



Intellectual capital and public sector performance /

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Emerald,
2013

Electronic books

Monografía

This study investigated the management of intellectual capital (observed as internal capital, external capital, and human capital) as a tool for non-financial organizational performance (observed as effectiveness, efficiency, and reputation). The study used self-administered survey questionnaires to collect data on both the intellectual capital and non-financial organizational performance aspects of the Malaysian public sector which has undergone a radical transformation through New Public Management Reforms. The total number of participants was 1,092 covering the three levels (federal, state, and the local governments) of the government. The results of the survey questionnaire were analyzed using a multivariate Structural Equation Model, and revealed that there is a significant and positive relationship between intellectual capital and performance. Findings provide useful input to policymakers into the review of the relevant intellectual capital resources, and on improving the public sector performance. From a practical perspective, one way of increasing the level of public sector performance is to tie performance to intellectual capital

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Título: Intellectual capital and public sector performance edited by Kardina Kamaruddin, Indra Abeysekera

Editorial: Bingley, U.K. Emerald 2013

Descripción física: 1 online resource (xix, 210 pages) illustrations

Mención de serie: Studies in managerial and financial accounting 1479-3512 v. 27

Bibliografía: Includes bibliographical references

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ISBN: 9781783501694 electronic bk.) 1783501693 electronic bk.) 9781783501687 1783501685 9781306291071 MyiLibrary) 1306291070 MyiLibrary)

Materia: Administrative agencies- Evaluation Intellectual capital Performance standards Accounting. Management accounting & bookkeeping. Business & Economics- Accounting- Financial. POLITICAL SCIENCE- Government- Executive Branch. POLITICAL SCIENCE- Public Affairs & Administration. Gestion d'entreprises. Administrative agencies- Evaluation. Intellectual capital. Performance standards.

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Enlace a formato físico adicional: Print version 9781783501687

Punto acceso adicional serie-Título: Studies in managerial and financial accounting v. 27

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