



# 9<sup>th</sup> European Conference on Knowledge Management

Southampton Solent University

4-5 September 2008

Conference Programme

The organisers and the programme Committee would like to thank  
the support of Ordnance Survey UK





9th European Conference on Knowledge Management  
4-5 September 2008

<b>Wednesday 3rd September 2008</b>					
<b>18:30</b>	<b>Pre-Conference registration and welcome drink in the Lobby Bar of Jury's Inn Hotel</b>				
<b>Thursday 4th September 2008</b>					
<b>09:00</b>	<b>Registration and coffee</b>				
<b>10:00</b>	Room: Solent Lecture Theatre Welcome from the conference chair: Professor John Rees, Southampton Solent University, UK				
<b>10:15</b>	Room: Solent Lecture Theatre Keynote address: Vanessa Lawrence, Ordinance Survey, UK				
<b>11:10</b>	<b>Conference splits into streams</b>				
	Room - <b>SM202</b> Stream A - <b>Web 2.0 and KM 2.0</b> Chair - Nick Petford	Room - <b>SM203</b> Stream B - <b>KM Initiatives</b> Chair - Carol Webb	Room - <b>SM207</b> Stream C - <b>Developing KM</b> Chair - Markus Will	Room - <b>SM208</b> Stream D - <b>Communities of Practice</b> Chair - Graham Manville	Room - <b>SM209</b> Stream E - <b>KM in Industry</b> Chair - Peter McNair
<b>11:15</b>	How KM 2.0 Supports Remote Cross-Cultural Learning Communities <b>Grippa</b> Francesca and Giustina <b>Secundo</b> , University of Salento, Italy	Think with your Senses – Feel with your Mind: Exploring the Relationship Between Cognitive and Affective Domains in Knowledge Creation and Sharing <b>Bednar</b> Peter and Christine <b>Welch</b> , University of Portsmouth, UK	Knowledge Management as a Framework for Reflective Practice <b>Dillon</b> Paul, Brisbane School of Distance Education, Queensland, Australia	Trust and Risk as Critical Factors of Knowledge Sharing in Virtual Communities of Practice: A Conceptual View <b>Majewski</b> Grzegorz and Abel <b>Usoro</b> , University of the West of Scotland, Paisley, UK	The Impact of Knowledge Management on Quality of Working Life: Empirical Study with Line Production Workers in the Automotive Industry <b>Cardoso</b> Leonor and Andreia <b>Meireles</b> , University of Coimbra, Portugal
<b>11:45</b>	Putting 'Knowledge Management 2.0' into Practice – The Process of Setting up a Wiki as a Knowledge Management Tool in a Public Library <b>Selhorst</b> Karolien, University Antwerp, Belgium	Overload of Information or Lack of High Value Information: Lessons Learnt from the Construction Industry <b>Tang</b> Llewellyn, Simon Austin, Loughborough University, Yuyang <b>Zhao</b> , Mansur <b>Darlington</b> and Steve <b>Culley</b> , University of Bath, UK	An Emergent Approach to Knowledge Management Systems Development <b>Moteleb</b> Aboubakr A. and Mark <b>Woodman</b> , Middlesex University, UK	Influence of Corporate Culture on the Effectiveness of Communities of Practice <b>Omasits</b> Damaris, Margit <b>Noll</b> , Arsenal Research and Marianne <b>Hörlesberger</b> , Austrian Research Centres, Vienna, Austria	Knowledge Management in two Different Organisational Contexts (Local Government Sector vs. Industrial Sector) <b>Brito</b> Elizabeth, University of Aveiro and Leonor <b>Cardoso</b> , University of Coimbra, Portugal
<b>12:15</b>	Implementing Social Networking Meida and Web 2.0 in Multi-National Implications for Knowledge Management <b>Hustad</b> Eli, University of Agder, Kristiansand, Norway and Robin <b>Teigland</b> , Stockholm School of Economics, Sweden KM-163	Knowledge Management As a Mechanism for Change Management <b>Perry</b> Milly, The Open University, Israel	Knowledge Management Paradoxes <b>Aidemark</b> Jan, Växjö University, Sweden	The Influence of Network Structure on Trust: Addressing the Interconnectiveness of Network Principles and Trust in Communities of Practice <b>Evans</b> Max and Anthony <b>Wensley</b> , University of Toronto, Canada	The Impact of Human Resources Management on the Knowledge Management Processes in Industrial Organizations <b>Monteiro</b> Samuel and Leonor <b>Cardoso</b> , University of Coimbra, Portugal
<b>12:45</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>

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<b>11:10</b>	<b>Conference splits into streams</b>			
	<b>Room - SM210</b> <b>Stream F - Mini track on Knowledge Management in Higher Education</b> <b>Co Chairs –</b> John Edwards	<b>Room - SM211</b> <b>Stream G - Mini track on How to Acquire Knowledge Through Collaboration: From Individual to Inter-Organisational Learning Process</b> <b>Co Chairs –</b> Adnan Maalaoui and Malek Bourguiba	<b>Room - SM212</b> <b>Stream H – Measuring Intangibles and Intellectual Capital</b> <b>Chair -</b> Roy Williams	<b>Room - SM213</b> <b>Stream I – Organisational issues</b> <b>Chair -</b> Ettore Bolisani
<b>11:15</b>	Development of a “Sticky” Virtual Community in the Internet Environment <b>Penev</b> Kalin and John <b>Rees</b> , Southampton Solent University, UK	How to acquire knowledge through collaboration? The determinants of Inter Organizational Learning Process in Strategic Alliances <b>Maalaoui</b> Adnan, IAE Toulon, USTV France	On the Way Towards a European Atlas on Knowledge and Intellectual Capital <b>Tomé</b> Eduardo, Universidade Lusíada, Famalicão, Portugal and Gaby <b>Neumann</b> , University of Magdeburg, Germany	Linking Relational Learning with e-Business Through Social Knowledge: A Multi-Sector Comparison <b>Cegarra-Navarro</b> Juan Gabriel, Eusebio Ángel <b>Martínez-Conesa</b> , Universidad Politécnica de Cartagena, Spain and Anthony <b>Wensley</b> , The University of Toronto, Canada
<b>11:45</b>	Value, Kaizen and Knowledge Management: Developing a Knowledge Management Strategy for Southampton Solent University <b>Rees</b> John, Southampton Solent University and H. <b>Protheroe</b> , WiT Systems Ltd, UK	Learning and Development, Creativity and Flexibility, Management Support and Technological Knowledge Acquisition in Uganda’s Manufacturing Industries <b>Muhenda</b> Mary Basaasa, Uganda Management Institute and Zainal Arrafin <b>Ahmed</b> , University of Science Malaysia	Intellectual Capital Valuation - The Case of Purchase Analyses in Sweden and Italy <b>Brännström</b> Daniel, Uppsala University, Sweden and Marco <b>Giuliani</b> , University of the Marche, Italy	Post-M&A Knowledge Integration Challenges, Solutions and Learnings <b>Haritwal</b> Rashmi, Birla Institute of Technology and Science, Pilany and Ved <b>Prakash</b> , Wipro Technologies, Bangalore, India
<b>12:15</b>	e-Learning Tools and Standardisation in Higher Education: The Importance of Quality Improvement (The Case of Nancy 2 University in France) <b>Nganmini</b> Grâce-Blanche, Université Nancy 2, France	The Application of Online Action Learning to Leadership Development: A Case Study <b>Thornton</b> Kate and Pak <b>Yoong</b> , Victoria University of Wellington, New Zealand	Harmonizing: An Interpretative Category to Understand the Processes of Creation and Sharing of Knowledge in an Organizational Context <b>Verzelloni</b> Luca, University of Trento, Italy	Integrating Artificial Intelligence into Organizational Intelligence <b>Leon</b> Florin and Gabriela Maria <b>Atanasiu</b> , Technical University of Lasi, Romania
<b>12:45</b>	<b>Lunch</b>			

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<b>Thurs 4 Sept</b>	<b>Room - SM202</b> <b>Stream A - KM Projects</b> <b>Chair - Paul Dillon</b>	<b>Room - SM203</b> <b>Stream B – Models</b> <b>Chair - Juan-Gabriel Cegarra</b>	<b>Room - SM207</b> <b>Stream C – Knowledge Sharing/Knowledge Transfer</b> <b>Chair - Gary Oliver</b>	<b>Room - SM208</b> <b>Stream D - Communities of Practice</b> <b>Chair - Christine Welsh</b>	<b>Room - SM209</b> <b>Stream E - Mini track on Human Capital for Outstanding Results</b> <b>Chair – Peter Bednar</b>
<b>14:00</b>	Projects in the Knowledge Economy <b>Onions</b> Patrick, The Knowledge Studio, Leeds, UK	Enhancing Semantic Interoperability: A Model for Making Context Explicit <b>Brender</b> Jytte, Aalborg University and Virtual Centre for Health Informatics in Denmark and Peter <b>McNair</b> , Kennedy Center, Denmark	Using a Balanced Scorecard Approach to Enhance the Management of Knowledge Transfer Partnerships <b>Polkinghorne</b> Martyn, Bournemouth University, Graham <b>Manville</b> , University of Southampton and Nick <b>Petford</b> , Bournemouth University, UK	Development and Application of a Framework to Diagnose Possible Failure of Communities of Practice <b>Grootveld</b> Arjan and Remko <b>Helms</b> , Utrecht University, The Netherlands	The Assessment of Human Capital Based on Competence Approach <b>Maksimova</b> Valentina, Yury <b>Telnov</b> and Tatiana <b>Telnova</b> , Moscow State University of Economics, Russia
<b>14:30</b>	Measuring the Value of KM Projects: Insights into Practical Issues <b>Scarso</b> Enrico, Ettore <b>Bolisani</b> , DTG - University of Padua and Antonella <b>Padova</b> , Ernst & Young, Italy	The Concept of Knowledge in KM: A Relational Model <b>Reilly</b> Colin, The University of Melbourne, Parkville, Australia	Collaborative Development of Knowledge Representations – A Novel Approach to Knowledge Elicitation and Transfer <b>Garcia-Perez</b> Alexeis and Robert <b>Ayres</b> , Cranfield University, UK	Impact of Knowledge Network Structure on Group Performance of Knowledge Workers in a Product Software Company <b>Helms</b> Remko, Utrecht University, Jurriaan van <b>Reijssen</b> , Andarr Organisational Services, Utrecht, The Netherlands	Measuring the Intellectual Capital of Individuals: A Key Personal Competency Measurement Framework (KPCMF) <b>White</b> George, MI-2 Limited, Loughborough and Sandra <b>Begley</b> , University of Birmingham, Edgbaston, UK
<b>15:00</b>	Organizing Practices in Project-Based Organizations Through “Double-knit” Structures: The Case History of “Practice Groups” in a Consulting Firm <b>Verteramo</b> Saverino and Monica <b>De Carolis</b> , University of Calabria, Rende, Italy	“Knowledge Management Profile” Maturity Model <b>Gaál</b> Zoltán, Lajos Szabó, <b>Nóra</b> Obermayer-Kovács, Zoltán <b>Kovács</b> and <b>Anikó Csepregi</b> , University of Pannonia, Veszprén, Hungary	Dear Diary: Recommendations for Researching Knowledge Transfer of the Complex <b>Webb</b> Carol, Sheffield Hallam University, UK		
<b>15:30</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>
<b>16:00</b>	Knowledge Café on the topic of “What will be the impact of social tools on KM; what are the challenges and the opportunities?” Led by David Gurteen				
<b>17:30</b>	<b>Close of the Conference day</b>	<b>Close of the Conference day</b>	<b>Close of the Conference day</b>	<b>Close of the Conference day</b>	<b>Close of the Conference day</b>
<b>18:15</b>	<b>Buses leave for the Conference Dinner at Leith's of Beaulieu at the Beaulieu Motor Museum</b>				
<b>22:00</b>	<b>Buses return from the conference dinner to Jury's Inn Hotel</b>				

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<b>14:00</b>	Development of an Activity-Based Knowledge Management Course <b>Rees</b> John and Jing <b>Lu</b> , Southampton Solent University, UK	Organizational Learning as a By-Product of Justification for Change <b>Lines</b> Rune, Norwegian School of Economics and Business Administration, Norway, Nekane <b>Aramburu</b> , Olga <b>Rivera</b> and Josune <b>Sáenz</b> , ESTE School of Management, University of Deusto, Spain	Strategic Relevance of Intellectual Capital in European SMEs and Sectoral Differences. InCaS: Intellectual Capital Statement – Made in Europe <b>Mertins</b> Kai and Markus <b>Will</b> , Fraunhofer IPK, Berlin, Germany	Dynamic Knowledge and Healthcare Knowledge Ecosystems <b>Maracine</b> Virginia and Emil <b>Scarlat</b> , Academy of Economic Studies Bucharest, Romania
<b>14:30</b>	Knowledge Management at Universities: The CIST Case <b>Antonova</b> Albena and Elissaveta <b>Gourova</b> , Sofia University - CIST, Bulgaria	Knowledge Transfer Through Collaboration and Participation – A Case Study on the Initial Steps from a Change Project in One Department to full Enterprise Implementation <b>Kirkebak</b> Per and Gunnar <b>Andersson</b> , Østfold University College, Sarpsborg, Norway	Certification of Intellectual Capital Statements – Quality Requirements for ICS <b>Mertins</b> Kai and Wen-Huan <b>Wang</b> , Fraunhofer IPK, Berlin, Germany	Task Journals as Means to Describe Temporal Task Aspects for Reuse in Task Patterns <b>Riss</b> Uwe and Olaf <b>Grebner</b> , SAP Research, Germany and Ying <b>Du</b> , SAP Research, Belfast, UK
<b>15:00</b>	Implementation of Knowledge Management in Japanese Higher Education: The Challenge of New Ideas in Systems Bound to a Tradition of Hierarchy <b>Perkins</b> Robert, Nara University of Education, Japan	Practice-Based Research and Action Learning in a Learning Organisation: The Case of Patient Centred Treatment in a General Hospital <b>Smeijsters</b> Henk, Hans <b>Koolmees</b> and Sylvia <b>Schoenmakers</b> , <b>Zuyd</b> University, Heerlam, The Netherlands		Risk and Knowledge Relationship: An Investment Point of View <b>Rodriguez</b> Eduardo, EDC Export Development, Canada and John <b>Edwards</b> , Aston Business School, UK
<b>15:30</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>
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Friday 5th September 2008				
	Room - SM202 Stream A - Knowledge Maps and Decision Making Chair - Enrico Scarso	Room - SM203 Stream B – Models Chair - Gaby Neumann	Room - SM207 Stream C – Case Studies Chair - Remko Helms	Room - SM208 Stream D - Innovation Chair - Graham Dickson
09:30	Knowledge Mapping in the Decision-Making Process: Theatrical Analysis and Application <b>Brožová</b> Helena, Tomáš <b>Šubrt</b> and Jan <b>Bartoška</b> , Czech University of Life Science, Czech Republic	Intellectual Capital Management - Certification Model <b>Matos</b> Florinda and Albino <b>Lopes</b> , ISCTE, Lisbon, Portugal	Knowledge Management in Non-Knowledge-Intensive Organizations: Case Study of two Plywood Factories <b>Kianto</b> Aino and Riikka <b>Harju</b> , Lappeenranta University of Technology, Finland	Supporting Patent Retrieval in the Context of Innovation-Processes by Means of Information Visualisation <b>Landwich</b> Paul, Tobias <b>Vogel</b> , Claus-Peter <b>Klas</b> and Matthias <b>Hemmje</b> , Distance University of Hagen, Germany
10:00	Complexity-Based Interpretation of Integrating Effectiveness and Creativity in the Preparation of Municipal Decision-Making <b>Jalonen</b> Harri, Turku University of Applied Sciences, Loimaa, Finland	Process of Knowledge Creation within Entrepreneurial Teams: Illustration using the Nonaka and Takeuchi Model <b>Naffakhi</b> Haifa, Yosra <b>Boughattas</b> , Mohamed <b>Bayad</b> and <b>Christophe Schmitt</b> , Cerefige, Nancy, France	How Organizations Learn to Develop Capabilities: The Case of French Fighter Squadrons <b>Barbaroux</b> Pierre and Cécile <b>Godé-Sanchez</b> , Research Center of the French Air Force, Salon, France	The Creative Economy - Challenges and Opportunities for Romania. Attitudes of Romanian Youngsters Towards Creativity <b>Suciu</b> Marta-Christina and Mina <b>Ivanovici</b> , Academy of Economic Studies, Bucharest, Romania
10:30	Does Knowledge Sharing and Withholding of Information in Organizational Committees Affect Quality and Group Decision Making? <b>Kamau</b> Caroline and Deogratias <b>Harorimana</b> , Southampton Solent University, UK	Enterprise Knowledge Communities and Business Process Modeling <b>Ammann</b> Eckhard, Reutlingen University, Germany	What Problem are we Trying to Solve? A Case Study of a Failed Knowledge Management Initiative <b>Dawson</b> Ray, Loughborough University and Peter <b>Balafas</b> , HBOS, Edinburgh, UK	Business Benefits of Non-Managed Knowledge <b>Devane</b> Sinead, Bournemouth University and Julian <b>Wilson</b> , James Wilson Ltd., Poole, UK
11:00	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
11:30	Round Table Debate on " <b>The Management of Knowledge and Knowledge Management</b> " Invited participants include Professor Frank Land, London School of Economics, Professor Dan Remenyi, Trinity College Dublin, David Gurteen and Professor John Rees, Southampton Solent University			
12:30	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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<b>Friday 5th September 2008</b>				
	<b>Room - SM209</b> <b>Stream E – Cultural Issues</b> <b>Chair - Robert Ayres</b>	<b>Room - SM212</b> <b>Stream F – KM in the Enterprise Environment</b> <b>Chair - Deogratis Harorimana</b>	<b>Room - SM211</b> <b>Stream G - Mini track on How to Acquire Knowledge Through Collaboration: From Individual to Inter-Organisational Learning Process</b> <b>Co Chairs – Adnan Maalaoui and Malek Bourguiba</b>	<b>Room - SM212</b> <b>Stream H– Managing Knowledge</b> <b>Chair - Anthony Wensley</b>
<b>09:30</b>	Trial Application of the Schwartz Value Survey on Personal Knowledge Development Through e-Learning <b>Haag</b> Markus, Yanqing <b>Duan</b> and Brian <b>Mathews</b> , University of Bedfordshire, Luton, UK	Topic Map and Ontological Support for Knowledge Management in the Enterprise <b>Kovács</b> Zoltán, Kripto Research, Máté <b>Tóth</b> , OSZK Hungarian Library Institute, Budapest and Janos <b>Kormos</b> , University of Debrecen, Hungary	Quantification of Talent in Management Posts by Applying the M6PROK Software. An Application in Production Plants of the Automotive Sector <b>Lara</b> Ana Maria, University of Burgos Spain, Rafael <b>Brotóns</b> , Grupo Antolín Deutschland GmbH, Germany and Lourdes <b>Sáiz</b> , University of Burgos, Spain	Knowledge Management in the Field of Advertising: How Advertising and Media Agencies Manage Knowledge <b>Misci</b> Sema and Ebru <b>Uzunoglu</b> , Izmir University of Economics, Turkey
<b>10:00</b>	Barriers of Knowledge Sharing in Chinese Subsidiaries: From Social Cultural Aspects <b>Wang</b> Fan and John Cassidy, University College Dublin, Ireland	Assuring Competence at Team and Enterprise Levels <b>Hessami</b> Ali, Vega Systems London and Michael <b>Moore</b> , Assets Group Atkins, London, UK	Weak Ties Cooperation in the CoRe Knowledge Network <b>Bettoni</b> Marco, Gabriele <b>Schiller</b> and <b>Willi Bernhard</b> , Swiss Distance University of Applied Sciences, Brig, Switzerland	Is Knowledge-Based Production A New Concept? <b>Potts</b> Nick, Southampton Solent University, UK
<b>10:30</b>	Storytelling – A Method to Start Knowledge Transfer in Offshore Software Development Teams <b>Vijayakumar</b> Varsha, University of Applied Science, Ronny <b>Gey</b> , Chemnitz University of Technology, Germany and Erik <b>Wende</b> , University of Zurich, Switzerland	Leveraging Personal Information in Enterprise Environments – Problem Framework and Solution Outline using the Nepomuk Social Semantic Desktop <b>Grebner</b> Olaf and Uwe <b>Riss</b> , SAP Research, Karlsruhe, Germany	The Determinants of Inter-Firm Knowledge Transfer in Strategic Alliances: A Conceptual Framework <b>Wang</b> Ruifang and John Cassidy, University College Dublin, Ireland	Data Mining Tools and Their Role in Knowledge Management <b>Lu</b> Jing, Southampton Solent University, Malcolm <b>Keech</b> , University of Bedfordshire and John <b>Rees</b> , Southampton Solent University, UK
<b>11:00</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>
<b>11:30</b>	<b>Round Table Debate on "The Management of Knowledge and Knowledge Management"</b> <b>Invited participants include Professor Frank Land, London School of Economics, Professor Dan Remenyi, Trinity College Dublin, David Gurteen and Professor John Rees, Southampton Solent University</b>			
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Fri 5 Sept	Room - SM202 Stream A - Knowledge Sharing Chair - Peter Bednar	Room - SM203 Stream B – Applying Knowledge Management Chair - David Watkins	Room - SM207 Stream C - KM in SMEs Chair - Ray Dawson	Room - SM208 Stream D - KM in the Public Sector Chair - Jytte Brender
13:30	A Critical Review of Knowledge Management Literature: Introducing a Practice-based Approach on Knowledge Sharing <b>Timonen</b> Hanna, Helsinki University of Technology and Meri <b>Jalonon</b> , Lappeenranta University of Technology, Finland	Knowledge as Energy: A Metaphorical Analysis <b>Bratianu</b> Constantin, Academy of Economic Studies, Bucharest, Romania and Daniel <b>Andriessen</b> , University of Applied Sciences, Amsterdam, The Netherlands	Simplifying Knowledge Management for SME's in Hungary <b>Fodor</b> Peter and Andras <b>Vajkai</b> , University of Pécs, Hungary	The Impact of Technological Innovation upon Communication strategy with key stakeholders of state and local government organisations in Australia <b>Sae</b> John and Beige <b>Pureau</b> , Swinburne University of Technology, Australia
14:00	Emergent K< Axioms of Information Sharing: Remediating Four Fatal Flaws in the Touchstones of Information Sharing <b>Oliver</b> Gary, The University of Sydney, Australia	Combination of Grounded Theory and Organizing Strategies for Rigor in Knowledge Management Research Methodology <b>Nordin</b> Ariza, Nor Laila Md <b>Noor</b> , University Technology MARA, Shah Alam, and Ahmad <b>Zainuddin</b> , Universiti Pendidikan Sultan, Malaysia	Problem-Oriented Knowledge Management – Towards a Pattern-based Implementation Approach for KM in SMEs <b>Wildner</b> Stephan, University of Passau, Germany	Knowledge Management in a Malaysian Public Sector Accounting Organisation: An Integrated KM Framework <b>Salleh</b> Kalsom, Syed Noh Syed <b>Ahmad</b> , University Technology MARA and Syed Omar Sharifuddin Syed <b>Iksan</b> , National Institute of Public Administration, Malaysia
14:30	Knowledge Creation and Knowledge Sharing: Synergy or Discrepancy? <b>Raskov</b> Vasily, Graduate School of Management, St.Petersburg State University, Russia	An Emerging Grounded Theory of Knowledge Management in the Leading Irish Construction Organisations <b>Graham</b> Brian, Waterford Institute of Technology and Ken <b>Thomas</b> , Waterford Institute of Technology, Ireland	Linking Web Technologies with Customer Response in the Spanish Telecommunications Industry <b>Eldridge</b> Steve, Manchester Business School UK, Juan <b>Cegarra Navarro</b> , Universidad Politecnica de Cartagena, Spain	The Challenge of Implementing Knowledge Management Strategy in a Public Sector Organization: Evaluating the Balanced Score Card as a Useful Tool <b>Welch</b> Christine and Salwa Abdullah <b>Alhamoudi</b> , University of Portsmouth, UK
15:00		Making Socratic Dialogue work in a Business Environment: A case of Knowledge Management <b>Griffiths</b> Paul, Birchman Group, Chile and Pontifica Universidad Catolica, Lima, Peru and Dan <b>Remenyi</b> , Trinity College Dublin, Ireland	Pilot Studies in using the Semantic Knowledge of Information in Large Technical Documents to Aid User Navigation <b>Clowes</b> Darren, BAE Systems and Loughborough University, Ray <b>Dawson</b> , Steve <b>Probets</b> , Loughborough University, Julian <b>Johnson</b> and Chris <b>Holmes</b> , BAE Systems, UK	The relevance of infocom technologies on Knowledge Management in the public sector: The Hungarian case <b>Vajkai</b> Andras and Peter <b>Fodor</b> , University of Pecs, Hungary
15:30	<b>Summary of the issues raised during the conference</b> <b>Led by</b> <b>Deogratias Harorimana and David Watkins</b>			
16:00	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>

9th European Conference on Knowledge Management  
4-5 September 2008

<b>Fri 5 Sept</b>	<b>Room - SM209</b> <b>Stream E – Knowledge Transfer</b> <b>Chair - Eli Hustad</b>	<b>Room - SM210</b> <b>Stream F – Implementing and Evaluating KM</b> <b>Chair - Ali Hessami</b>	<b>Room - SM211</b> <b>Stream G - Mini track on How to Acquire Knowledge Through Collaboration: From Individual to Inter-Organisational Learning Process</b> <b>Co Chairs – Adnan Maalaoui and Malek Bourguiba</b>	<b>Room - SM210</b> <b>Stream H - Mini track on Dynamics of temporary Coalitions</b> <b>Co Chairs – Michael Taylor, Sandra Begley and John Bryson</b>
<b>13:30</b>	Knowledge Sharing Through Face-To-Face Communication and Labour Productivity: Evidence from British Workplaces <b>Salis</b> Sergio, Policy Studies Institute, London and Allan <b>Morgan Williams</b> , ISET London Metropolitan University, UK	How to Improve Your Knowledge Intensive Organisation: Implementing a Knowledge Management Scan Within Public and Private Sector Organisations <b>Koolmees</b> Hans, <b>Smeijsters</b> Henk and Sylvia <b>Schoenmakers</b> , Zuyd University, Heerlam, The Netherlands	Agile and Intelligent Networks for Information Literacy by Knowledge Sharing <b>Schumann</b> Christian-Andreas and Claudia <b>Tittmann</b> , University of Applied Sciences Zwickau, Germany	Building and Exploiting Intellectual Capital: The Firm as a Connected, Temporary Coalition <b>Begley</b> Sandra, Michael <b>Taylor</b> , and John <b>Bryson</b> , University of Birmingham, UK
<b>14:00</b>	Social Networking and the Transfer of Knowledge <b>Smith</b> Graeme, Ordnance Survey Organisation, UK	Evaluating the Factors of Knowledge Management Success <b>Lehner</b> Franz, Nadine <b>Amende</b> , Stephan Wildner, Nicolas <b>Haas</b> , University of Passau, Innstrasse, Germany and Hans <b>Lehmann</b> , University of Wellington, New Zealand	Analysis of Knowledge Barriers at Extra-Collaborative Knowledge Level in Enterprise Networks <b>Sanchis</b> Raquel and Raúl <b>Poler</b> , Universidad Politécnica de Valencia, Spain	Understanding the Role of Knowledge Gatekeepers in The Knowledge Identification, Translation and Transfer Process: Some Empirical Evidences <b>Harorimana</b> Deogratias, Southampton Solent University, UK
<b>14:30</b>	Social Network Analysis Applied to Knowledge Creation and Transfer in the Portuguese Agricultural R&D Field: An Exploratory Study <b>Neto</b> Miguel, Ana Maria <b>Correia</b> , Instituto Superior de Estatística e Gestão de Informação, Lisboa, Pedro <b>Pinto</b> , Instituto Superior de Agronomia, Lisboa and José <b>Aguiar</b> , Instituto Nacional dos Recursos Biológicos, Lisboa, Portugal	Using Measurement as an Enabler for the Implementation of Knowledge Management and Learning Processes <b>Fuller</b> Paul, Andrew <b>Dainty</b> and Tony <b>Thorpe</b> , Loughborough University, UK	Leadership as knowledge mobilization: Building coalitions for evidence-based change <b>Dickson</b> Graham, Royal Roads University Canada	Transferring Knowledge of Manufacturing Techniques in Multi-National Corporations: A Review of the Literature <b>Alias</b> Jamsari, Matthew <b>Hall</b> and David <b>Bennett</b> , Aston Business School, Birmingham, UK
<b>15:00</b>	The Relation of Rotation and Knowledge Transfer: A study of the R&D Activities of a Japanese manufacturer <b>Miyamoto</b> Takuya, Yasuhiro <b>Hattori</b> and <b>Akiyuki Yatera</b> , Kobe University, Japan	Using Group Decision Approaches for Knowledge Management Adoption <b>Hung</b> Ying-Hsun, National Taiwan University, Gwo-Hshiang <b>Tzeng</b> , Institute of Technology Management, National Chiao Tung University, Seng-Cho T. <b>Chou</b> , Department of Information Management, National Taiwan University, Taiwan		Communication and Coalition: Rethinking Neocapitalist Definitions of KM <b>Clarke</b> , Rodney, Judy <b>Motion</b> and Elias <b>Kyriazis</b> , University of Wollongong, Australia
<b>15:30</b>	<b>Summary of the issues raised during the conference</b> <b>Led by</b> <b>Deogratias Harorimana and David Watkins</b>			
<b>16:00</b>	<b>Close of conference</b>			