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Lorna Uden · I-Hsien Ting ·
Birgit Feldmann (Eds.)

Knowledge Management in Organisations

16th International Conference, KMO 2022
Hagen, Germany, July 11–14, 2022
Proceedings

Editors

Lorna Uden
Staffordshire University
Stoke-on-Trent, UK

I-Hsien Ting
University of Kaohsiung
Kaohsiung, Taiwan

Birgit Feldmann
FernUniversität in Hagen
Hagen, Germany

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Preface

Welcome to the proceedings of the 16th International Conference on Knowledge Management in Organisations (KMO 2022). The conference focused on emerging trends of knowledge management in organisations and knowledge management in the post pandemic era, and was held at the FernUniversität in Hagen, Germany, during July 11–14 July, 2022. KMO 2022 was held in conjunction with the 10th International conference on Learning Technology for Education Challenges (LTEC 2022).

The conference was preceded by a day of free tutorials for participants who wished to learn about the state of the art of research relating to the topics of KMO and LTEC. The tutorials were held on July 11, 2022. The conference itself commenced on July 12, 2022.

Knowledge management (KM) identifies and globalises knowledge to facilitate access for all collaborators. Businesses depend on a reliable knowledge management system for smooth information sharing and internal operations. Technology has a tremendous impact on knowledge management, inspiring the development of robust software platforms to leverage knowledge management strategies.

Knowledge management solutions have sustained momentum and even accelerated their growth during the COVID-19 pandemic. Effective knowledge management supported by technology enables organisations to become more innovative and productive. There is increased use of cloud technology, AI, language processing solutions, and graph databases which have all contributed to a robust environment for knowledge management. Technology is undoubtedly a big part of the growing need for more effective knowledge management. In addition, knowledge sharing is a pervasive challenge. With the rapid advance of Industry 4.0., knowledge management will play an important role in organisations of all sizes.

KM today is developing a more robust approach that includes vendors, clients, and customers. Newer knowledge management options must allow for external integration so that internal and external parties can share information more easily. Blockchain and cryptographic technologies allow users in KM to own and control their data, and for data to be trusted by the third parties they choose to interact with. There are potential benefits of automating routine knowledge tasks and using powerful algorithms to recommend relevant content and colleagues based on users' personas and the context of their work.

The importance of KM as a strategic knowledge resource during the COVID-19 crisis cannot be overstated. It plays a critical role in guiding decision makers to make strategic decisions not only on behalf of organisations but for countries globally. Optimal use of knowledge resources is critical in ensuring that organisations survive in uncertain times such as the recent pandemic. What form will knowledge management take in the post-COVID-19 era?

Although technology plays crucial roles in the advance of KM, it is important to remember that KM will always fail if the end users and stakeholders are not at the centre of strategy, design, implementation, and operation. KM should also be concerned with human-centered approaches, taking into consideration the core components of people,

process, content, and culture along with new design methodologies such as design for users' experiences. To effectively manage knowledge in organisations, it is necessary that we address many of these issues.

KMO aims to encourage research into the various aspects of knowledge management to address many of the challenges facing organisations. The objective is to create a better understanding of knowledge management practices, research, and practical applications. To this end, KMO 2022 brought together leading academic researchers and research scholars to exchange and share their experiences and research from all aspects of knowledge management. It also provided an interdisciplinary platform for researchers, practitioners, and educators to present and discuss their most recent work, trends, innovation, and concerns as well as practical challenges encountered, and solutions adopted in the field of knowledge management in organisations.

This proceedings consists of 29 papers covering various aspects of knowledge management. All published papers underwent a rigorous review process involving at least four reviewers per paper. The authors of these papers come from 22 different countries or regions comprising Argentina, Austria, Brazil, China, Colombia, Ecuador, Finland, France, Germany, Hong Kong, Indonesia, Italy, Japan, Malaysia, Poland, Russia, South Africa, Switzerland, Taiwan, Tunisia, UAE, and the UK.

The papers are organised into the following thematic sections:

- Knowledge Transfer and Sharing
- Knowledge and Organisation
- Knowledge and Service Innovation
- Industry 4.0
- Information and Knowledge Systems
- Intelligent Science
- AI and New Trends in Knowledge Management

Besides the papers, KMO 2022 also featured invited keynote speakers and tutorials.

We would like to thank our reviewers and the Program Committee for their contributions and the FernUniversität in Hagen, Germany, for hosting the conference. Special thanks go to the authors and participants at the conference. Without their efforts, there would be no conference or proceedings.

We hope that this proceedings will be beneficial for your reference and that the information in this volume will be useful for further advancements in both research and industry in the field knowledge management.

Lorna Uden
Derrick I-Hsien Ting

Organisation

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