Abstract

This short paper serves to introduce the minitrack on knowledge flows and to summarize its constituent proceedings articles.

1. Introduction

Most practitioners and researchers recognize that knowledge flows are extremely important, especially in the current age where organizations have to learn and innovate continually in order to remain competitive. Given that knowledge is distributed unevenly through the enterprise, rapid and reliable knowledge flows are essential for organizations’ sustainable competitive advantage.

Knowledge flows across people, organizations, places and times of creation, sharing and application. Knowledge flows are dynamic. And in order to harness the competitive power of this dynamic phenomenon, it is imperative to understand and manage effectively the associated knowledge-flow processes.

This minitrack examines the nature and role of knowledge flows (e.g., knowledge transfer, sharing and exchange) in the organizational context. The Call for Papers welcomed theoretical and empirical pieces addressing technical, managerial, behavioral, organizational, and economic perspectives on knowledge flows.

2. Summary of Articles

Nine papers are presented as a part of this mini-track. We introduce them briefly below.

Knowledge Creation and Transfer
Moos et al. focus on external partners to investigate how the social capital residing in the relationships among these exchange partners is related to the creation of different types of knowledge. Harrison and Hu build upon the literature to propose a network view of knowledge creation and transfer. Pex examines the relative effect of extrinsic and intrinsic rewards on willingness to contribute to electronic knowledge repositories.

Transactive Memory System perspectives on performance
Qu, Ji, and Nsakanda examine the relationship between transactive memory systems (TMS) and knowledge transfer performance (KTP) in the context of global software outsourcing project teams. Alaranta and Betz use the case study method to examine a multinational technology company’s troubled software corrective maintenance process through a TMS lens. Wang and Farn investigate the relationship between knowledge integration and team performance from a transactive memory systems perspective.

Knowledge sharing in real-world applications
Kukko and Helander build upon prior studies of knowledge sharing barriers and growth paths to examine the problems of small and medium-size software companies. Using data collected from students and professionals, Huang and Huang explore factors affecting the intention to share knowledge in the context of system analysis. Osatuyan Hiltz examine the effects of information importance and distribution on its exchange in a synchronous distributed team environment via laboratory studies.

3. Publication Opportunities

The minitrack papers published in this part of the proceedings will be considered further for adaptation into journal-length and -quality articles. Two established knowledge management journals have expressed interest: Knowledge Management Research & Practice [1] and the International Journal of Knowledge Management [2].

4. References