

International Knowledge (Transfer) Management

**Models, Concepts and Solutions for Facilitating Knowledge Transfer
Processes in a Multilingual and Multicultural Business Environment**

Doctoral Thesis

Submitted to the

University of Paderborn

**Faculty of Business Administration and Economics
Department of Business Information Systems**

Submitted by

Dipl. Inf., Dipl. Wirt. Inf. Kemal Bicak

Avenue Maréchal Joffre n°28 Bt:7
1190 Forest / Bruxelles
Belgium

Paderborn, 11.02.2005

Dedicated to my parents and my wife.

Meinen Eltern und meiner Frau gewidmet.

Annem'e, Babam'a ve Esim'e ithafen.

Dédié à mes parents et à mon épouse.

Acknowledgements

In this thesis, the results of research and projects on concepts and solutions for the International Knowledge (Transfer) Management are presented, which could not have been completed without the help of various persons, who the author wants to mention here:

First of all, the author would like to thank Prof. Dr. Ludwig Nastansky, for the opportunity to write this thesis under his supervision at his chair of Groupware Competence Centre, Department Business Information Systems, Faculty of Business Administration and Economics, University of Paderborn. The author would like to thank Prof. Dr. Nastansky further for the opportunity to use the advanced technical, as well as organizational, infrastructure at the GCC, without which the results presented in this thesis could not have been achieved. Finally, the author would like to thank Prof. Dr. Nastansky for the opportunity to take part in the international cooperation projects of the GCC, in which he could collect essential experience for this thesis.

The author also wants to thank Prof. Dr. Leena Suhl for accepting responsibility as second supervisor for this thesis.

The practical implementation of concepts on the International Knowledge (Transfer) Management project introduced in this thesis was supported by the students of the TransKnow project team; the author is very grateful to all members of the team, especially Önder Örnek, for their dedicated support and fruitful discussions of the idea and concepts presented in this thesis.

The author also wants to give special thanks to Victoria Chater B.A./ Hons. (English Language and Literature), EFL Teacher/Trainer from Devon, England for proofreading, offering advice in style, and commenting on the thesis. Writing this thesis in English was a challenge in itself.

The author gratefully acknowledges support by the Studienstiftung des deutschen Volkes (German National Academic Foundation) through a doctoral student fellowship and other activities, such as summer Universities, language programs and study abroad.

Finally, the author wants to thank his wife for giving the most patient, support and encouragement for the completion of this thesis, and his parents for their ever-loving support and best wishes.