

When does the phoenix rise? Factors and mechanisms that influence crisis-induced learning by public organizations
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Citation

Broekema, W. G. (2018, November 7). When does the phoenix rise? Factors and mechanisms that influence crisis-induced learning by public organizations. Retrieved from https://hdl.handle.net/1887/66794

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Title: When does the phoenix rise? Factors and mechanisms that influence crisis-induced

learning by public organizations

Issue Date: 2018-11-07

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