

Preface

The 12th International Conference on Knowledge Management in Organizations: Emerging Technology was held during August 14–21, 2017, at the Beijing Conference Center, China, hosted by Beijing Jiaotong University, China.

Knowledge management (KM) is facing a challenging time with the advance of big data and the Internet of Things (IOT) as well as cognitive learning. It is important for KM to take up the challenges to help companies reach their goals and weather the storms ahead. Given the rise of big data, IOT, disruptive technology, and current market demands, KM research must be fully aware of the new challenges. Traditional KM approaches have failed to meet the challenges posed by Big Data, mobility, social media, and customer demands.

There is a strong relationship between innovation, technology, and KM. ICTs have great influence on KM, and therefore any innovation in ICTs is directly linked to creativity in KM. Collaboration is essential in an economy based on highly specialized knowledge. There is a need to focus on fostering collaboration between individuals, teams, divisions, and organizations. It is important that we develop the skills and culture that enable high-value collaboration. Implementing a whole new set of business processes is also required to unlock the full potential of collaboration for KM.

KM is not only limited to technology, but it is the integration of business strategy and process, organizational community and culture, expertise and technology. How do we develop products and services that will meet the values of the customers? To do this requires that we look into the new emerging discipline of service science and especially service-dominant logic. Co-creation of value is essential to provide services and products that will offer value to users. There are many research issues that need to be addressed to incorporate these new technologies in KM. A number of questions are to be addressed: What does the emergence of social media, big data, and IOT and related mobile media mean for KM initiatives in companies? What is the relevant research needed for academia? Which of our established KM models are still valid, where do we need new models or frameworks? This conference calls for contributions in light of these contexts.

The KMO 2017 conference aimed to bring together leading academic researchers and scholars to exchange and share their experiences and expertise in all aspects of KM challenges. It also provided an interdisciplinary platform for researchers, practitioners, and educators to present and discuss their most recent work, trends, innovations, and concerns as well as the practical challenges encountered and the solutions adopted in the fields of KM in organizations.

The conference welcomes contributions from researchers and scholars to contribute to original and unpublished results of conceptual, constructive, empirical, experimental, or theoretical work in all areas of KM in organizations at the conference. The conference solicits contributions of full papers that address the themes and topics of the

conference. We are also interested in case studies that demonstrate how KM research strategies have been applied and the lessons learned.

Research contributions on the aforementioned aspects will enlighten industry on how to handle the various organizational and technical opportunities and challenges in KM. KMO 2017 aimed to encourage research into the various aspects of KM especially in new research involving emerging issues, challenges, and trends. These and other related topics were discussed and explored at the 12th KMO 2017 conference.

This year, we received 45 papers. All published papers have undergone a rigorous review process involving at least three reviewers. The authors of these papers come from 20 different including, Austria, Chile, China, Colombia, Finland, Hong Kong, India, Indonesia, Japan, Malaysia, Russia, Singapore, Slovakia, Slovenia, Spain, Taiwan, Tunisia, UAE, UK, and USA. The papers are organized into 11 thematic sections:

- Knowledge Management Models and Behavior Studies
- Knowledge Sharing
- Knowledge Transfer and Learning
- Knowledge and Service Innovation
- Knowledge and Organization
- Information Systems Research
- Value Chain and Supply Chain
- Knowledge Re-presentation and Reasoning
- Data Mining and Intelligent Science
- Big Data Management
- Internet of Things and Networks

Besides the papers, we also had invited keynotes and four tutorials. We would like to thank our (a) authors, reviewers, and Program Committee for their contributions and (b) Beijing Jiaotong University for hosting the conference. Special thanks to the authors and participants at the conference. Without their efforts, there would be no conference or proceedings.

We hope that these proceedings will be beneficial for your reference and that the information in this volume will be useful for further advancements of KM in both research and industry.

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Lorna Uden
I-Hsien Ting
Wei Lu

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