

Knowledge Flows, Transfer, Sharing and Exchange

Mark E. Nissen
Naval Postgraduate School
[MNissen \[at\] nps.edu](mailto:MNissen@nps.edu)

Lynne P. Cooper
Washington State University
[lynne.cooper \[at\] wsu.edu](mailto:lynne.cooper@wsu.edu)

Mika Yasuoka
Roskilde University
[Mikaj \[at\] ruc.dk](mailto:Mikaj@ruc.dk)

Abstract

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1. Introduction

This minitrack continues a long series of articles addressing knowledge flows, transfer, sharing and exchange. It examines the nature and role of knowledge flows across people, organizations, places and times from technical, managerial, behavioral, organizational, and economic perspectives. As the nature of knowledge flows changes due to digitalization, consumerization of information technology (IT), and the integration of artificial agents into daily routines, it is increasingly important to understand the changes required in how knowledge workers conduct work, share knowledge and information, and learn. Knowledge management (KM) activities in organizations are no longer supported only by traditional information and communications technologies (ICTs; e.g., databases, data warehouses, information repositories, websites, email streams), but are also enabled through new forms of ICTs including artificial intelligence (AI; e.g., agents, bots, learning algorithms), social software or Web 2.0 technologies and Internet of Things (IoT). The ubiquitous and pervasive nature of these new forms of ICTs are creating flexible KM sharing environments that need to be researched more systematically.

2. Paper Summaries

We received seven high quality manuscripts this year. Following rigorous review by numerous experts in the field, we collaborated to accept the top three papers, one of which has been nominated for the Best Paper Award.

The first paper is entitled “Understanding Collective Reflection in Crowdsourcing for Innovation: A Semantic Network Approach.” It is written by Yao Sun, Ann Majchrzak and Arvind Malhotra. These authors employ a semantic network approach to analyze posts contributed by online crowds responding to two organization-sponsored crowdsourcing open innovation challenges. They find that the semantic patterns of online crowds’ knowledge collaboration evolve from one phase to another in accordance with crowd members’ collective reflection on their diverse knowledge.

The second paper is entitled “Knowledge Sharing Behavior in Homeland Security – The Roles of Trust, Technology, and Expectations.” It is written by Souren Paul and Evette Maynard-Noel. These authors rely on the theory of reasoned action and media synchronicity theory to build and test a theoretical model on the factors that influence employees’ attitude, intention, and behavior to share knowledge. They find that both trust and information and communication technology have a positive relationship with the attitude to share knowledge.

The third paper is entitled “How To Transfer Tacit Knowledge for Living Lab Practice Considerations on Tacit Knowledge Representations.” It is written by Mika Yasuoka. Within the context of living labs, this author investigates tacit knowledge externalization with three different representations. She finds a strong compatibility pattern between representation styles and practitioners’ maturity level on the relevant field.

3. Minitrack Chairs

Mark Nissen and Lynne Cooper have worked together as Minitrack Chairs over a number of years. They are very fortunate to have Mika Yasuoka join them this year. The three hope to continue their partnership through next year’s conference.