BIBILOGRAPHY

A., Jaime Joseph. "9. NGOs: Fragmented Dreams." *Debating Development NGOs and the Future* (2001): 145-62. Web.

Adair, J. *Effective Strategic Leadership*. London: McMillan, 2002. Print.

Adirondack, S. *Just About Managing? Effective Management for Voluntary Organizations and Community Groups*. Rep. London: London Voluntary Service Council, 1998. Print.

Adler, Paul S. "Market, Hierarchy, and Trust: The Knowledge Economy and the Future of Capitalism." *Organization Science* 12.2 (2001): 215-34. Web.

Agbola, T. "NGOs and Community Development in Urban Areas." *Cities* 11.1 (1994): 59-67. Web.

Alavi, Maryam, and Dorothy E. Leidner. "Review: Knowledge Management and Knowledge Management Systems: Conceptual Foundations and Research Issues." *MIS Quarterly* 25.1 (2001): 107. Web.

Anheier, H. "Managing Non-Profit Organizations: Towards a New Approach." 2000. MS 1, Civil Society Working Paper Unpublished. N.p.

Anheier, Helmut, Mary Kaldor, and Marlies Glasius. "The Global Civil Society Yearbook." *Global Civil Society 2012* (2012): n. pag. Web.

Argote, Linda, Sara L. Beckman, and Dennis Epple. "The Persistence and Transfer of Learning in Industrial Settings." *Management Science* 36.2 (1990): 140-54. Web.

Asare, B. "Local Involvement in Rural Development: The Tono Irrigation Scheme in Ghana." *Development in Practice* 12.2 (2000): 218-23. Web.

Ashman, D. *Supporting Civil Society Networks in Institutional Development Programs*. Rep. Washington, D.C: AED Center for Civil Society and Governance, 2005. Print.

Atack, Iain. "Four Criteria of Development NGO Legitimacy." *World Development* 27.5 (1999): 855-64. Web.

Backman, Elaine V., Allen Grossman, and V. K. Rangan. "Introduction." *Nonprof Volunt Sec Q Nonprofit and Voluntary Sector Quarterly* 29.1 (2000): 2-8. Web.

Backoff, R., and P. Nutt. *A Process for Strategic Management with Application for the Non-Profit Organization, in Strategic Planning: Threats and Opportunities for Planners*. Chicago: Planners, 1998. Print.

Bardwick, J. *In Praise of Good Business: How Optimizing Risk Rewards Your Bottom Line and Your People*. New York: John Wiley & Sons, 1998. Print.

Bardwick, J. *Peace Time Management and War Time Leadership, in The Leader of the Future*. New York: Drucker Foundation Future Series, 1996. Print.

Barry, B. *Strategic Planning in a Non-Profit Organization: Model Cities Health Center in Strategic Planning: Threats and Opportunities for Planners*. Chicago: Planners, 1998. Print.

Bebbington, Anthony. "New States, New NGOs? Crises and Transitions among Rural Development NGOs in the Andean Region." *World Development* 25.11 (1997): 1755-765. Web.

Bebington, A. J., S. Hicky, and D. C. Mitlin. *Can NGOs Make a Difference?, The Challenge of Development Alternatives*. New York: Zed, 2007. Print.

Becker, E. *Global Economy in Development Models and World Views*. Frankfurt: DSE., 1996. Print.

Beckwith, Colin, Kent Glenzer, and Alan Fowler. "Leading Learning and Change from the Middle: Reconceptualising Strategy's Purpose, Content, and Measures." *Development in Practice* 12.3-4 (2002): 409-23. Web.

Bell, Christine, and Johanna Keenan. "Human Rights Nongovernmental Organizations and the Problems of Transition." *Human Rights Quarterly* 26.2 (2004): 330-74. Web.

Berztiss, Alfs. "Business Reengineering Is Not New." *Software Methods for Business Reengineering* (1996): 12-16. Web.

Blackerby, P. "History of Strategic Planning." *Armed Forces Comptroller Magazine* 199th ser. 39 (1994): 23-24. Web.

Bloch, Didier, and Nora Borges. "Organisational Learning in NGOs: An Example of an Intervention Based on the Work of Chris Argyris." *Development in Practice* 12.3-4 (2002): 461-72. Web.

Bontis, Nick. "Intellectual Capital: An Exploratory Study That Develops Measures and Models." *Management Decision* 36.2 (1998): 63-76. Web.

Bontis, Nick, Mary M. Crossan, and John Hulland. "Managing An Organizational Learning System By Aligning Stocks and Flows." *Journal of Management Studies J Management Studs* 39.4 (2002): 437-69. Web.

Bontis, Nick, William Chua Chong Keow, and Stanley Richardson. "Intellectual Capital and Business Performance in Malaysian Industries." *Jnl of Intellectual Capital Journal of Intellectual Capital* 1.1 (2000): 85-100. Web.

Bose, B. "NGOs in the Disaster Context of India: Some Issues." *Loyola Journal of Social Sciences* 17.2 (n.d.): 171-96. Web.

Bouquet, P., and M. Bonifacio. "Distributed Knowledge Management." *Encyclopedia of Knowledge Management*. By R. Cuel. Hershey, PA: Idea Group Reference, 2006. N. pag. Print.

Bowman, C., and D. Asch. *Managing Strategy*. London: McMillan, 1996. Print.

Brown, L. D., and A. Kalegaonkar. "Support Organizations and the Evolution of the NGO Sector." *Nonprofit and Voluntary Sector Quarterly* 31.2 (2002): 231-58. Web.

Brown, L. D. "Book Review: David Lewis and Nazneen Kanji Non-Governmental Organizations and Development. London: Routledge, 2009. 256 Pp. $39.95 (hardback)." *Nonprofit and Voluntary Sector Quarterly* 39.6 (2010): 1127-130. Web.

Brown, Michael. *Non-governmental Organizations and Natural Resources Management: Synthesis Assessment of Capacity-building Issues in Africa*. Vol. 1. N.p.: PVO-NGO/NRMS Project, 1996. Print.

Cameron, Greg. "Taking Stock of Pastoralist NGOs in Tanzania." *Review of African Political Economy* 28.87 (2001): 55-72. Web.

Cameron, K. S., and R. E. Quinn. *Diagnosing and Changing Organizational Culture*. N.p.: Addison-Wesley, 1999. Print.

Cameron, Kim, Anjan Thakor, Robert Quinn, and Jeff Degraff. "Competing Values Leadership." (2006): n. pag. Web.

Campbell, D., G. Stonehouse, and B. Houston. *Business Strategy*. Oxford: Butterworth-Heinemann, 2002. Print.

Cannon, L. *Life Beyond AID: Twenty Strategies to Help Make NGOs Sustainable*. Rep. Johannesburg: Initiative for Participatory Development, 1999. Print.

Cannon, L. *Life Beyond AID: Twenty Strategies to Help Make NGOs Sustainable*. Rep. Johannesburg: n.p., 1999. Print.

Carroll, T. F. *Intermediary NGOs: The Supporting Link in Grassroots Development*. Hartford: Kumarian, 1992. 42-63. Print.

Chadha, P., Jagananda, and G. Lal. *Organizational Behavior: A Framework for Non Governmental Development Organizations*. Rep. Bhubaneswar: Center for Youths and Social Development, 2003. Print.

Chambers, R. *Rural Development: Putting the Last First*. London: Prentice Hall, 1983. Print.

Chembers, R. *Ideas for Development*. London: Earthscan, 2005. Print.

Chembers, R. *Participatory Workshops: A Sourcebook of 21Sets of Ideas and Activities*. London: Earthscan Publications, 2002. Print.

Chetkovich, Carol, and Peter Frumkin. "Balancing Margin and Mission: Nonprofit Competition in Charitable Versus Fee-Based Programs." *Administration & Society Adm Soc* 35.5 (2003): 564-96. Web.

Chikunkhuzeni, R. *A Critical Evaluation in the Strategic Plan Development Process to Attain Sustainability: A Case of the National Smallholder Farmers' Association of Malawi (NASFAM)*. Diss. U of Derby, 2006. N.p.: n.p., 2006. Print.

Clark, John. *The Relationship Between the State and the Voluntary Sector", The Earthscan Reader on NGO Management*. Daryaganj, New Delh: Earthscan India, 1993. Print.

Codrington, G. "Welcome to the Future." *People Dynamics* 20.7 (2002): 6-7. Web.

Collier, C. *NGOs, the Poor, and Local Government in NGOs and Civil Society*. Oxford: Oxfam Publications, 2000. Print.

Collier, Don. "How to Implement Strategic Plans." *Journal of Business Strategy* 4.3 (1984): 92-96. Web.

Conradie, H. "Non-Governmental Organizations and Financial Sustainability." *Development Southern Africa* 16.2 (n.d.): 291-97. Web.

Cooper, Randolph B., and Robert E. Quinn. "Implications of the Competing Values Framework for Management Information Systems." *Human Resource Management Hum. Resour. Manage.* 32.1 (1993): 175-201. Web.

Corbin, Juliet, and Anselm Strauss. *Basics of Qualitative Research: Grounded Theory Procedures and Techniques*. 3rd ed. N.p.: Sage, 2008. Print.

Cornwall, Andrea, and Celestine Nyamu-Musembi. "Putting the 'rights-based Approach' to Development into Perspective." *Third World Quarterly* 25.8 (2004): 1415-437. Web.

Covey, S. *Principle Centered Leadership*. London: Simon & Schuster, 1991. Print.

Craig, Gary, Marilyn Taylor, and Tessa Parkes. "Protest or Partnership? The Voluntary and Community Sectors in the Policy Process." *Social Policy & Admin Social Policy and Administration* 38.3 (2004): 221-39. Web.

Crittenden, William F. "Strategic Planning In Third-Sector Organizations." *Journal of Managerial Issues* 9.1 (1997): 86-103. *JSTOR*. Web. 21 Aug. 2015.

Crosby, B. *Stakeholder Analysis: A Vital Tool for Strategic Managers. Technical Notes*. Mar. 1992. Technical Note.

Crosby, B. *Strategic Planning and Strategic Management: What Are They and How Are They Different*. 1991. Technical Note.

Cuminns, S. *NGOs: Laddles in the Global Soup Kitchen, in NGOs and Civil Society*. Oxford: Oxfam Publications, 2000. Print.

Dainty, P., and M. Anderson. *The Capable Executive: Effective Performance in Senior Management*. London: McMillan, 1996. Print.

Darr, Eric D., Linda Argote, and Dennis Epple. "The Acquisition, Transfer, and Depreciation of Knowledge in Service Organizations: Productivity in Franchises." *Management Science* 41.11 (1995): 1750-762. Web.

Darr, Eric D., Linda Argote, and Dennis Epple. "The Acquisition, Transfer, and Depreciation of Knowledge in Service Organizations: Productivity in Franchises." *Management Science* 41.11 (1995): 1750-762. Web.

Davenport, T. H., and L. Prusak. *Working Knowledge: How Organisations Manage What They Know*. Boston: Harvard Business School, 1998. Print.

Davenport, Thomas H. "Reengineering: Business Change of Mythic Proportions?" *MIS Quarterly* 18.2 (1994): 121-27. *JSTOR*. Web. 26 Aug. 2015.

David, F. *Strategic Management: Concepts and Cases*. New Jersy: Prentice Hall, 2003. Print.

Davidson, Jr. Norman L., Mary C. Griffin, and William E. Kelso. *Hydrobiologia* 356.1/3 (1997): 183-84. Web.

Davidson, P., and R. W. Griffin. *Management*. 3rd ed. Australia: John Wiley & Sons Australia, 2006. Print. Australian Edition.

Dixon, N. M. *Common Knowledge: How Companies Thrive by Sharing What They Know*. Boston: Harvard Business School., 2000. Print.

Drucker, P. *The Practice of Management*. Oxford: Butterworth-Heinemann, 1974. Print.

Edwards, M., and D. Hulme. *) Making a Difference: NGOs and Development in a Changing World*. London: Earthscan, 1992. Print.

Edwards, M. *NGO Performance – What Breeds Success?* Kathmandu: Save the Children (UK), 1996. Print.

Escobar, A. *The Making and Unmaking of the Third World through Development, in the Post Development Reader*. London: Zed, 1997. Print.

Fedrick, M. A.C. *The Relationship between Organizational Culture and the Processes for Implementing Technology at Selected Private Liberal Arts Colleges*. Diss. The Pennsylvania State U, 2001. N.p.: n.p., n.d. Print.

Fletcher, Anne, James Guthrie, Peter Steane, Göran Roos, and Stephen Pike. "Mapping Stakeholder Perceptions for a Third Sector Organization." *Jnl of Intellectual Capital Journal of Intellectual Capital* 4.4 (2003): 505-27. Web.

Fowler, A. *Assessing NGO Performance: Difficulties, Dilemmas and a Way Ahead in Non-Governmental Organizations- Performance and Accountability: Beyond the Magic Bullet*. London: Earthscan, 1995. Print.

Fowler, A. *A Guide to Good Governance of NGOs. NGO Leadership Development Series No. 1*. Nairobi: Kenya Council of NGOs, 2001. Print.

Fowler, A. *The Virtuous Spiral: A Guide to Sustainability for NGOs in International Development*. London: Earthscan, 2000b. Print.

Fowler, Alan. "NGDOs as a Moment in History: Beyond Aid to Social Entrepreneurship or Civic Innovation?" *Third World Quarterly* 21.4 (2000): 637-54. Web.

Fowler, Alan. *The Virtuous Spiral, A Guide to Sustainability for NGOs in International Development*. London: Earthscan, 2002. Print.

Frans A. J. Van Den Bosch, Henk W. Volberda, and Michiel De Boer. "Coevolution of Firm Absorptive Capacity and Knowledge Environment: Organizational Forms and Combinative Capabilities."*Organization Science* 10.5 (1999): 551-68. Web.

Frumkin, Peter. "Philanthropic Leverage." *Soc Society* 37.6 (2000): 40-46. Web.

Fulmer, William E. "Human Resource Management: The Right Hand of Strategy Implementation." *Human Resource Planning* (1992): 19-29. Web.

Fyvie, Claire, and Alastair Ager. "NGOs and Innovation: Organizational Characteristics and Constraints in Development Assistance Work in The Gambia." *World Development* 27.8 (1999): 1383-1395. Web.

Galbraith, Craig S., and Gregory B. Merrill. "The Effect of Compensation Program and Structure on Sbu Competitive Strategy: A Study of Technology-intensive Firms." *Strat. Mgmt. J. Strategic Management Journal* 12.5 (1991): 353-70. Web.

Garret, B. *The Twelve Organizational Capabilities: Valuing People at Work*. London: Harper Collins Business, 2000. Print.

Gilling, Jim, Stephen Jones, and Alex Duncan. "Sector Approaches, Sustainable Livelihoods and Rural Poverty Reduction." *Development Policy Review* 19.3 (2001): 303-19. Web.

Glaser, B. *Basics of Grounded Theory Analysis*. Mill Valley: Sociology, 1992. Print.

Goh, Swee C. "Managing Effective Knowledge Transfer: An Integrative Framework and Some Practice Implications." *J of Knowledge Management Journal of Knowledge Management* 6.1 (2002): 23-30. Web.

Gold, A. H., A. Malhotra, and A. H. Segars. "Knowledge Management: An Organizational Capabilities Perspective." *Journal of Management Information Systems* 18.1 (n.d.): n. pag. Web.

Goparaju, L., M. Shah, and S. Kambou. *Monitoring and Evaluation as a Process of Community and Faith Based Programs*. Washington D.C: Core Inintiative, 2004. Print.

Goyder, H., R. Davies, and W. Williamson. *Participatory Impact Assessment*. London: Action Aid, 1997. Print.

Grant, Robert M. "Toward a Knowledge-based Theory of the Firm." *Strat. Mgmt. J. Strategic Management Journal* 17.S2 (1996): 109-22. Web.

Grant, Robert M. "Toward a Knowledge-based Theory of the Firm." *Strat. Mgmt. J. Strategic Management Journal* 17.S2 (1996): 109-22. Web.

Grasenick, Karin, and Jonathan Low. "Shaken, Not Stirred." *Jnl of Intellectual Capital Journal of Intellectual Capital* 5.2 (2004): 268-81. Web.

Gray, J. H., and I. L. Densten. "Towards an Integrative Model of Organizational Culture and
Knowledge Management." *International Journal of Organisational Behaviour* 9.2
(2005): 594-603. Web.

Grugel, Jean. "Romancing Civil Society: European NGOs in Latin America." *Journal of
Interamerican Studies and World Affairs* 42.2 (2000): Vi. Web.

Guerrero, Isabelle. "How Do Firms Measure Their Intellectual Capital? Defining an Empirical
Model Based on Firm Practices." *International Journal of Management and Decision
Making IJMDM* 4.2/3 (2003): 178-93. Web.

Hailey, J., and I. Smillie. *Managing for Change: Leadership, Strategy and Management in
Asian NGOs*. London: Earthscan, 2001. Print.

Hailey, John, and Rick James. "?Trees Die From the Top?: International Perspectives on NGO
Leadership Development." *Voluntas VOLUNTAS: International Journal of Voluntary and
Nonprofit Organizations*15.4 (2004): 343-53. Web.

Hammer, M., and J. Champy. *Reengineering the Cooperation*. London: Nicholas Brealey,
2001. Print.

Handing, C. *Understanding Voluntary Organizations: How to Make Them Function Effectively*.
London: Penguin, 1988. Print.

Handy, C. *Understanding Voluntary Organizations: How to Make Them Function Effectively*.
London: Penguin, 1988. Print.

Harding, D. *From Global to Local Issues: Challenges Facing NGOs*. Durban: Olive
Publications, 1994. Print.

Hasan, H., and M. Al-Hawari. "Management Styles and Performance: A Knowledge Space
Framwork." *Journal of Knowledge Management* 7.4 (2003): 15-28. Web.

Hashemi, S. M. "Building NGO Legitimacy in Bangladesh: The Contested
Domain." *International Perspectives on Voluntary Action: Reshaping the Third Sector*.
By D. Lewis. London: Earthscan, 1999. N. pag. Print.

Hass, Susan, Priscilla Burnaby, and James L. Bierstaker. "The Use of Performance Measures as an Integral Part of an Entity's Strategic Plan." *Managerial Auditing Journal* 20.2 (2005): 179-86. Web.

Hatch, M. *Organizational Theory: Modern Symbolic and Postmodern Perspectives*. New York: Oxford UP, 1997. Print.

Helleloid, D., and B. Simonin. "Organizational Learning and a Firm's Core Competence." *Competence-based Competition*. Chichester: John Wiley & Sons, 1994. N. pag. Print.

Herman, Robert D., and David O. Renz. "Nonprofit Organizational Effectiveness: Contrasts Between Especially Effective and Less Effective Organizations." *Nonprofit Management Leadership Nonprofit Management and Leadership* 9.1 (1998): 23-38. Web.

Herzlinger, R. E. "Can Public Trust in Nonprofits and Government Be Restored?" *Harvard Business Review* 74.2 (1996): 97-108. Web.

Hilhorst, D. *The Real World of NGOs*. London: Zed, 2003. Print.

HIVOS. *Results Based Management Training Manual*. Harare: HIVOS, 2005. Print.

Holoway, R. *Establishing and Running a Development NGO: Lusaka*. Zambia: PACT, 2000. Print.

Holzhaus, T. "Strategy and the Service Organization." *Human Resource Management* 18.3 (1992): 19-21. Web.

Hudson, M. *Managing Without Profit: The Art of Managing Third Sector Organizations*. London: Penguin, 1995. Print.

Immelman, R. "Strategic Planning: Collective Intelligence and Imagination." *Productivity* 21.6 (1995): 27-30. Web.

James, R. *How NGO Leaders Change Their Behavior*. Oxford: INTRAC, 2003. Print.

James, R. "Making It Personal: Leadership and Change in NGOs." *OD Debate* 6.2 (n.d.): 7-8. Web. 1999.

James, R. *People and Change: Exploring Capacity – Building in NGOs*. Oxford: INTRAC, 2002. Print.

Justise, R., R. Judd, and D. Stephens. *Strategic Management and Policy: Concepts and Cases*. New Jersy: Prentice- Hall, 1985. Print.

Kaldor, Mary. "Civil Society and Accountability." *Journal of Human Development* 4.1 (2003): 5-27. Web.

Kanter, R. M., and D. V. Summers. "Doing Well While Doing Good: Dilemmas of Performance Measurement in Nonprofit Organizations and the Need for a Multiple-constituency Approach." Ed. W. Powel and P. DiMaggio. *Handbook of Nonprofit Organizations*. New Heaven CT: Yale UP, 1986. 154-66. Print.

Kaplan, A. *The Development Capacity*. Washington D.C: NGLS, 1999. Print.

Kaplan, A. *The Development Practitioner's Handbook*. London: Pluto, 1996. Print.

Kaplan, A. *Leadership and Management*. Durban: Olive Publications, 1998. Print.

Kaplan, R. S., and D. P. Norton. *Strategy Maps: Converting Intangible Assets into Tangible Outcomes*. Boston: Harvard Business School, 2004. Print.

Kaplan, Robert S. "Strategic Performance Measurement and Management in Nonprofit Organizations." *Nonprofit Management Leadership Nonprofit Management and Leadership* 11.3 (2001): 353-70. Web.

Kemp, R., and J. Kemp. . *The Need for Strategic Planning in the Public and Non-Profit Sector.* Rep. 31st ed. N.p.: People, 1992. Print.

Kemp, R. *The Need for Strategic Planning in the Public and Non-Profit Sector*. Rep. 24th ed. N.p.: People, 1990. Print.

Kiker, M. "The Other Side of Sustainability: How to Build Productive Partnerships." *OD Debate* 6.5 (1999): 18-19. Web.

Klein, D. A. *The Strategic Management of Intellectual Capital*. Boston: Butterworth-Heinemann, 1998. Print.

Knight, B. *Voluntary Action*. London: Home Office, 1993. Print.

Kong, Eric, and S. Bruce Thomson. "Intellectual Capital and Strategic Human Resource Management in Social Service Non-profit Organisations in Australia." *International Journal of Human Resources Development and Management IJHRDM* 6.2/3/4 (2006): 213-31. Web.

Kong, Eric. "The Strategic Importance of Intellectual Capital in the Non-profit Sector." *Jnl of Intellectual Capital Journal of Intellectual Capital* 8.4 (2007): 721-31. Web.

Korten, D. C. "Community Organisation and Rural Development: A Learning Process Approach." *The Public Administration Review* 40 (1980): 480-511. Web.

Korten, David C. *Getting to the 21st Century: Voluntary Action and the Global Agenda*. West Hartford: Kumarian, 1990. Print.

Korten, David C. "Third Generation NGO Strategies: A Key to People-centered Development." *World Development* 15 (1987): 145-59. Web.

Kramsjo, Bosse, and D. Wood. *Breaking the Chains: Collective Actions for Social Justice among the Rural Poor in Bangladesh*. Dhaka: Dhaka UP, 1992. Print.

Krause, D. *The Way of the Leader*. London: Nicholas Brailey, 1997. Print.

Lau, R.S.M. "Business Reengineering: The Ultimate Productivity Gain." *South Dakota Business Review*. N.p., 1 Sept. 1993. Web. 9 July 2015.

Lawrie, A. *The Complete Guide to Business and Strategic Planning for Voluntary Organizations*. London: Directory of Social Change, 1994. Print.

Lee, Y. *From Third World to First: The Singapore Story*. New York: Harper Collins, 2000. Print.

Lee, Young-Chan, and Sun-Kyu Lee. "Capabilities, Processes, and Performance of Knowledge Management: A Structural Approach." *Human Factors and Ergonomics in Manufacturing Hum. Factors Man.*17.1 (2006): 21-41. Web.

Lefley, Frank. "An Assessment of Various Approaches for Evaluating Project Strategic Benefits." *Management Decision* 42.7 (2004): 850-62. Web.

Lehr, Jennifer K., and Ronald E. Rice. "Organizational Measures as a Form of Knowledge Management: A Multitheoretic, Communication-based Exploration." *J. Am. Soc. Inf. Sci. Journal of the American Society for Information Science and Technology* 53.12 (2002): 1060-073. Web.

Lettieri, Emanuele, Francesca Borga, and Alberto Savoldelli. "Knowledge Management in Non-profit Organizations." *J of Knowledge Management Journal of Knowledge Management* 8.6 (2004): 16-30. Web.

Lewis, David, and Nazneen Kanji. "Introduction What Are Non Governmental Organisations." *Non Governmental Organisations and Development*. Vol. 1. New York: Routledge, 2009. 17. Print.

Lewis, David J. "Review: Striking a Balance: A Guide to Enhancing the Effectiveness of Non-Governmental Organisations in International Development." *Voluntas: International Journal of Voluntary and Nonprofit Organizations* 10.2 (1999): 179-82. *JSTOR*. Web. 09 July 2015.

Lindenberg, Marc. "Are We at the Cutting Edge or the Blunt Edge?: Improving NGO Organizational Performance with Private and Public Sector Strategic Management Frameworks." *Nonprofit Management Leadership Nonprofit Management and Leadership* 11.3 (2001): 247-70. Web.

Lipson, B. *Capacity Building Practice, Change and Quality*. Oxford: INTRAC, 2006. Print.

Lister, Sarah. "NGO Legitimacy: Technical Issue or Social Construct?" *Critique of Anthropology* 23.2 (2003): 175-92. Web.

Livegoed, B. *The Developing Organization*. London: Tavistock, 1973. Print.

Livegoed, B. *Managing the Developing Organization*. Oxford: Blackwell, 1969. Print.

Lopez, George A., Jackie Smith, and Ron Pagnucco. "Globalizing Human Rights: The Work of Transnational Human Rights NGOs in the 1990s." *Human Rights Quarterly* 20.2 (1998): 379-412. Web.

Lovelady, Louise. "Change Strategies and the Use of OD Consultants to Facilitate Change." *Leadership & Organization Development Journal Leadership & Org Development J* 5.2 (1984): 3-10. Web.

Lyons, M. *Third Sector: The Contribution of Non-Profit and Co-Operative Enterprises in Australia.* Australia: St. Leonards, : Allen & Unwin, 2001. Print.

Machlup, F. *Knowledge: Its Creation, Distribution and Economic Significance*. Princeton: Princeton UP, 1980. Print.

Mahmud, Simeen. "Making Rights Real in Bangladesh through Collective Citizen Action." *IDS Bulletin* 33.2 (2002): 1i-12. Web.

Markay, B. *Non Governmental Organizations in Development: Search for a New Vision.* Kathmandu: Center for Development and Governance, 1998. Print.

Marshall, C., and G. Rossman. *Developing Qualitative Research*. New Bury Park: CA Sage, 1989. Print.

McCarthy, S. "The Art of Strategic Conversation: Scenarios and Intelligence as Part of Strategic Planning." *Management Today* 19.6 (2003): 12-14. Web.

Mcdermott, Richard, and Carla O'Dell. "Overcoming Cultural Barriers to Sharing Knowledge." *J of Knowledge Management Journal of Knowledge Management* 5.1 (2001): 76-85. Web.

Mcknight, L. "OD Consultant's Use of Self in Facilitating Change: From Functionality to Mastery." *Academy of Management Proceedings* 2014.1 (2014): 10806. Web.

Mcnulty, Terry, and Ewan Ferlie. "Reengineering as Strategic Choice and Change." *Reengineering Health Care* (2004): 114-46. Web.

Mische, Michael. *Reengineering: Systems Integration Success*. Boston, MA: Auerbach, 1998. Print.

Misra, Rajeeb. *Voluntary Sector and Rural Development: Concept, Practice, and a New Approach to Remove Rural Poverty*. Jaipur: Rawat Publications, 2008. Print.

Mohan, Giles. "The Disappointments of Civil Society: The Politics of NGO Intervention in Northern Ghana." *Political Geography* 21.1 (2002): 125-54. Web.

Monitoring and Evaluation Tools. Lilongwe: MANET, 2005. Print.

Moon, Yun Ji, and Hyo Gun Kym. "A Model for the Value of Intellectual Capital." *Canadian Journal of Administrative Sciences / Revue Canadienne Des Sciences De L'Administration* 23.3 (2006): 253-69. Web.

Mufane, P., L. K. Mwansa, and R. Siamwiza. "Motivation, Integrity, Performance and Accountability in NGOS: The Case of NGOCC in Zambia." *Community Development Journal* 31.1 (1996): 20-31. Web.

Muhumuza, William. "Unfulfilled Promises? NGOs' Micro-credit Programmes and Poverty Reduction in Uganda." *Journal of Contemporary African Studies* 23.3 (2005): 391-416. Web.

Mullin, Rick. "Top Management's Prescription for Successful Reengineering." *Chemical Week* 153.20 (1993): 46-47. *ProQuest*. Web. 09 July 2015.

Mwansa, Lengwe-Katembula. "Social Work in Africa." *Handbook of International Social WorkHuman Rights, Development, and the Global Profession* (2011): 365-71. Web.

N, Prem Kumar, and Satish S. "Are NGOs More Cost-effective than Government in Livestock Service Delivery: A Study of Artificial Insemination in India." *NGOs and the State in Asia: Rethink- Ing Roles in Sustainable Agricultural Development*. By J. Farrington and D. J. Lewis. London: Routledge, 1993. N. pag. Print.

Nahm, Abraham Y., Mark A. Vonderembse, and Xenophon A. Koufteros. "The Impact of Organizational Culture on Time-Based Manufacturing and Performance." *Decision Sciences* 35.4 (2004): 579-607. Web.

Natsios, Andrew S. "Five Debates on International Development: The US Perspective." *Development Policy Review* 24.2 (2006): 131-39. Web.

Non Governmental Organisation. St. Petersburg, Russia: Regional Voluntary Human Rights Organisation "Soldiers' Mothers of Saint Petersburg", 2006. Print.

Nonaka, I. "The Knowledge-creating Company." *Harvard Business Review* 69.6 (1991): 96-
104. Web.

Nonaka, Ikujiro, and Hirotaka Takeuchi. "The Knowledge-creating Company: How Japanese
Companies Create the Dynamics of Innovation." *Long Range Planning* 29.4 (1996): 592.
Web.

Nonaka, Ikujiro, and Noboru Konno. "The Concept of "Ba": Building a Foundation for
Knowledge Creation." *California Management Review* 40.3 (1998): 40-54. Web.

"NON-GOVERNMENTAL ORGANISATIONS DEMAND CLARIFICATION OF EU
PROCEDURES." *European Report*. N.p., 3 Mar. 1999. Web. 9 July 2015.

Nuscheler, F. "NGOs Scene in Twilight Zone: Is the Honey Moon Over?" *Development and
Cooperation* 6.12 (2001): n. pag. Web.

O'connor, P. D. T. "Reengineering the Corporation: A Manifesto for Business Revolution,
Michael Hammer and James Champy, Nicholas Brealey Publishing. London, 1993
(Harper Collins in U.S.A). Number of Pages: 223, Price: £16.99." *Qual. Reliab. Engng.
Int. Quality and Reliability Engineering International* 10.6 (1994): 494. Web.

Ogusenye, B. *The Voluntary Sector and Sustainable Development in Africa: NGO Dilemmas,*.
1997. NGO File Series no 1.

Olive Subscription Service. *How Well Do You Read Your Organization? Ideas for a Change*.
Publication. Durban: Olive Publications, 1997. Print.

Ott, J. Steven. *The Nature of the Nonprofit Sector*. N.p.: n.p., n.d. Print.

Pablos, Patricia Ordonez De. "The Importance of Relational Capital in Service Industry: The
Case of the Spanish Banking Sector." *IJLIC International Journal of Learning and
Intellectual Capital* 1.4 (2004): 431-40. Web.

Park, Heejun, Vincent Ribière, and William D. Schulte. "Critical Attributes of Organizational
Culture That Promote Knowledge Management Technology Implementation Success." *J
of Knowledge Management Journal of Knowledge Management* 8.3 (2004): 106-17.
Web.

Patel, A. *Strategic Planning and SMEs in Malawi: Some Empirical Findings*. Diss. U of Derby, 2006. N.p.: n.p., n.d. Print.

Patel, L. *The Master Strategist: Power, Purpose and Principle*. London: Arrow, 2005. Print.

Patel, L. "NGOs and the Service Delivery Challenge." *Social Work* 34.1 (1998): 112-25. Web.

Patton, J. R. "Metrics for Knowledge-Based Project Organizations." *S.A.M. Advanced Management Journal* 72.1 (2007): 33-43. Print.

Pearce, J. *Development, NGOs, and Civil Society: The Debate and Its Future in NGOs and Civil Society*. Oxford: Oxfam Publications, 2003. Print.

Pearlstein, Steven. "Reengineering Bears Up to a Reexamination; Guru Michael Hammer and Coauthor Argue It Takes Managers to Make the Methods Work." *The Washington Post*. N.p., 7 May 1995. Web. 9 July 2015.

Petruney, Tricia, Aurelie Brunie, Gladys Kalema-Zikusoka, Patricia Wamala-Mucheri, and Angela Akol. "Informing the Future of Capacity Building: Lessons from an NGO Partnership." *Development in Practice* 24.3 (2014): 435-41. Web.

Pieterse, Edgar. "South African NGOs and the Trials of Transition." *Development in Practice* 7.2 (1997): 157-66. Web.

Platt, A. "Donor Pressure to Demonstrate Impact: Help or Hindrance." *Appropriate Technology* 24.2 (n.d.): 5-8. Web.

Poole, Nigel. "The NGO Sector as an Alternative Delivery System for Agricultural Public Services." *Development in Practice* 4.2 (1994): 100-11. Web.

Quinn, Robert E., and John Rohrbaugh. "A Spatial Model of Effectiveness Criteria: Towards a Competing Values Approach to Organizational Analysis." *Management Science* 29.3 (1983): 363-77. Web.

Rakner, Lise. "Fighting Poverty in Africa: Are PRSPs Making a Difference? Edited by DAVID BOOTH London: Overseas Development Institute, 2003. Pp. 294, £14.95." *The Journal of Modern African Studies J. Mod. Afr. Stud.* 43.3 (2005): 492-93. Web.

Ramia, G., and T. Carney. "New Public Management, the Job Network and Non- Profit Strategy." *Australian Journal of Labour Economics* 6.2 (2003): 249-71. Print.

Ramia, G. "Global Social Policy, INGOs and Strategic Management: An Emerging Research Agenda." *Global Social Policy* 3.1 (2003): 79-101. Web.

Reid, David M. "Operationalizing Strategic Planning." *Strategic Management Journal* 10.6 (1989): 553-67. *JSTOR*. Web. 09 July 2015.

Rühll, Edwin. "From Business Reengineering to Management Reengineering: A European Study." *MIR: Management International Review* 35.4 (1995): 361-71. *JSTOR*. Web. 09 July 2015.

Ribière, Vincent M., and Aleša Saša Sitar. "Critical Role of Leadership in Nurturing a Knowledge-supporting Culture." *Knowledge Management Research & Practice Knowl Manage Res Pract* 1.1 (2003): 39-48. Web.

Roberts, John. "Millennium Development Goals: Are International Targets Now More Credible?" *Journal of International Development J. Int. Dev.* 17.1 (2005): 113-29. Web.

Robinson, M., and G. White. *The Role of Civic Organisations in the Provision of Social Services', Research for Action*. 1997. MS 37. United Nations University/World Institute for Development Economics Research, Helsinki.

Roman-Velazquez, J. A. *An Empirical Study of Knowledge Management in the Government and Nonprofit Sectors: Organizational Culture Composition and Its Relationship with Knowledge Management Success and the Approach for Knowledge Flow.* Diss. The George Washington U, 2004. N.p.: n.p., n.d. Print.

Roose, G., and K. Jacobsen. "Management in a Complex Stakeholder Organisation." *Monash Mt Eliza Business Review* 2.1 (1999): 83-93. Web.

Rose-Ackermann, S. "Altruism, Nonprofits, and Economic Theory." *Journal of Economic Literature* 34.2 (1996): 701-28. Print.

Ruggles, Rudy. "The State of the Notion: Knowledge Management in Practice." *California Management Review* 40.3 (1998): 80-89. Web.

Salamon, L. M., and H. K. Anheier. *Defining the Non-profit Sector: A Cross- National Analysis*. Manchester: Manchester UP, 1999. Print.

Salih, M A Mohamed. *Economic Development and Political Action in the Arab World*. 1st ed. Vol. 1. New York: Routledge, 2014. Print.

Sambamurthy, V., and Robert W. Zmud. "Arrangements for Information Technology Governance: A Theory of Multiple Contingencies." *MIS Quarterly* 23.2 (1999): 261-90. Web.

Sarros, J. C., J. Gray, I. L. Densten, and B. Cooper. "The Organizational Culture Profile Revisited and Revised: An Australian Perspective." *Australian Journal of Management* 30.1 (2005): 159-82. Web.

Sawy, El, O. A. Errikson, and A. Raven. "Gaining Competitive Advantage Through Shared Knowledge Creation: In Search of a New Design Theory for Strategic Information Systems." *Proceedings of the Fourth European Conference on Information Systems. Lissabon*. By S. A. Carlsson. Lissabon: n.p., 1996. N. pag. Print.

Scheepers, Rens, Krishna Venkitachalam, and Martin R. Gibbs. "Knowledge Strategy in Organizations: Refining the Model of Hansen, Nohria and Tierney." *The Journal of Strategic Information Systems* 13.3 (2004): 201-22. Web.

Schroeder, Andreas, and David Pauleen. "KM Governance: Investigating the Case of a Knowledge Intensive Research Organisation." *Journal of Ent Info Management Journal of Enterprise Information Management* 20.4 (2007): 414-31. Web.

Siciliano, Julie I. "The Relationship between Formal Planning and Performance in Nonprofit Organizations." *Nonprofit Management Leadership Nonprofit Management and Leadership* 7.4 (1996): 387-403. Web.

Smillie, I., and J. Hailey. *Managing for Change: Leadership, Strategy and Management in Asian NGOs*. London: Earthscan, 2001. Print.

Smith, C. "Go for NGO: Targets for Funds." *Finance Week* 6.14 (1994): 14-15. Web.

Speckbacher, Gerhard. "The Economics of Performance Management in Nonprofit
Organizations." *Nonprofit Management and Leadership* 13.3 (2003): 267-81. Web.

Starkey, J. "The Future of Strategy: Competence and Responsibility." *Management Today.* 20.6
(2004): 10-16. Web.

Stein, Eric W., and Vladimir Zwass. "Actualizing Organizational Memory with Information
Systems." *Information Systems Research* 6.2 (1995): 85-117. Web.

Stephen, Biggs, and Arther Neame. "Negotiating Room for Manoeuvre: Reflections concerning
NGO Autonomy and Accountability within the New Policy Agenda." *Non Governmental
Organisations- Performance and Accouantability*. By Michael Edwards and David
Hulme. 3rd ed. Vol. 1. London: Earthscan, 2002. N. pag. Print.

Stephen, Biggs, and Arther Neame. "Negotiating Room for Manoeuvre: Reflections concerning
NGO Autonomy and Accountability within the New Policy Agenda." *Non Governmental
Organisations- Performance and Accouantability*. By Michael Edwards and David
Hulme. 3rd ed. Vol. 1. N.p.: n.p., n.d. N. pag. Print.

Stone, M. M., B. Bigelow, and W. Crittenden. "Research on Strategic Management in
Nonprofit Organizations: Synthesis, Analysis, and Future Directions." *Administration &
Society* 31.3 (1999): 378-423. Web.

Stonehouse, George, and Jonathan Pemberton. "Strategic Planning in SMEs – Some Empirical
Findings." *Management Decision* 40.9 (2002): 853-61. Web.

Stonehouse, George, and Jonathon D. Pemberton. "Learning to Become a Knowledge-Centric
Organization." *Technology Literacy Applications in Learning Environments* (2005): 250-
62. Web.

Stonehouse, George H., and Jonathan D. Pemberton. "Learning and Knowledge Management in
the Intelligent Organisation." *Participation and Empowerment: An International Journal
Part and Emp: An Int Jnl* 7.5 (1999): 131-44. Web.

Stonehouse, George H., Jonathan D. Pemberton, and Claire E. Barber. "The Role of Knowledge
Facilitators and Inhibitors:." *Long Range Planning* 34.2 (2001): 115-38. Web.

Strauss, A. *Qualitative Analysis for Social Scientists*. Cambridge,UK: Cambridge UP, 1987. Print.

Strickland, L. "Radical Times Call for Radical Strategies." *Management Today* 10.7 (n.d.): 10-112. Web. 2003.

Subramaniam, M., and M. A. Youndt. "The Influence Of Intellectual Capital On The Types Of Innovative Capabilities." *Academy of Management Journal* 48.3 (2005): 450-63. Web.

Summer D.S., S. D. "Doing Good While Doing Well. Dilemmas of Performance Measurement in Non-profit Organisations and the Need for a Multiple Constituency Approach." *The Non-profit Sector: A Research Handbook*. By R. Kanter. N.p.: New Haven: Yale UP, 1987. N. pag. Print.

Suzuki, N. *Inside NGOs: Learning to Manage Conflicts between Headquarters and Field Offices*. London: IT Publications, 1998. Print.

Swallow, Brent. "Potential for Poverty Reduction Strategies to Address Community Priorities: Case Study of Kenya." *World Development* 33.2 (2005): 301-21. Web.

Swan, Jacky, Sue Newell, and Maxine Robertson. "The Diffusion, Design and Social Shaping of Production Management Information Systems in Europe." *Information Technology & People Info Technology & People* 13.1 (2000): 27-46. Web.

Syed-Ikhsan, Syed Omar Sharifuddin, and Fytton Rowland. "Knowledge Management in a Public Organization: A Study on the Relationship between Organizational Elements and the Performance of Knowledge Transfer." *J of Knowledge Management Journal of Knowledge Management* 8.2 (2004): 95-111. Web.

Taber, Keith S. "Shifting Sands: A Case Study of Conceptual Development as Competition between Alternative Conceptions." *International Journal of Science Education* 23.7 (2001): 731-53. Web.

Tandon, R. "Challenges Facing NGOs in South Asia." (n.d.): n. pag. Rpt. in *Presentation at the USAID Annual Conference of NGOs in Washington D.C*. N.p.: n.p., 2005. Web.

Tandon, R. *Organizational Development in NGOs: An Overview*. New Delhi: Priya, 1996. Print.

Taylor, Rebecca. "Voluntary Organizations and Public Service Delivery." *Voluntary Sector Review Volunt Sect Rev* 4.1 (2013): 139-41. Web.

Tendler, J. *Turning Private Voluntary Organisations into Development Agencies: Questions for Evaluation*. 1982. MS 12, Program Evaluation Discussion Paper. United States Agency for International Development, Washington, D.C.

Thakor, A. V., K. Cameron, J. DeGraff, and R. E. Quinn. *Competing Values Leadership: Creating Value in Organizations*. Cheltenham, UK: Edward Elgar Limited, 2006. Print.

Thaw, D., and R. Peterson. *How Are You Managing Organizational Change?* Durban: Olive Publications, 1998. Print.

Tuckman, Howard P. "Competition, Commercialization, and the Evolution of Nonprofit Organizational Structures." *J. Pol. Anal. Manage. Journal of Policy Analysis and Management* 17.2 (1998): 175-94. Web.

Vaughan, Liz, and Edward Shiu. "ARCHSECRET: A Multi-item Scale to Measure Service Quality within the Voluntary Sector." *International Journal of Nonprofit and Voluntary Sector Marketing Int. J. Nonprofit Volunt. Sect. Mark.* 6.2 (2001): 131-44. Web.

Vivian, J. "NGOs and Sustainable Development in Zimbabwe: No Magic Bullets." *Development and Change* 25 (1994): 167-93. Web.

Walczak, Steven. "Organizational Knowledge Management Structure." *The Learning Organization* 12.4 (2005): 330-39. Web.

Watson, H. R., W. A. Laquihon, and D. Lewis. "The Mindanao Baptist Rural Life Center's Sloping Agricultural Land Technology (SALT) Research and Extension in the Philippines." *NGOs and the State in Asia: Rethinking Roles in Sustainable Agricultural Development*. Ed. J. Farrington. London: Routledge, n.d. N. pag. Print.

Weill, P. "Don't Just Lead, Govern: How Top-performing Firms Govern IT." *MIS Quarterly Executive* 3.1 (2004): 1-17. Web.

Weisman, Robert. "TAKING STRATEGY A STEP BEYOND `PLANNING' STAGE." *The Boston Globe (Boston, MA)*. N.p., 25 July 2004. Web. 9 July 2015.

Weiss, Meredith L. "Malaysian NGOs." *Social Movements in Malaysia From Moral Communities to NGOs* (2003): 17-44. Web.

"What Does Reengineering an Organization Mean?" *Small Business*. N.p., n.d. Web. 09 July 2015.

What the Non-Profits Are Teaching Business. London: Butterworth Heinemann, 1989. Print.

"Why Transformation Efforts Fail John P. Kotter, Harvard Business Review (March-April 1995), Pp. 59?67." *Journal of Product Innovation Management* 13.2 (1996): 170. Web.

"Why We All Benefit from a Healthy Voluntary Sector." *Western Mail (Cardiff, Wales)*. N.p., 19 Oct. 2009. Web. 9 July 2015.

Wickramasinghe, N. "Knowledge Creation." *Encyclopedia of Knowledge Management*. Hershey, PA: Idea Group Reference, 2006. N. pag. Print.

Youndt, Mark A., Mohan Subramaniam, and Scott A. Snell. "Intellectual Capital Profiles: An Examination of Investments and Returns*." *Journal of Management Studies* 41.2 (2004): 335-61. Web.

Zaidi, S. Akbar. "NGO Failure and the Need to Bring Back the State."