## Knowledge Management Value, Success and Performance Measurements

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This mini-track explores research into strategies, methodologies, and stories that explore value, performance and success measurement aspects of knowledge management and organizational memories. Research in this mini-track includes topics such as measuring the effectiveness, efficiency and/or success of implemented systems, defining metrics, critical success factors, key performance indicators, frameworks and models. In addition, topics explore methodologies and processes for assessing knowledge management, organizational memory systems, critical issues, strategy concerns, and lessons learned. Six papers will be presented in two sessions. Brief summaries of each are presented here.

### The Impacts of the Cognitive Nature of the Task and Psychological Empowerment on an Individual’s Knowledge Creation, Sharing, and Application
Shahnawaz Muhammed, William Doll, Xiaodong Deng

This paper explores the influence of the cognitive nature of the task and the psychological empowerment of the individuals on the extent to which an individual engages in the creation, sharing, and application of knowledge. The results suggest that the cognitive nature of the task drives knowledge creation.

### Knowledge Transfer Dynamics in Information System Support: An Exploratory Study of Procurement System Support
Nancy Deng, Ying Liu

The authors argue that substantial insights can be obtained by examining the knowledge transfer activities between IS professionals and end-users. An exploratory study of knowledge transfer dynamics in procurement system was conducted. The study draws upon knowledge transfer theory and studies on IS post-adoptive use.

### Determining the Factors Influencing Enterprise Social Software Usage: Development of a Measurement Instrument for Empirical Assessment
Maurice Kügler, Stefan Smolnik, Philip Raeth

The authors of the manuscript examine the factors that influence employees’ use of enterprise social software platforms. An ESSP adoption model is presented empirically assessing the factors influencing ESSP usage.

### Success Factors in Process Performance Management for Services – Insights from a Multiple-Case Study
Josef Blasini, Susanne Leist

This paper identifies critical factors for the successful application of Process Performance Management. The findings of a multiple-case study research provide a first understanding of the causal relationships and, as a result, 'process knowledge/models' and 'information quality' appear to be important success factors of PPM for services.

### Measuring boundary objects in an attempt to explain innovativeness
Eugenia Huang, Travis K. Huang

This study explores types of boundary objects, their relationships, and their effect on project innovativeness in the context of systems analysis. Four types of boundary objects are identified and their content discussed.

### Defining Leadership as an Influence on KM Success
Vincent Scovetta, Timothy Elli

This paper uses SNA to measure the effectiveness of innovation promotion in a region of Japan. The innovation effort used promotion of the Ruby programming language by a number of means including expanding the local workforce, creating relationships with other companies and institutions that would use the language and conferences.