BIBLIOGRAPHY

BOOKS


Mistillis, N. & Sheldon, P. J. (2005), *Knowledge Management for Tourism Crises and Disasters, Managing risk and crisis for sustainable tourism: Research and Innovation*. University of West Indies Kingston, Jamaica


Serrat, O., (2008), *Notions of Knowledge Management*, Knowledge Solutions


Vedpurishwar, A. V. (2009), *Knowledge Management From A to Z*. Vision Books


**JOURNAL ARTICLES**


Anantatmula, V. (2009), Designing Meaningful KM Processes to Improve Organizational Learning, TRIM, 5(2), 224


272


Nilsen, E.R. (2006). Organizing for the sharing and creation of knowledge - are we too afraid to kill it?, OLKC. Conference at the University of Warwick.


Seneviratne, K., Amaratunga, D., Haigh, R., Pathirage, C. (2010), Knowledge Management for Disaster Resilience: Identification of Key Success Factors, Royal Institution of Chartered Surveyors (RICS)


Sher, P. J., & Lee, V. C. (2004). Information technology as a facilitator for enhancing dynamic capabilities through Knowledge Management. *Information & management*, 41(8), 933-945


**WEBSITES**


Hospital Statistics for PGI Chandigarh, 2014-2015


CONFERENCE PROCEEDINGS


Visser, M. (2002), Managing knowledge and action in organizations; towards a behavioural theory of Organizational Learning, EURAM Conference on Organizational Learning and Knowledge Management, Sweden.
