

Human Capital: Access to Knowledge, Learning Capacity

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ABSTRACT

The aim of this study was to investigate the relationship between the use of human capital with both access to knowledge and learning capacity in the city of Kerman in governmental organizations. The study population consisted of 1915 cases which were determined based on stratified sampling proportional to size and using Cochran formula the sample size were 322. Data is collected by two questionnaires. The present study investigated the nature and objectives of the research method used are descriptive correlation. Hypotheses were analyzed by using statistical methods, regression and Pearson and Spearman correlation coefficients. The results showed that there is a significant relationship between the use of human capital initiatives and access to knowledge and learning capacity; Relationship between human capital components of the application form is straightforward.

KEYWORDS: human capital, knowledge, learning, human capital management.

1. INTRODUCTION

Human resources are the productive, provided that human capital has taken into account. The concept of human capital is the fact that people are investing in themselves. This is done with the help of tools such as education, training or activities that raises Future returns by increasing a person's lifetime income. Indeed human capital is consisted of the genetic characteristics, proven abilities, acquired skills and abilities by the individual during his/her life. Human capital is the force that is activated within the individual, increases his ability to produce a service or merchandise that increases the welfare of his individual and social life.

The vast difference between the capacities, due to differences in acquiring the ability of any is known as human capital. The most important difference between the advanced industrial countries and low-income countries is human capital (Motevaseli, Ahanchian 2002:182-3). In recent decades, management organizations recognized that to achieve a sustainable competitive advantage and effective human resources are of primary importance. In a world where knowledge and communication with customers is more important; human capital, which reflects the volume of knowledge, technical skills, creativity and experience of the organization is of increasingly importance. Similarly labors are considered as an asset not only costly but also as productive (Hendricks, 2002: 25). There is no doubt that organizations with assets of more knowledge are more successful that have less knowledge capital. In today's competitive world, one of the most important tools for the development and survival of the organizations and the achievement of desired goals and missions are the human element. Undoubtedly Sustainable strategic advantage will be gained by those organizations which absorb, nurture and maintain the best and brightest talents of the human, better than others. According to Mintzberg the strategic database of an organization is not in a computer memory but it is in the brain of its directors or employees. Knowledge management developments indicate that human resource management approach introduced first and then switched to the management of human resources and today it has become an important asset management. Accordingly, in recent years the concept of human capital management, which indicates the maximum attention and focus on human. The theories of human capital allege that organizations having more and effective human capital achieve higher performance in performing duties such activities before and after investment process. Two key features of the education and experience underlie the concept of human capital. One of the main components of human capital, having special knowledge, provided it is not easy and may lead to competitive advantage. Many studies have confirmed that the issue of human capital in explaining organizational performance. However, studies to date have focused on the quantity of human

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capital. The idea that more is better and consequently, measures such as years of experience or degrees, or have used (Shafieh, 2010:2). Human capital theorists argue that human capital is embodied in individuals as skills, knowledge and expertise. Production levels, quality of service and increase income levels and in all areas of life most affected by the decisions it makes.(ghanadan,2008:78). The organizations concluded that if they wanted to be different from others and could compete; they have to employ, educate and nurture and maintain talented human capitals. If human capital is not employed by the organization, their Knowledge and skills can not be activated. Therefore, the task of a leader is to create an environment for the management and mind of employees, and leading organizations to assess human capital management, organizational performance prediction and help for the investment of the organizations on people and they found the value of long-term investment on human capital.

We need human capital for thinking and innovation. Today ideal employees are those who are innovative, offer ideas, share knowledge, thinking, reflection, and experience.

So now an important part of the job description of a knowledge based concepts is to create, use, and commercial transfer of knowledge. Knowledge economy, gives to the business motto that "People are our most valuable asset" the real sense that this is the most important task manager. Today the task of leadership in an organization is to create an environment for management the mind staff. If human capital is not employed by the organization, their Knowledge and skills can not be activated or commercialized. Human capital as a source of innovation and strategic renewal is important. This causes the organizations largely depends on the knowledge and skills of employees for revenue growth and improve efficiency and productivity. The more organizations show intelligent behavior the more they pay attention for thinker. (Shahrokni, 2006:8)

According to the above contents, the present study is looking for the answer of this question that whether there is a relationship between the application of human capital and knowledge management in governmental organizations Kerman? Is there a relationship between the use of human capital and the learning capacity of employees in governmental organizations in Kerman?

LITERATURE AND THEORETICAL INVESTIGATION

Human capital includes knowledge of an organization's storage which Including competencies and mindset of employees (Bontys and others, 2000: 85). Human capital is the stock of knowledge in an organization (Bvntys and others, 2002: 437).

Human capital consists of complex knowledge, skills, creativity and ability of individual employees is (Edvinsson and Malone, 1997). The concept of human capital is not a substitute for knowledge and learning, creativity, innovation, competence and capability Human capital focuses on the use of these agents in the environment with the competitive logic (Rastogi, 2000: 198).

Papageorgiou (1999) is called human capital as a facilitator of capacity-building and innovation. Generally speaking capabilities inherent in human existence (both physical and mental) is called human capital (entezari, 2004: 131).

Human capital is the knowledge, competencies, skills and other characteristics of an individual or group of individuals who use their business life for the service, product or business ideas. Process of human capital formation and developed in the the three levels of individual, institutional and social, because the total knowledge, skills and competencies leading to the formation of knowledge, skills and competencies of the firm and beyond it the society (Khaki,2005: 147). Some of the authors say that social capital through the sharing of information and knowledge help building human capital and some have pointed out that human capital is the result of education and work experience that will help build social capital. But most people have stated that social capital, which provides opportunities for success in the workplace(Hassan pour& Niakan, 2007:42). Human capital includes individual capabilities, knowledge, skills and experience of staff and managers who are concerned with the tasks facing them; Increase the storage capacity of knowledge, skills and experience through individual learning points. With this definition it is clear that human capital encompasses a wider range of human resources. Literature on human resources emphasis on individual and particular knowledge in relation to job; While the literature on human capital development and knowledge sharing between groups and Institutionalize the inter-organizational processes (Wright and &, 2001: 719).

Human capital is important for the competitiveness of the organization. The putting together of two unique operating and strategic value of human capital, four types of human capital are formed.

<div>High</div> <div>Unique person</div> <div>Low</div>	Human capital with special knowledge This kind of human capital is a potential source to have preference over competitors so preservation of this kind of capital and its development is an important issue	Knowledge-oriented human capital In this kind, the management of human capital is performed by attraction, comprehensive teaching, socialization plans and designing of occupation methods.
	Common native human capital which creates any value or it has not singularity for organization. The behavior of organization related to this human capital through work automation is provided by skills from outside of organization	Necessary human capital Employment of this kind of human capital is done through employment of human source with more payment from labor market.
	<div>Making strategic</div> <div>High</div>	

Table 1 - Human Capital Matrix (chitsazian, 2006:31)

-Human capital specific knowledge, the first type of human capital is unique and special, but so is the ability to value for customers. This is a potential source of human capital for the competitor's distinction as the sole source of their particular organization. The most important task is to understand how organizations can maintain the uniqueness of the human capital by expanding and developing it.

-Normal native human capital, not much value for customers and not for the organization of its kind, unique and very special. Many organizations gain their human capital So much attention is not paid on this type of investment in human capital.

- knowledge of human capital Motivate organizations to invest in the development of human capital, maximize enterprise value and creating potential distinguishing features within the organization will be unique to the organization, when the value of human capital creates strategic interests.

-Human capital required, this type of investment is value creator but is not unique and special organization. Thus, a decision to invest in this type of human capital investment is made by the central and the other is different. Specific necessary of human capital is not a specific organization and employees are free in a certain range (chitsazian, 2006:32).

Human capital management is based on the principle that human assets, Investments that led to the creation of value is added. The main tool of investment in learning and development programs. For human capital management technique, it is necessary to determine the nature of learning and development, and then evaluation methods were defined to prepare data that can be used for the justification and planning of learning and development programs. One of the key factors to understand the risks, benefits, opportunities and threats, having relevant knowledge. The perception and the ability to influence the accumulation of new knowledge, which depends on the frequency of this treasure of knowledge that includes two kinds of knowledge:

- A) explicit knowledge
- B) Tacit knowledge

The relationship between organizational human capitals with operation can be seen in the source point of view and the excellent performance by excellent performance by the possession of valuable resources, rare, inimitable. Knowledge is a resource that covers this situation, and distributed in the organization unevenly; so it is central to understanding the differences in performance. However, the performance of an organization (company) would be affected by its human capital, the concept is not new.

The theory of human capital can be expected to be higher than the treasures of the human capital of an organization; the organization will be more successful. Its competitive advantage against competitors will strengthen, and vice versa. Strategic importance of human capital in determining the performance and achieve better performance is diagnosed (Brown and &, 2007:77).

However, all knowledge's do not make organizations unique. What makes that advantage continuing is a secret and tacit knowledge that is implicit in the concept of Corporate Social.

Human capital represents the knowledge and skills that people bring to an organization. Since this capital is developed through education and personal experience, it provides both tacit and explicit knowledge. Tacit knowledge is by nature rather than their level of human capital (organizations and individuals) have to be distinguished by their different components are related realm of human capital. Human capital theory says that the human capital is greater in the task-specific performance is better. It's the nature of the organization and the organization (company) with a certain amount of human capital changes, especially since what distinguishes an organization's collective knowledge (organization) (Shafieh, 2010:8). Evaluation of human capital is a perceptual technique that identifies organizational factors to enhance employee performance. this is used for change and increasing human capital development and potential like the diagnosis of a sickness. Such as employee evaluation process; Development, access to knowledge and rewards are very important. But the limitation in the assessment of human capital in the form of a continuous loop is measuring employee attitudes, performance, (Gopika and Wilfred, 2004: 404). Learning is a continuous process which not only leads to improvement of the current capabilities; but also leads to develop skills, knowledge and attitudes which may provide human beings to accept greater responsibility in the future. Today, the method used to focus on individual learning and ensure that, if needed, will be timely and specific learning (Baron and Armstrong translated by karimi and others, 2008:110). Knowledge is one of the basic parts of the organization's human capital management. Remember that human capital is one of the elements of intellectual capital which includes the existence and flows of knowledge within an organization. Knowledge management is any kind of Process or activity to create, capture, record, share, and use knowledge to improve learning and performance in organizations. Therefore knowledge management is one of the fundamental components of human capital management and is considered as a critical component in the development of intellectual capital. Thus, human capital management approach to knowledge management is to use the resources of an organization which are systematically and actively associated with the management (Baron and Armstrong translated by karimi and others, 2008:110).

Access to information and knowledge of the organization: One of the stimuli human capital management that is comprised of the following components:

- access: Having guidelines, tools and intelligence, which is essential in fulfilling the duties and personal training is to improve the performance and output.
- Collaboration and Teamwork: Teamwork is encouraged and provides a place to meet other people. Time is not considered . It's time for people to collaborate with each other and learn from each other. Executive experiences and Tips and instructive experiences are shared, modified, and in all sectors.
- Information sharing and collaboration: Share best practices and ideas to improve the workflow between departments.
- systems: there are Systems and processes to collect and store data and it is Available to all employees who may be required and Its output as a considerable empirical evidence recorded for the next generation employees.

Learning Capacity: One of the stimuli human capital management is comprised of the following components:

- innovation: New ideas are welcome; staff are encouraged to do the work to find better ways to solve problems, seek the views of staff. Output as organizational innovation and competitive advantage in business.
- Training: Training is practical action to support the organization's goals, And staff have received training on the technologies. Today, not as a cost but it is as an investment in organizational IT and a way to stop its output to support organizational objectives.
- Development: Staff enjoyed of development programs (employees). these programs use to help them achieve their career goals.
- the value and support: Official development plan is used to achieve business objectives and its output is to creates interdependence and trust. Leadership behavior consistently shows that learning is valued; Learning has always been a priority and the active staff is supported.
- systems: There is a learning management system which automatically does all tasks related to the management of teaching and learning. Reports to management, and offers features such as content management or management skills and the ability / capacity. (Bassi and Mc Murrer translated by Sharifian Sani, 2007: 33).

Research findings:

3-1 - Describing the variables of Access to Knowledge

Of 322 subjects, 20 subjects (6/2%) with access to the knowledge, quite the opposite, 92 (28/6 percent) disagreed, 114 (35/4%) and no opinion, 78 (24/2 percent) agreed and 18 (5/6 percent) strongly agree.

Frequency results are given in Table (2).

Table (2). Frequency of access to knowledge

Percent	Frequency	Choices	Variable
6/2	20	Complete disagree	knowledge availability
28/6	92	disagree	
35/4	114	Without view	
24/2	78	agree	
5/6	18	Complete agree	
100/0	322	Total	

3-2 - Description of the variable of capacity for learning

Of 322 subjects, 29 cases (9/0%) with a capacity to learn, quite the opposite, 94 (29/2 percent) disagreed, 100 (31/1%) and without, 85 (26/4 percent) agreed and 14 (4/3 percent) agreed. Frequency results in Table (2) and Figure (2) is given.

Table (3). Distribution of learning capacity

percent	frequency	choices	Variable
9/0	29	Complete disagree	learning capacity
29/2	94	disagree	
31/1	100	Without view	
26/4	85	agree	
4/3	14	Complete agree	
100/0	322	Total	

3-3 - the first question: there is a relationship between the use of human capital and knowledge access in governmental organizations in Kerman

To investigate the relationship between human capital and access to knowledge the Pearson and Spearman correlation coefficients were used (quantitative variables). The test results in Table (3) below. The results of the the Pearson and Spearman correlation coefficients showed that there is a significant relationship between the use of human capital and access to knowledge. ($r=0.659$, $0/702$, $p<0.001$). The relationship between these two variables is direct.

3-4 - the second question: is there a relationship between human capital and the learning capacity of the labor force employed in governmental organizations Kerman?

To investigate the relationship between human capital and capacity utilization rates of learning, Spearman correlation coefficient was used (quantitative variables).

Pearson and Spearman correlation test results show that there is a significant relationship between the use of human capital and learning capacity. ($r=0.614$, 0.610 , $P<0.001$)

The relationship between these two variables is direct.

DISCUSSION

By replacing manufacturing economy to a knowledge-based economy, the strategic importance of human capital will increasingly appear as a key factor in the power market. Organizations have come to the conclusion that if they want to be differentiate from others in the market, so that they can compete; Requires the recruitment, education and retention of human

resources and talents (Ansari, 2005: 83). Mayo (2000) defined human capital as a function of knowledge, skill, experience, and networking with potential for growth and the ability to achieve results (Jazani, 2002: 69-61). Papa Georgiou (1999) called human capital as capacity-building and a facilitator of innovation. Generally; the ability of the human being institutionalized (both physical and intellectually) called human capital (Entezari, 2004: 167-131). In view of Becker; human capital theory based on the assumption that those whose income is greater invest in the canal of training and experience. Raise their knowledge, skills and abilities, and thus, raise their production capacity and Productivity. Since the doing these things requires a certain expenditure (I.e., costs associated with time, education and the opportunity will be lost.) The organization is ready to reward the people to overcome obstacles. Those who were able to capture the desired properties hold in the organization; the theory suggests two ways to enhance the human capital base:

A) Establish a payment structure which makes a distinction between posts in primary level and posts in the knowledge, skills and abilities

B) Payments may increase depending on the efficiency of human capital. The competition and performance are enhanced so that the organization can be built based on human capital; the degree of synergy and the knowledge, skills and abilities of employees will increase operational flexibility (Bamberger, Msholem, 2005:140)

The results showed that there is significant relationship between the application of human capital and access to knowledge. Since employees have the information they need to perform their jobs, they have access to education if it is needed. Encourages and facilitates team collaboration competently and share best practices and ideas, so this hypothesis is confirmed. It is essential for the organizations to cope with global changes and their survival skills and knowledge of employees (Behrangi, 2002). On the one hand, education provides labor productivity and the ability to add talent and ability and the use of technology (Shafieh, 2010: 3). Training of the staff will be considered to maintain the continuity and survival of the organization and as a means to ensure the performance and management problems. Therefore, in order to mobilize the human resources and effective utilization of this force, education is one of the most important measures (Shariatmadari, 2004: 3). Managers have the knowledge-oriented workers should try to adapt themselves with the latest knowledge; from the perspective of knowledge management, knowledge of employees is valuable resources. In fact, there is an emphasis on knowledge-based worker organization. Considering that the three basic elements of any organization are: Human resources, processes and technology, knowledge management and organizational culture on one hand, emphasis on human resources in order to create a spirit of knowledge sharing; on the other hand to discover, develop and share knowledge on methods and processes are focused on end-to-end storage Knowledge and use it during group work is focused on technology (French and Bell, translator and Alvani, Danaeifard, 2003).

- Chitsazan (1386) in an article entitled "Knowledge Management and Human Capital" has tried to provide a comprehensive framework of theories about knowledge management, Strategic management of human capital and human resources; in order to analyze the existing knowledge related to human capital ; These assets, combined with the strategic value and uniqueness are presented. The system should be all set and manage their human capital. Access to organizational goals through activities such as outcome is possible forms of human capital .This was pointed out that different types of human capital, human resource requires different systems and the application of a reduced system efficiency (Chitsazan, 2007).

- Sohrabi and others (2010) in an article entitled "Practical model for measuring knowledge management maturity in the software industry" achieved this results. Concepts of organizational knowledge (based on measures of knowledge management) are discussed. Then a model includes factors and criteria established in the literature study are presented in which indicators in terms of complexity and difficulty of the assessment and approval of Experts Maturity levels are distributed. The most prestigious manufacturer of software was examined as a knowledge-based organization, and with "knowledge management maturity model", its maturity levels was determined by the strategies to improve "knowledge management maturity"; to reveal the future research in the field of knowledge management maturity assessment in other software companies in Iran (Sohrabi and &, 2010). Also according to finding of the study, there is a significant relationship between the use of human capital and capacity of learning. Because new ideas are welcome, Practical training, Staff development programs are to help them in their career goals, Directors also believe that learning is valuable and it will always be a priority, so the hypothesis is

confirmed Organizational learning is a continuous and sustainable source of competitive profit organizations to increase efficiency. Learning to help people see and understand their future and make it available to use in order to achieve organizational goals (Alvani, 2003: 15). Organizational learning, which enables organizations to adapt to change quickly (Babaei, 2004:4).

Organizational learning makes organizations by encouraging their employees to learn the skills and capabilities; enhance and support their capability, and create an environment in which knowledge is created, shared, and is used to create dynamic environment for continuous learning (javanmard and Mohammadian, 2010: 5)

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- To improve access to knowledge and the creation of organizational knowledge, the following are recommended:

- 1 - Applying the "predisposition-based management system" in order to attract talented people.
- 2 - Use the "integrated approach" to knowledge management for government organizations at all levels due to the nature of the tasks in the levels.
- 3 - Create an "open and competitive space" between employees and organizational units, even the emergence of new knowledge and creativity among all levels of the organization.
- 4 - The establishment of structures and units that equipped with the knowledge of "diagnosis, care, knowledge, application of knowledge, knowledge development, and knowledge sharing".
- 5 - The use of "information sharing" in order to spread the knowledge to make better use of human capital.
- 6 - Using new methods "applied learning" systems, including the ITC.
- 7 - To develop "strategies" that will facilitate the discovery and application of knowledge in public organizations.
- 8 - "Promote employees' access to knowledge" by using knowledge of creating groups and teams.
- 9 - Application and use of "technologies" that enable the implementation of knowledge management in public organizations.
- 10 - Design and implementation processes and tools for managing knowledge, including the use of "strategic knowledge" as a function of human capital.

- In order to enhance the learning capacity of the followings are recommended:

- 1 - Using a "insight learning, cognitive learning" in order to create learning platform by making flexible and competitive organizational structures.
- 2 - Using the approach of "self - guidance" to make the personnel responsible for their internal desire to learn.
- 3 - Using a "dialogue Techniques" to establish open dialogue and creative personnel to promote learning.
- 4 - Using the approach of "critical analysis" of environmental events in order to understand and use of the data.
- 5 - Using the approach of "to understand the gap between actual and ideal performance state" as an opportunity for new learning and new organizational structure of organizational knowledge.
- 6 - Providing "open space" for easy access to information and making rational discussion, constructive criticism and facilitate learning capacity by putting mistakes and successes into the correct order.
- 7 - Context, "People of faith" through the increased ability of personnel, training, knowledge, ideas and processes global institutionalization of intellectual systems.
- 8 - Using techniques to reduce the fear of failure; to update a group of intellectual and mental seeps.
- 9 - Applying selection of qualified human capital; "business that requires long-term commitment to professional learning, skill, and they absorb new information.
- 10 - Using the approach of "practical learning," which leads to increased learning capacity and creativity and new ideas?

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