Introduction to the Minitrack on Knowledge Flows: Knowledge Transfer, Sharing and Exchange In Organizations

K.D. Joshi  Mark E. Nissen  Lynne P. Cooper
Washington State University  Naval Postgraduate School  Jet Propulsion Laboratory
joshi@wsu.edu  mnissen@nps.edu  lynne.p.cooper@jpl.nasa.gov

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

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

Havakhor, T. and Sabherwal, R. use agent-based simulation to examine the effects of recommendation agents and community characteristics on knowledge sharing. Moslehi, A. and Linger, H. explore the role of inter-organizational knowledge networks in organizational innovativeness. Kaiser, Fordinal, and Feldhusen investigate how the vision development process can be integrated into the model of the knowledge-based firm and its knowledge creating processes. In the context of software development projects, Kang and Hur study the effects of shared experience on project performance. Using a qualitative study, Ensign, Chreim, Persaud, and Lin examine how three dimensions of proximity impact knowledge transfer and innovation after mergers and acquisitions.

Krancher and Slaughter analyze longitudinal data from four software maintenance offshore outsourcing projects to explore why governance may be needed for knowledge transfer. Tibben investigates knowledge creation within three community technology centers used to address problems in disadvantaged communities.

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