The objective of this minitrack is to focus on the contribution that knowledge management (KM) makes to innovation and organizational agility in the global paradigm 24/7, and in the face of uncertain financial times. In line with this challenging research issue, this minitrack presents five papers in one session. Each of the papers focuses on a different but relevant source of knowledge, and proposes a framework for designing tools and environments to support work across different levels of innovation and creativity. There is exploration of how the inflows and the outflows of knowledge have expanded to accelerate internal innovation and expand the markets for external use of innovation, and how these are used to support organizational agility, and sustain business agility. The authors approach these issues using qualitative and quantitative methods, to contribute important new research about how knowledge is created and applied to derive business value, generate new ideas, and develop new products and solutions that enhance organizational agility, efficiency, effectiveness and competitiveness.

Ansari’s paper and presents results of an empirical survey was carried out among 51 Malaysian firms from different industrial sectors. The author used multiple regressions to investigate the relationship between KM and corporate entrepreneurship. Results show that knowledge exploitation has significant positive relationship with innovation culture, while no significant positive relationship was found between knowledge sharing culture and innovation culture. This will raise interesting discussion in the light of the extensive literature on the importance of cultural aspects of knowledge sharing.

Samson and Gloet establish links between KM and innovation performance (IP) in Australian service sector organizations. Through analysis of six case studies of service based organizations and a survey of service organizations a model of KM practices was developed and validated. The authors highlight the role of knowledge in innovation, as well as the ways in which people's knowledge, thinking and behavior can influence the process of innovation.

In the fourth and final paper Zyngier investigates patterns of KM activity as a support for innovation and creativity. The author has used an empirical survey that presents a picture of KM practices to support innovation across 34 countries, representing every continent. There is clear evidence that the support of innovation in products and services is a significant and strategic goal for many organizations implementing KM. The author clearly demonstrates the significance of innovation as an organizational goal.