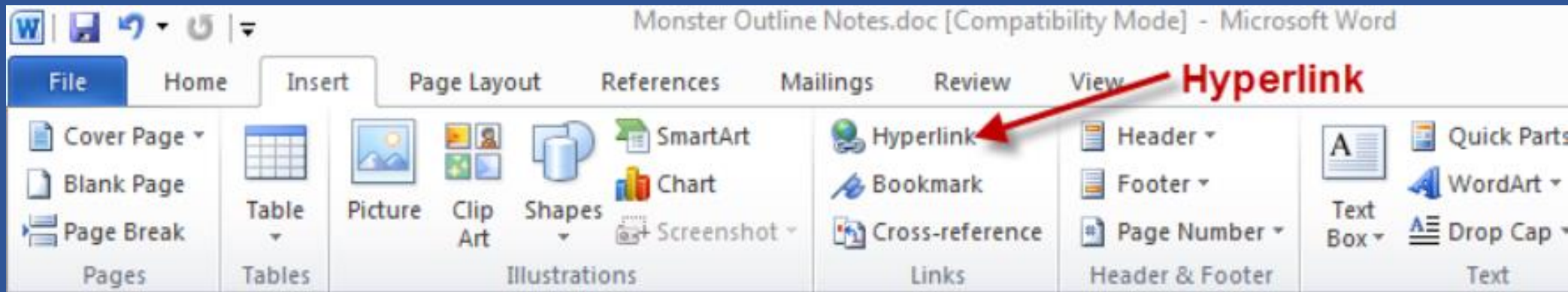


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**Preface**

**PART ONE: The Problem**

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[Illiteracy in Academia](#)  
[The State of the Art in Information Literacy](#)

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**Preface**  
**PART ONE**  
**PART TWO**

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