Introduction to the Knowledge Management Value, Success and Performance Measurements Minitrack

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Research into knowledge management (KM), organizational memories, and organizational learning has been affected by investigations such as implementation aspects, system developments, or knowledge flows during a number of years. Therefore, a high maturity level of KM research has been achieved. However, organizational KM initiatives are more and more faced with budget cuts and justification demands due to intense competition in today's business environments. The influences of the rapid pace of globalization and of the ongoing liberalization of national and international markets lead to the emergence of increased pressure on existing companies. Project managers of KM initiatives like Chief Knowledge Officers need to justify their budgets and thus are in need of qualitative and quantitative evidence of the initiatives' success. In addition, ROI calculations and traditional accounting approaches do not tell an adequate story when proposing knowledge-based initiatives.

This mini-track explores research into strategies, methodologies, and stories that relate to measure this success. Papers explore the various performance measurements that can be used to assess the various aspects of and success of KM. Three papers will be presented. Brief summaries of each are presented here.

The Impact of Role Conflict, Role Ambiguity, and Locus of Control on Organizational Knowledge Sharing Practices by Simon Cleveland and Tim Ellis analyzes the impact of different factors on knowledge seeking and knowledge contributing behaviors via information and communication technology. The impact variables were identified on the basis of a content analysis of 104 knowledge management papers. The resulting causal model was tested by means of structural equation modeling using the empirical data from 314 knowledge workers.

IT Resource and Competitive Advantage: Role of Knowledge Management Capability and Resource Commitment by Hongyi Mao, Shan Liu and Jinlong Zhang. This paper draws on the resource-based view to propose a theoretical model, including IT capability, management capability, and competitive advantage. Besides, IT resource commitment serves as a factor moderating the relationship between IT capability and management capability.

The Knowledge Accumulation and Transfer in Open-Source Software (OSS) Development by Younsoo Kim and Lingxiao Jiang. This study examines the learning curve of coding bugs and provides empirical evidence for “learning by doing” in respect to bug fixing.

The minitrack co-chairs want to thank authors and reviewers for their work in making this minitrack a success and we look forward to continue building this research community in the coming years.