

DAFTAR PUSTAKA

- Adams, W. C. (2015). Conducting Semi-Structured Interviews. Dalam *Handbook of Practical Program Evaluation* (hlm. 492–505). Wiley. <https://doi.org/10.1002/9781119171386.ch19>
- Ahamad, R. & Mishra, K. N. (2024). Enhancing knowledge discovery and management through intelligent computing methods: a decisive investigation. *Knowledge and Information Systems*, 66(7), 3719–3771. <https://doi.org/10.1007/s10115-024-02099-2>
- Al Hafidz, M. U. & Sensuse, D. I. (2019). The Effect of Knowledge Management System on Software Development Process with Scrum. *2019 3rd International Conference on Informatics and Computational Sciences (ICICoS)*, 1–6. <https://doi.org/10.1109/ICICoS48119.2019.8982506>
- Almeida, F., Miranda, E. & Falcão, J. (2019). Challenges and facilitators practices for knowledge management in large-scale scrum teams. *Journal of Information Technology Case and Application Research*, 21(2), 90–102. <https://doi.org/10.1080/15228053.2019.1637087>
- Ammourah, B. A. A. & Pitchay, S. A. (2020). *Challenges of Applying Scrum Model and Knowledge Management for Software Product Management* (hlm. 123–130). https://doi.org/10.1007/978-981-13-8323-6_11
- Amritesh & Misra, S. C. (2014). Conceptual modeling for knowledge management to support agile software development. *Knowledge Engineering Review*, 29(4), 496–511. <https://doi.org/10.1017/S0269888914000198>
- Aspers, P. & Corte, U. (2019). What is Qualitative in Qualitative Research. *Qualitative Sociology*, 42(2), 139–160. <https://doi.org/10.1007/s11133-019-9413-7>
- Atlas, A. (2009). Accidental Adoption: The Story of Scrum at Amazon.com. *2009 Agile Conference*, 135–140. <https://doi.org/10.1109/AGILE.2009.10>
- Axelos. (2020, 11. Januari). *Knowledge management: ITIL 4 Practice Guide*. <https://www.axelos.com/resource-hub/practice/knowledge-management-til-4-practice-guide>.
- Ayu, G. & Budiasih, N. (t.t.). *Metode grounded theory dalam riset kualitatif*.
- Becerra-Fernandez, I. & Sabherwal, R. (2014). *Knowledge Management*. Routledge. <https://doi.org/10.4324/9781315715117>
- Bernard, H. Russell. (2006). *Research methods in anthropology : qualitative and quantitative approaches*. AltaMira Press.
- Bjørnson, F. O. & Dingsøy, T. (2008a). Knowledge management in software engineering: A systematic review of studied concepts, findings and research methods used. *Information and Software Technology*, 50(11), 1055–1068. <https://doi.org/10.1016/j.infsof.2008.03.006>
- Bjørnson, F. O. & Dingsøy, T. (2008b). Knowledge management in software engineering: A systematic review of studied concepts, findings and research methods used. *Information and Software Technology*, 50(11), 1055–1068. <https://doi.org/10.1016/j.infsof.2008.03.006>

- Bibliometrix.org. (t.t.). *Bibliometrix*. Diambil 17 Juni 2024, dari <https://www.bibliometrix.org/home/index.php/layout/bibliometrix>
- Borrego, G., Morán, A. L., Palacio Cinco, R. R., Rodríguez-Elias, O. M. & García-Canseco, E. (2017). Review of approaches to manage architectural knowledge in Agile Global Software Development. *IET Software*, 11(3), 77–88. <https://doi.org/10.1049/iet-sen.2016.0197>
- Cohn, M. (2009). *Succeeding with Agile: Software Development Using Scrum*. Addison-Wesley Professional.
- Creswell, J. W. & Creswell, J. D. (2018). *Research Design* (5 ed.). SAGE Publications, Inc.
- Doan, M. N. (2012). *Cambodian and Laotian Students' Experience of Language Barriers, Cultural Differences, and Teacher-Student Rapport in a University in Vietnam: A Grounded Theory Approach*.
- Donthu, N., Kumar, S., Mukherjee, D., Pandey, N. & Lim, W. M. (2021). How to conduct a bibliometric analysis: An overview and guidelines. *Journal of Business Research*, 133, 285–296. <https://doi.org/10.1016/j.jbusres.2021.04.070>
- Earl, M. (2001). Knowledge management strategies: Toward a taxonomy. *Journal of Management Information Systems*, 18(1), 215–233. <https://doi.org/10.1080/07421222.2001.11045670>
- El-Deeb, A. (2023). The First Tech Layoff Wave After Years of Hypergrowth. *ACM SIGSOFT Software Engineering Notes*, 48(1), 4–5. <https://doi.org/10.1145/3573074.3573075>
- Fatima, N., Nazir, S. & Chuprat, S. (2020). Knowledge Sharing Framework for Modern Code Review to Diminish Software Engineering Waste. Dalam *IJACSA) International Journal of Advanced Computer Science and Applications* (Vol. 11, Nomor 6). www.ijacsa.thesai.org
- Ferguson, S. & Debowski, S. (2007). Knowledge Management. *Australian Academic & Research Libraries*, 38(4), 299–300. <https://doi.org/10.1080/00048623.2007.10721315>
- Gallagher, M. W. & Brown, T. A. (2013). Introduction to Confirmatory Factor Analysis and Structural Equation Modeling. Dalam *Handbook of Quantitative Methods for Educational Research* (hlm. 289–314). SensePublishers. https://doi.org/10.1007/978-94-6209-404-8_14
- Gandomani, T. J., Tavakoli, Z., Nafchi, M. Z. & Najafi Sarpiri, M. (2019). Adapting Scrum Process with 7C Knowledge Management Model. *2019 5th Conference on Knowledge Based Engineering and Innovation (KBEI)*, 056–059. <https://doi.org/10.1109/KBEI.2019.8735008>
- García-Mireles, G. A., Moraga, M. Á., García, F., Calero, C. & Piattini, M. (2018). Interactions between environmental sustainability goals and software product quality: A mapping study. *Information and Software Technology*, 95, 108–129. <https://doi.org/10.1016/j.infsof.2017.10.002>
- Gardenier, J. & Resnik, D. (2002). The Misuse of Statistics: Concepts, Tools, and a Research Agenda. *Accountability in Research*, 9(2), 65–74. <https://doi.org/10.1080/08989620212968>
- Girard, J. & Ribière, V. (2016). Mapping the Future of KM through Earl's KM Taxonomy Lens. *Online Journal of Applied Knowledge Management*, 4(6).

- Grobelnik, M. & Mladeníc, D. (2005). Automated knowledge discovery in advanced knowledge management. *Journal of Knowledge Management*, 9(5), 132–149. <https://doi.org/10.1108/13673270510622500>
- Hasanah, H. (2016). Teknik-Teknik Observasi (Sebuah Alternatif Metode Pengumpulan Data Kualitatif Ilmu-ilmu Sosial). *Jurnal at-Taqaddum*, 8(1).
- Holsapple, C. W. & Joshi, K. D. (2002). Knowledge Management: A Threefold Framework. *The Information Society*, 18(1), 47–64. <https://doi.org/10.1080/01972240252818225>
- Holsapple, C. W. & Joshi, K. D. (2004). A formal knowledge management ontology: Conduct, activities, resources, and influences. *Journal of the American Society for Information Science and Technology*, 55(7), 593–612. <https://doi.org/10.1002/asi.20007>
- ISO 2018. (2018). *Knowledge management systems-Requirements*. www.iso.org
- Kavitha, R. K. & Ahmed, I. (2011). A Knowledge Management Framework for Agile Software Development Teams. *A Knowledge Management Framework for Agile Software Development Teams*.
- Khalifeh, A., Farrell, P., Alrousan, M., Alwardat, S. & Faisal, M. (2020). Incorporating sustainability into software projects: a conceptual framework. *International Journal of Managing Projects in Business*, 13(6), 1339–1361. <https://doi.org/10.1108/IJMPB-12-2019-0289>
- Khalil, C. & Khalil, S. (2020). Exploring knowledge management in agile software development organizations. *International Entrepreneurship and Management Journal*, 16(2), 555–569. <https://doi.org/10.1007/s11365-019-00582-9>
- Khan, R. & Ahmed, I. (2014). *Effect of Human Capital on Software Development Productivity*. <https://consensus.app/papers/effect-of-human-capital-on-software-development-khan-ahmed/d3c937b82090534197c7259f600f01b6/>
- Kitchenham, B. (2004). *Procedures for Performing Systematic Reviews* (33 ed.). Keele University.
- Lakulu, M., Abdullah, R., Selamat, M. H., Ibrahim, H. & Mohd Nor, M. Z. M. N. (2010). A Framework of Collaborative Knowledge Management System in Open Source Software Development Environment. *Computer and Information Science*, 3(1). <https://doi.org/10.5539/cis.v3n1p81>
- Lee, J.-H. & Kim, Y.-G. (2001). A stage model of organizational knowledge management: a latent content analysis. *Expert Systems with Applications*, 20(4), 299–311. [https://doi.org/10.1016/S0957-4174\(01\)00015-X](https://doi.org/10.1016/S0957-4174(01)00015-X)
- Le-Nguyen, K., Dyerson, R. & Harindranath, G. (2018). Exploring knowledge management software implementation from a knowing-in-practice perspective. *Information Systems Frontiers*, 20(5), 1117–1133. <https://doi.org/10.1007/s10796-016-9713-3>
- Lubis, M. (t.t.). Zakat Knowledge Unified Management (KUM) System: Connecting the Organisation Diversity in Indonesia. Dalam *International Journal of Innovation, Creativity and Change*. www.ijicc.net (Vol. 15, Nomor 6). www.ijicc.net

- Lubis, M. (2011a). *Knowledge Management Initiative and Solution: A Case Study in International*. <https://www.researchgate.net/publication/307577388>
- Lubis, M. (2011b). *Knowledge Management Initiative and Solution: A Case Study in International*. <https://www.researchgate.net/publication/307577388>
- Lubis, M. (2021). Zakat Knowledge Unified Management (KUM) System: Connecting the Organisation Diversity in Indonesia. Dalam *International Journal of Innovation, Creativity and Change*. www.ijicc.net (Vol. 15, Nomor 6). www.ijicc.net
- Matharu, G. S., Mishra, A., Singh, H. & Upadhyay, P. (2015). Empirical Study of Agile Software Development Methodologies. *ACM SIGSOFT Software Engineering Notes*, 40(1), 1–6. <https://doi.org/10.1145/2693208.2693233>
- Mehta, N. (2008). Successful knowledge management implementation in global software companies. *Journal of Knowledge Management*, 12(2), 42–56. <https://doi.org/10.1108/13673270810859505>
- Mohajan, H., Mohajan, D. & Kumar Mohajan, H. (2022). Constructivist grounded theory: a new research approach in social science Constructivist Grounded Theory: A New Research Approach in Social Science. *MPRA Paper*, 114970.
- Nasution, A. F. (2023). *Metode Penelitian Kualitatif* (1 ed.). CV. Harfa Creative.
- Naurah, N. (2023, 21. Juni). *Badai PHK, Inilah Sederet Perusahaan Teknologi RI yang Lakukan PHK Terbanyak 2023*. <https://goodstats.id/article/badai-phk-inilah-sederet-perusahaan-teknologi-ri-yang-lakukan-phk-terbanyak-2023-b1RyI>.
- Nilamsari, N. (2014). Memahami Studi Dokumen dalam Penelitian Kualitatif. *Wacana*, 8(2). <http://fisip.untirta.ac.id/teguh/?p=16/>
- Nkambule, N. A., Wang, W.-K., Ting, I. W. K. & Lu, W.-M. (2022). Intellectual capital and firm efficiency of US multinational software firms. *Journal of Intellectual Capital*, 23(6), 1404–1434. <https://doi.org/10.1108/JIC-02-2021-0041>
- Praditha, V. S. (2023). *Perancangan Knowledge Management System Menuju Sifat Dinamis Pengetahuan Di Universitas* [Telkom University]. <https://repositori.telkomuniversity.ac.id/pustaka/197454/perancangan-knowledge-management-system-menuju-sifat-dinamis-pengetahuan-di-universitas.html>
- Rofiah, C. (2023). *Metode Penelitian Grounded Theory, Konsep Dasar, Sejarah, Coding, dan Desain Penelitian* (1 ed.). Penerbit LitNus.
- Rozas, L. W. & Klein, W. C. (2010). The Value and Purpose of the Traditional Qualitative Literature Review. *Journal of Evidence-Based Social Work*, 7(5), 387–399. <https://doi.org/10.1080/15433710903344116>
- Rubenstein-Montano, R., Liebowitz, J. & Buchwalter, J. (2002). *A Theoretical Framework for Knowledge Management Implementation*. <https://consensus.app/papers/a-theoretical-framework-for-knowledge-management-rubenstein-montano-liebowitz/307eeaf6bdba54d8a48944ec8b279cd9/>

- Safitra, M. F., Lubis, M., Kurniawan, M. T., Alhari, M. I., Nuraliza, H., Azzahra, S. F. & Putri, D. P. (2023a). Green Networking: Challenges, Opportunities, and Future Trends for Sustainable Development. *ACM International Conference Proceeding Series*, 168–173. <https://doi.org/10.1145/3617733.3617760>
- Safitra, M. F., Lubis, M., Kurniawan, M. T., Alhari, M. I., Nuraliza, H., Azzahra, S. F. & Putri, D. P. (2023b). Green Networking: Challenges, Opportunities, and Future Trends for Sustainable Development. *ACM International Conference Proceeding Series*, 168–173. <https://doi.org/10.1145/3617733.3617760>
- Schwaber, K. (1997). SCRUM Development Process. Dalam *Business Object Design and Implementation* (hlm. 117–134). Springer London. https://doi.org/10.1007/978-1-4471-0947-1_11
- Singh, A. (2023, 24. Agustus). *Agile, Lean, DevOps & ITIL – how to use them together (and why)*. https://www.axelos.com/resource-hub/blog/agile_lean_devops_itil.
- Singh, S. (2023, 20. Juni). *What is a Conceptual Framework and How to Make It*. <https://researcher.life/blog/article/what-is-a-conceptual-framework-and-how-to-make-it-with-examples/>.
- Sugiyono & Lestari, P. (2021). *Metode Penelitian Komunikasi (Kuantitatif, Kualitatif, dan Cara Mudah Menulis Artikel pada Jurnal Internasional)* (Sunarto, Ed.; 1 ed.). Penerbit Alfabeta.
- Sungkur, R. K. & Ramasawmy, M. (2014). Knowledge4Scrum, a novel knowledge management tool for agile distributed teams. *VINE*, 44(3), 394–419. <https://doi.org/10.1108/VINE-12-2013-0068>
- Tarus, D. K. & Sitienei, E. K. (2015). Intellectual capital and innovativeness in software development firms: the moderating role of firm size. *Journal of African Business*, 16(1–2), 48–65. <https://doi.org/10.1080/15228916.2015.1061284>
- Usai, A., Pironti, M., Mital, M. & Aouina Mejri, C. (2018). Knowledge discovery out of text data: a systematic review via text mining. *Journal of Knowledge Management*, 22(7), 1471–1488. <https://doi.org/10.1108/JKM-11-2017-0517>
- Vasanthapriyan, S. (2018). Knowledge Management Initiatives in Agile Software Development. Dalam *Human Factors in Global Software Engineering* (hlm. 109–130). <https://doi.org/10.4018/978-1-5225-9448-2.ch005>
- Wafford, J. (2022, 22. Juni). *Combining ITIL 4 and Agile best practices for customer focus*. https://www.axelos.com/resource-hub/blog/combining_itil4_agile_best_practices_customer_focus.
- Wihayanti, T., Lubis, M. & Fakrurroja, H. (2024). Optimizing Knowledge Sharing in Agile Organization: A Systematic Literature Review of Strategies, Challenges, and Opportunities. Dalam *Selected Papers from the 10th International Conference on E-Business and Applications 2024* (hlm. 108–119). Springer Nature Singapore. https://doi.org/10.1007/978-981-97-3409-2_10
- Wilson, C. (2014). Semi-Structured Interviews. Dalam *Interview Techniques for UX Practitioners* (hlm. 23–41). Elsevier. <https://doi.org/10.1016/B978-0-12-410393-1.00002-8>

- Younas, A., Fàbregues, S., Durante, A., Escalante, E. L., Inayat, S. & Ali, P. (2023). Proposing the “MIRACLE” Narrative Framework for Providing Thick Description in Qualitative Research. *International Journal of Qualitative Methods*, 22. <https://doi.org/10.1177/16094069221147162>
- Zeferino, E. M., Pereira, R., Malvestiti, R. & Artur de Souza, J. (2020). ISO 30401: The Standardization of Knowledge. *International Journal of Development Research*, 10(6). <https://doi.org/10.37118/ijdr.19066.06.2020>
- Zykov, S. V. & Singh, A. (2020). *Agile Enterprise Engineering: Smart Application of Human Factors* (Vol. 175). Springer International Publishing. <https://doi.org/10.1007/978-3-030-40989-0>