

**ROLE OF HR PRACTICES AND KM TOOLS IN
TRANSFER OF TACIT KNOWLEDGE OF
INTERNAL CUSTOMERS: EVIDENCE
FROM IT COMPANIES IN INDIA**

**SUBMITTED IN FULFILMENT OF THE REQUIREMENTS
FOR THE AWARD OF THE**

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By

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2K11/Ph.D/DSM/04

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I, hereby certify that the thesis titled “Role of HR practices and KM tools in transfer of Tacit Knowledge of internal customers: Evidence from IT companies in India” and submitted in fulfilment of the requirements for the award of the degree of Doctor of Philosophy is an authentic record of my research work carried out under the guidance of Dr. Shikha N. Khera. Any material borrowed or referred to is duly acknowledged.

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SUPERVISOR'S CERTIFICATE

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LIST OF ABBREVIATIONS

HR practices	–	Human Resource practices
TKS	–	Tacit Knowledge Sharing
TKSb	–	Tacit Knowledge Sharing behavior
KM	–	Knowledge Management
KM tools	–	Knowledge Management tools
OKSb	–	Organizational Knowledge Sharing behavior
PKSb	–	Project/Task Knowledge Sharing behavior
SKSb	–	Skill Knowledge Sharing behavior