

Knowledge Management / Organizational Memory Success and Performance Measurements

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This mini-track focuses on performance and success measurements for Knowledge Management and Organizational Memory. Key aspects examined in mini-track papers include measuring the success and effectiveness of systems that manage knowledge initiatives and organizational memories. Metrics and performance measures were a particularly strong area for submissions. Examining the impact of knowledge management systems on organizational performance was also a popular area for submissions. Twenty papers were reviewed for this mini-track. Ten papers accepted for presentation at the conference. Two papers from other KMS mini-tracks will also be presented in this mini-track. We are especially grateful to the many colleagues who helped in the review process.

Accepted papers are organized into four sessions of three papers each. The first session explores evaluating and measuring KM implementation and projects. The second session looks at fundamental and empirical issues related to KM success. The third session focuses on the assessment of KM systems. The fourth session is concerned with general knowledge management and organizational learning issues.

Session 1: Vittal Anantmula and Shivraj Kanungo's paper presents a literature and survey based study to determine underlying relations among a set of enablers and barriers of successful KM initiative implementation. In the second paper, Alton YK Chua and Dion Goh present the development of an integrated perspective on KM project measurement. The session concludes with a paper from Alexandra Durcikova and Susan Brown who share the results of a case study conducted to examine the impact of KM System, environment, and procedure on knowledge submission frequency.

Session 2: In the first paper, Nassim Belbaly, Hind Benbya, and Régis Meissonier report on an empirical investigation of the customer knowledge creation

impact on the performance of the new product development process. In the second paper, Ronald Freeze investigates similarities between organizational groups with respect to culture and KM & IT capability perceptions using invariance testing. He provides the best paper nominee from the KM/OM Success and Performance Measurements mini-track. The session concludes with a paper by Murray E. Jennex, Stefan Smolnik, and Dave Croasdell who present an exploratory research study to begin and facilitate a debate that will hopefully lead to a consensus definition of KM and KMS success.

Session 3: Robert Judge's paper uses a realist research approach to study how the mechanism of adding links among stored information in a KMS impacts the outcome of user acceptance. Paul Prekop presents a research study aimed at supporting knowledge and expertise finding within a large research and development organization. In the third paper of this session, David Di Zhang, Subramanian Sivaramakrishnan, Marjorie Delbaere, and Edward Bruning investigate the mediating role of KM in translating both an organizational learning and market orientation to business performance.

Session 4: The last session of this mini-track starts out with a paper by Lynne Cooper. She presents a case study on converting project team experience to organizational learning. In the second paper, Harald von Kortzfleisch, Ines Mergel, and Christian Proell present a case study exploring the use of social network analysis for KM. Tara Leweling and Otto Seiber finish the session by using a knowledge based modeling approach to describe the dynamics of a terrorist organization.

Once again, we would like to thank all of the people whose efforts contribute to this mini-track. All of those who submitted work in addition to the numerous colleagues who served as reviewers are working to continue the strong tradition of KM research at HICSS.