











































- Robinson, H.S., Anumba, C.J., Carrillo, P.M., Al-Ghassani, A.M. (2005). Business performance measurement practices in construction engineering organizations. *Measuring Business Excellence*, 9(1), 13–22.
- Sánchez, R., & Mahoney, J. T. (1996). Modularity, flexibility, and knowledge management in product and organization design. *Strategic Management Journal*, 17(S2), 63-76.
- Satish, T. B. (2012). Benefits of knowledge management system for banking sector. *International Journal of Computer Science and Communication*. 3(1). Pp. 133-137.
- Schiama, G. (2012). Managing knowledge for business performance improvement. *Journal of knowledge management*, 16(4), 515-522.
- Singh, S. K. (2008). Role of leadership in knowledge management: a study. *Journal of Knowledge Management*, 12(4), pp.3-15, doi: 10.1108/13673270810884219
- Skyrme, D. J., & Amidon, D. M. (1998). New measures of success. *Journal of Business Strategy*, 19(1), 20-24.
- Teece, D. J. (1998). Capturing value from knowledge assets. *California Management Review*, 40(3), 55-79.
- Trujillo, V. & Navajas, S. (Septiembre, 2016). *Inclusión financiera y desarrollo del sistema financiero en América Latina y el Caribe. Datos y Tendencias*. FOMIN, BID. Recuperado el día 02 de junio de 2017 de <http://mifftp.iadb.org/website/publications/49cffc86-f08e-446c-a579-e5149a4bbb7c.pdf>
- Tsai, W. (2001). Knowledge transfer in intraorganizational networks: Effects of network position and absorptive capacity on business unit innovation and performance. *Academy of Management Journal*, 44(5), 996-1004.
- Tseng, S.M. & Fang, Y. Y. (2015). Customer Knowledge Management Performance Index. *Knowledge and Process Management*. 22(2). pp. 68-77. DOI: 10.1002/kpm.1463
- Venkatraman, N., & Ramanujam, V. (1986). Measurement of business performance in strategy research: A comparison of approaches. *Academy of management review*, 11(4), 801-814.
- Wiig, K. M., & Jooste, A. (2003). *Exploiting knowledge for productivity gains*. Handbook on knowledge management, (pp. 289-308): Springer.
- Yaşar y Ö, U. & Kızıldağ, D. (2013). A Comparative Analysis of Knowledge Management in Banking Sector: An Empirical Research. *European Journal of Business and Management*. 5(16). ISSN 2222-1905 (Paper) ISSN 2222-2839 (Online)
- Youndt, M. A., Subramaniam, M., y Snell, S. A. (2004). Intellectual Capital Profiles: An Examination of Investments and Returns. *Journal of Management Studies*, 41(2), 335-361.
- Zander, U., & Kogut, B. (1995). Knowledge and the speed of the transfer and imitation of organizational capabilities: An empirical test. *Organization science*, 6(1), 76-92.