

Communications in Computer and Information Science

1027

Commenced Publication in 2007

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Knowledge Management in Organizations

14th International Conference, KMO 2019
Zamora, Spain, July 15–18, 2019
Proceedings

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ISSN 1865-0929 ISSN 1865-0937 (electronic)
Communications in Computer and Information Science
ISBN 978-3-030-21450-0 ISBN 978-3-030-21451-7 (eBook)
<https://doi.org/10.1007/978-3-030-21451-7>

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The registered company address is: Gewerbestrasse 11, 6330 Cham, Switzerland

Preface

The 14th International Conference on Knowledge Management in Organizations, with the theme of “The Synergistic Role of Knowledge Management in Organizations,” was held at the University of Salamanca, Zamora, Spain, during July 15–18, 2019.

The conference was preceded by one day of free tutorials for participants who wished to learn about state-of-the-art of research relating to the topics of KMO. The tutorials were held on July 15, 2019. The conference itself commenced on July 16, 2019.

Knowledge has been identified as a key organizational resource for generating competitive advantage over other firms. It is the transformative catalyst that will get us into the knowledge age. The world is undergoing constant technological and knowledge revolutions. Technologies such as big data, the Internet of Things (IoT), artificial intelligence (AI), and blockchain are increasingly transforming the way we live and work.

Knowledge management (KM) refers to how well an organization leverages its knowledge internally and externally. In this age of big data, analytics, AI, IoT, blockchain, machine learning, and cognitive computing, KM can play synergistic roles. For example, KM can serve a fundamental role in managing the governance of big data and resulting analytics. KM is closely linked to AI and machine learning in terms of knowledge acquisition, knowledge representation, and knowledge generation. In addition, KM is a close cousin with project management and risk management.

There are many other new trends such as the use of social media for KM. Employees in organizations need to access the organization’s knowledge management system (KMS) while they are on the go. Consequently, mobile technology and KM software will soon be inseparable.

Another role of KM is to create, build, and maintain competitive advantage through utilization of knowledge and through collaboration practices in innovation. KM systems should allow for external integration so that internal and external parties can share information more easily. Collaboration between individuals, teams, divisions, and organizations is essential, and organizations must develop the skills and culture that enable high-value collaboration. Besides collaboration, there are also issues of trust and cultures to be taken into account.

KM is also facing a challenging time with the advance of big data and IoT as well as cognitive learning. There is the issue of the relationship between innovation, technology, and KM. It is not only limited to technology, but it is the integration of business strategy and process, organizational community and culture, expertise and technology. To understand this relationship this requires that we investigate the new emerging discipline of service science, especially service dominant logic. Co-creation of value is essential to provide services and products that will offer value to users.

KMO 2019 aimed to encourage research into the various aspects of KM so as to address many of the challenges facing organizations. The intent is to create a better understanding of KM practices, research, and practical applications.

These proceedings consist of 46 papers covering various aspects of KM. All published papers have undergone a rigorous review process involving at least four reviewers. Authors of these papers come from 23 different countries including, Algeria, Austria, Brazil, Chile, China, Colombia, Ecuador, Finland, Germany, Hong Kong, India, Italy, Japan, Morocco, New Zealand, Oman, Pakistan, Russia, Spain, Taiwan, Tunisia, UAE, and UK.

The papers are organized into the following thematic sections as:

- Knowledge Management Models and Analysis
- Knowledge Transfer and Learning
- Knowledge and Service Innovation
- Knowledge and Organization
- Information Systems and Information Science
- Data Mining and Intelligent Science
- Social Networks and Social Aspects of KM
- Big Data and IOT
- New Trends in KM and IT

Besides the papers, we also had invited keynote speakers and four tutorials.

We would like to thank our authors, reviewers, and Program Committee for their contributions and the University of Salamanca 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 in KM in both research and industry.

May 2019

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