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

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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

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

Dinh et al. present the KBCM (Knowledge-Based Content Management) framework for ECM based on the perspective of knowledge components. Freeze and Schmidt looks at the interplay between individual and team level knowledge structures, proposing a new method for conceptualizing and operationalizing within team knowledge variation. Hafner et al. discuss concept of successful versus unsuccessful unlearning in individuals. Huang et al. present a model that applies the structural, relational, and cognitive dimensions of social capital to theorize the determinants of the provision of informational and emotional support in healthcare virtual support communities. Kaiser et al. explore how a framework based on an abductive reasoning process for the creation and discovery of knowledge about needs in organizations can look like and what the main steps of such a framework are, in order to integrate this approach into the model of the knowledge-based firm. Li examines Ecological Metadata Language (EML) as a generative platform for ecological research. McNab and Ladd explore the nature of information quality as a contextual, or fit-based, construct. Min et al. study how individuals learn organizational knowledge by adopting and transforming it and how they are influenced by the technical and social subsystems of an organization.

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