### 21st European Conference on Knowledge Management - ECKM 2020
2-4 December 2020
A Virtual Conference supported by Coventry University, UK
Conference runs to UK timings (GMT)

#### Wednesday 2 December 2020

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<tr>
<td>09:00 - 12:30</td>
<td>PhD and Masters Colloquium and Postgraduate Research Project Workshop Led by Coventry University</td>
<td>ECKM Poster Session Chair: Anitha Chinnaswamy</td>
<td>Room 1</td>
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<td>PhD Presentations (10 minute presentations with time for discussion)</td>
<td>Virtual Leadership in COVID-19 ED: Learning from Perceptual Gaps in Knowledge and Confidence to Boost Team Performance Using Telemedicine</td>
<td>Room 2 <a href="https://zoom.us/j/88480186587">https://zoom.us/j/88480186587</a> Meeting ID: 884 8918 6587</td>
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<td>Adesina Aderonke Olaitan and Dennis N Ocholla, University of Zululand, KwaZulu-Natal South Africa</td>
<td>Tsabalira Mampho and Patient Rambe, Central University of Technology, Bloemfontein, South Africa</td>
<td>Room 4 <a href="https://zoom.us/j/8582395458">https://zoom.us/j/8582395458</a> Meeting ID: 858 2339 5458</td>
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<td>Kulichyova Anastasia, Sandra Moffett, Martin McCracken and Judith Wood, Ulster University, Northern Ireland</td>
<td>Sisson Philip, The George Washington University, USA</td>
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<td>Enhancing e-Visibility Status of Environmental Science Researchers at the University of South Africa</td>
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<td>Adriana Leslie, Unica, and Chris Rensleigh, University of Johannesburg, South Africa</td>
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<td>A Training Approach to Improving Knowledge Management in Organisations</td>
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<td>Quiroz-Palma Patricia, Carmen Penades and Ana Núñez, Universitat Politécnica de València, Spain</td>
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<td>Learning from Negative Experience to Evade Knowledge Loss</td>
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<td>Khazieva Natalia, Slovak University of Technology (STU), Slovakia and Dagmar Cagáňová, Slovak University of Technology (STU), Slovakia</td>
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<td>Using Enterprise Social Platforms in the Innovation Process</td>
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<td>Zanni Simone, Politecnico di Torino, Italy and Kathrin Kirchner, Technical University of Denmark (DTU) (Masters Research)</td>
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<td>The Challenges Affecting Effective Knowledge Management In FET Training Organisations</td>
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<td>Okoye Gladys Ujunwa, Milpark Business School, South Africa (Masters Research)</td>
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<td>14:00 - 16:00</td>
<td>Workshop: Digital transformation: opportunities and blind spots Led by Coventry University</td>
<td>Finals of the 6th Knowledge Management and Intellectual Capital Excellence Awards Judges Scott Erickson and Thea van der Westhuizen</td>
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<td>Part 1: What do we lose when we lose cash? : Payments systems usage during the COVID outbreak and the implications of the shift to cashless societies</td>
<td>AI and Social Good in the Context of Sex Trafficking: Design Space and Best Practices Mayank Kejriwal</td>
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<td>Part 2: Whom do you trust the most? A machine or a human? On the relationship between the privacy paradox, data governance and algorithmic accountability</td>
<td>Strategic Responses to Disruptions: A Mobilization/Response Plan to Manage Knowledge and Intellectual Capital in the Built Environment During Trying Times Ellyn A. Lester</td>
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<td>The English Language School Case</td>
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<td>Göran Roos and Irina Gramova</td>
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<td>Innovative Model for Development of Learning Organisations Through KM and Intellectual Capital Slavica Trajkovska, Angelina Taneva-Veshoska and Sreco Trajkovski</td>
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27/11/2020 #ECKM20
**Thursday 3 December 2020**

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<tr>
<td>08:30</td>
<td>Zoom Room 1 opens</td>
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<tr>
<td>09:00</td>
<td>Welcome and Opening of the Conference</td>
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<tr>
<td>09:15</td>
<td>Keynote Address: Donald Hislop, University of Aberdeen, UK</td>
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<td>The Future of Knowledge Management in an Uncertain World</td>
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### Conference splits into streams

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<tr>
<td>Stream A - Mini Track on Creating National Knowledge Management Policy and Strategy (Chair - Mustafa Sağan)</td>
<td>Stream B: Knowledge Sharing (Chair: Goran Roos)</td>
<td>Stream C: Mini Track on KM, Organizational Wisdom and Spirituality (Chair - Paulo Gonçalves Pinheiro &amp; Raysa G. Rocha)</td>
<td>Stream D - ICT (Chair - Evronia Azer)</td>
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#### 10:10
**Building a Knowledge-Based Competitive Advantage in Service Firms: Role of High-Performance Work Systems**
Rehman Junaid, Igor Hawryszkiewycz, Osaka Sohaib and Fatuma Namisango, University of Technology Sydney, Australia

**The Challenging Business of art Museums**
Jevnaker Birgit and Johan Olaisen, BI Norwegian Business School, Oslo, Norway (Presentation only)

**Spirituality and Knowledge Sharing: A Case Study**
Rocha Raysa and Mario Franco, University of Beira Interior, Portugal

**Codifying Knowledge about Ethics into ICT Professional Bodies of Knowledge: Analysis of Approaches**
Thornley Clare, Sinedd Murnane and Shane McLoughlin, Innovation Value Institute, Ireland and Wanda Saabeel, Promanad, Rotterdam, The Netherlands

#### 10:30
**Incentives as a Trigger for Consumer Knowledge Sharing with Enterprises and Public Sector Organisations**
Eisenbárd Monika, University of Economics in Katowice, Poland

**Are the Knowledge Management Times “a-changin”??**
Edwards John, Aston University, Birmingham, UK

**Knowledge Sharing: A link between Organizational Wisdom and Organizational Spirituality**
Pinheiro Paulo and Raysa Rocha, University of Beira Interior, Portugal

**Delivering Business Value through Actionable Insights: A Case Study**
Nordin Habsah, Chung Yin Min and Mohd Muizzuddin Wahab, PETRONAS, Kuala Lumpur, Malaysia

#### 10:50
**Creating Knowledge Management Policy in Human Resources Management Based on Job Satisfaction**
Hama Nabard and Mustafa Sağan, Near East University, North Cyprus

**Understanding Generational Differences in Knowledge Sharing**
Widén Gunilla, Tom Sivén, Eugenia Ivantsova, Åbo Akademi University and Farhan Ahmad, University of Turku, Finland

**Spiritual Knowledge at Work: Linkages Between Manager’s Spiritual Intelligence and Workplace Perspective**
Samul Joanna, Bialystok University of Technology, Poland

**The use of Social Media by Community Police Forums as a Platform to Generate Crime Awareness**
Lefika Pheladi Tracy, University of Johannesburg, South Africa

#### 11:10
**External Knowledge and Technology Acquisition and Firm Innovation Performance in CEE Countries**
Sein Yee Yee and Michael Vávra, University of Pardubice, Czech Republic

**The Cultural Complexity of Knowledge Sharing in Multicultural Teams**
Ayesu Joana and Dolores Bengoa, University of Applied Management Studies, Mannheim, Germany

**Exploring the use of Mobile Social Media (MSM) Applications in Construction Industry**
Ulhaq Irfan, RMIT University Vietnam, Vietnam

**Digitalization and Knowledge Management in Large Norwegian Banks and Insurance Companies**
Strønen Fred, Oslo Metropolitan University, Norway

#### 11:30
**Challenges Facing Knowledge Management in Public Organizations in Arab Countries**
Maher Aya, The American University in Cairo, Egypt, Heba Samir, University of Modern Science and Arts, Egypt, and Natasha Ghoneimm, Alexandria University, Egypt

**Determinants for Crafting a Winning Organisational Strategy for the South African Manufacturing Sector: Perspectives from Shop Floor Employees**
Gamede Vangeli and Theo van der Westhuizen, University of KwaZulu-Natal, South Africa

**Collaborative Knowledge Building: The Case of IAKM as a Scientific Community of Practice**
Händzic Meliza, International Burch University, Sarajevo, Bosnia and Herzegovina, Constantin Brătianu, Bucharest University of Economic Studies, Romania, and Ettore Bosi, University of Naples

**Bidirectional Fragment to Fragment Links in Wikipedia**
Olewniczak Szymon, Tomasz Boiński and Julian Szymański, Gdask University of Technology, Poland

#### 11:50
**Joint Activities of Employees and Their Relation to Knowledge Sharing in Polish Enterprises**
Karczewska Anna, Częstochowa University of Technology, Poland

**Traveling Management Ideas Like Virus Infections**
Jevnaker Birgit and Johan Olaisen, BI Norwegian Business School, Oslo, Norway

**Determining Key Features of Business Intelligence Tools for Decision-Making in Small and Medium Enterprises**
Silhembiso Khumalo and Tanya du Plessis, University of Johannesburg, South Africa

#### Lunch

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| 13:00 | Industry 4.0: Are we Robots?  
Obermayer Nora, Tibor Csismadia, David Hargitai and Tamás Kigyós, University of Pannonia, Hungary | A Conceptual Framework of Knowledge Sharing for Enhanced Performance in the HEIs  
Khilji Nasrullah, Yanqing Duan and Jasmine Tehrani, University of Bedfordshire, UK | How can Systems Thinking Help us Handle the COVID-19 Crisis?  
Zieba Krzysztof, Gdansk University of Technology, Poland | A Meta-Analysis Study on the Relationship Between Strategic KM and Firm Performance  
Gang Liu, and Eric Tsui, The Hong Kong Polytechnic University, China and Aino Kianto, Lappeenranta-Lahti University of Technology, Finland |
| 13:20 | The Visegrad Group and the Industry 4.0  
Bencsik Andrea, Kitti Lekszikov, Gabriella Michalec and Boglarka Konka, University of Pannonia, Hungary | Supporting Vision Competence Creation for Sustainable Education in Tanzania  
Vâgane Vibeke, Carsten Helgesen, Ilona Helda and Kari Ludvigsen, Western Norway University of Applied Sciences, Norway | Knowledge Translation in Challenging Healthcare Environments: The PIOPPO Experience at the National Centre of Oncological Hadrontherapy (CNAO Foundation)  
Cobianchi Lorenzo, Università degli Studi di Pavia, Italy, Francesca Dal Mas, University of Lincoln, UK, et al. | Knowledge Management Practices in Supply Chains: A Literature Survey  
Kassaneh Tomas Cherkos, Ettore Bolisani and Enrico Scarso, University of Padua, Italy and Juan Gabriel Cegarra, Universidad Politécnica de Cartagena, Spain |
| 13:40 | Tertiary Students’ Use of Social Media for Networking, Personal Branding and Job Seeking  
Lefika Pheladi Tracy, University of Johannesburg, South Africa | A Framework for Enhancing the Sharing of Teaching Practices among University Instructors  
Almujally Nof and Mike Joy, University of Warwick, UK | Organisational Factors Affecting Knowledge Sharing Capabilities: A Study with Portuguese Health Professionals  
Almeida Helena, University of Algarve, Portugal, Maria José Sousa, ISCTE – University Institute of Lisbon, Portugal, Alejandro Orgambidez, University of Malaga, Spain and Carina Martinho Santos and Ana Paula Fontes, HPA Health Group, Portugal | “The Man Who Wasn’t There” A Systematic Literature Review on Human Behaviour Profiling  
Real de Oliveira Elizabeth, Pedro Rodrigues and Ana Saraiva, Universidade Lusíada Norte, Portugal |
| 14:00 | Awareness of Digital Literacy on Young Innovators in the Fourth Industrial Revolution  
Sithembiso Khumalo, University of Johannesburg, South Africa | Comparative Analysis of the Formation of Intellectual Capital at the University  
Spica Inese, Baiba Berzina and Ernests Spics, Scientific Institution Business Competence Centre, Riga, Latvia | Knowledge Creation and Sharing in Inter-Organizational Oncology Network in Poland  
Sus Aleksandra, Wroclaw University of Economics, Poland | Making Knowledge Management more Relevant and Creative: A Comparative study of ECKM papers  
Olaisen Johan and Birgit Jevmaker, BI Norwegian Business School, Oslo, Norway |
| 14:20 | Refreshments | Refreshments | Refreshments | Refreshments |
| 15:00 | Refreshments | Refreshments | Refreshments | Refreshments |

**Keynote Address:** Constantin Bratianu, Bucharest University of Economic Studies, Romania. Knowledge Strategies
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| 15:20 | **Organizational Unlearning and Digital Transformation: A Conceptual Approach**  
Lenart-Gansiniec Regina, Jagiellonian University, Krakow, Poland  
Capturing Tacit Knowledge in Evaluation of Development Projects  
Grzeszczak Tadeusz A, Warsaw University of Technology, Poland  
Rereframing Hospital Practices: HR use of Big Data to Facilitate Knowledge Creation  
Hermanrud Inge, Ole Andreas Skogsrud Haukåsen and Svein Bergum, Inland Norway University of Applied Sciences, Lillehammer, Norway  
Artificial Intelligence Based Knowledge Management in Public Administration: A Mapping Study  
El Asiri Hayat and Laila Benhlima, Mohammed V University, Rabat, Morocco  
| **Deep Learning and Tacit Knowledge Transfer: An Exploratory Study**  
Obembe Funmi and Demola Obembe, De Montfort University, Leicester, UK  
Deep Learning and Tacit Knowledge Transfer: An Exploratory Study  
Obembe Funmi and Demola Obembe, De Montfort University, Leicester, UK  
Shaping Successful Stakeholder Engagement by Design: Digital Transformation in Healthcare  
Robu Daniela, Alberta Health Services, Canada and John B Lazar, John B. Lazar & Associates Inc., USA  
The Impact of Intellectual Capital in Information Centers on the Sustainable Development Goals  
Abdulla Mohmed, Prince Mohammad Bin Fahd University, Saudi Arabia  
| **Organizational Knowledge as an Element of the Innovative Climate in the top 500 Polish Enterprises**  
Albrzychiewicz-Słocińska Anna, Częstochowa University of Technology, Poland  
Seniors in eHealth: Challenges for Knowledge Acquisition During Information Retrieval  
Heldal Ilona, Tobba Therkildsen Sudmann, Eva Haukeland Fredriksen and Ingeborg Borscheim, Western Norway University of Applied Sciences, Norway  
Knowledge Management and Artificial Intelligence (AI)  
Jallow Haddy, Suresh Renukappa and Subashini Suresh, University of Wolverhampton, UK  
| **The Mediating Role of Knowledge-Oriented Leadership Between Bureaucratic Culture and Knowledge Creation: The Case of Public Universities in Northern Iraq**  
Ali Shwana and Mustafa Sagan, Near East University, Turkish Republic of North Cyprus  
The Importance of Tacit and Explicit Knowledge Transfer in an Onboarding Programme  
Haave Hanne and Tone Vold, The Inland Norway University of Applied Sciences, Rena, Norway and Aristidis Kaloudis, The Norwegian University of Science and Technology, Gjovik, Norway  
Vulnerability of Intellectual Capital in the age of AI and Disruptive Technologies  
Uzine Lina, Kaunas University of Technology, Lithuania  
Working Smarter and Greener in the Age of Digitalization: The Corporate Knowledge Work Design in the Future  
Jevnaker Birgit and Johan Olaisen, BI Norwegian Business School, Oslo, Norway  
| **Development of an Intellectual Leverage Concept as a way to Assess Effectiveness of Investments in Human Resources**  
Dmitriev Nikolay, Andrey Zaytsev and Natalya Goncharova, Peter the Great St.Petersburg Polytechnic University, Russia  
How Clients and Consultants use Dialogic Practices in Knowledge Creation  
Dubbeild Wendy and Robert J. Blomme, Open University, The Netherlands  
Knowledge Management Process Through E-Learning Approach  
Mochalina Ekaterina, Galina Ivankova, Oleg Tatarnikov, Plekhanov Russian University of Economics, Moscow, Russia and Sergei Smirnov, St. Petersburg State University, Russia  
Innovating Sustainable Development: A Best Practice from Ecuador During COVID-19  
Piaggesi Danilo and Helena Landazuri, Knowledge for Development, Alexandria, VA, USA, Jorge Andres Wills and Carol Zambrano, VERIS, Quito, Ecuador and Bo Jia, Tsinghua University, Beijing, China  
| **Networking in Small Groups to Catch up with Colleagues and build New Connections for Future Collaboration**  
16:00  
Harlow Harold, Wingate University, USA (Presentation only)  
How Do We Preserve Human Knowledge in the Age of Artificial Intelligence, Machine Learning & Robots  
Harlow Harold, Wingate University, USA (Presentation only)  
What’s Intelligence and how can we measure it?  
Li, H., Zhang, C., Wang, J., Meng, L., Hannon, E.,  
Understanding the role of social capital in knowledge sharing: A review of research and a model.  
Journal of Knowledge Management, 22(8), 1176-1197.  
16:20  
The Mediating Role of Knowledge-Oriented Leadership Between Bureaucratic Culture and Knowledge Creation: The Case of Public Universities in Northern Iraq  
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Innovating Sustainable Development: A Best Practice from Ecuador During COVID-19  
Piaggesi Danilo and Helena Landazuri, Knowledge for Development, Alexandria, VA, USA, Jorge Andres Wills and Carol Zambrano, VERIS, Quito, Ecuador and Bo Jia, Tsinghua University, Beijing, China  
17:00  
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| 09:05      | Keynote Address: Dr. Klaus North, Professor of International Management at Wiesbaden Business School, Germany  
The Future of the Knowledge Work in the Digital Economy |                                                                      |
| 10:50      | Break                                                                   |                                                                      |
| 10:00      | Embedding Social Capital into the Value of the Firm: David Williams (Australia)  
Engaged Scholarship: How to Improve University Engagement  
Within Academic-Industry Relationships: Nenckiynym Omeife, Technological University of Dublin, Ireland |  
Collaboration for Innovation in Small KIBS Companies:  
Implications for Knowledge Management: Bolisani Ettore and Enrico Scarso, University of Padua, Italy and Luca Glumann, DataSail, Italy |
| 10:20      | Intellectual Capital: A Third Party’s Point of View: Ophir Dan (Israel)  
University Interactions: Forms, Peculiarities and Tensions  
Omeife Nenckiynym and Conor Horan, Technological University of Dublin, Ireland |  
Collaborative Approach to Defining Knowledge Goals in a Slovak Bank:  
Podhajsky Michael and Roman Ujíny, VUB Banka, Bratislava, Slovakia (Presentation only) |
| 10:40      | Role of Marketers’ Knowledge and Motivation in the Generation of Positive Customer Experiences: Carmela Penalba and Jusone Saenz (Spain)  
Implementing UN Sustainability Development Goals Through Engagement Within University Communities of Practice  
Delaney Kevin and Conor Horan, Technological University of Dublin, Ireland |  
New Collaboration is Knowledge-Based: What, Why and How  
Bettoni Marco, Steinbeis Consulting Center Knowledge Management & Collaboration, Switzerland and Eddie Obeng, Pentacle Virtual Business School, UK |
| 11:00      | Knowledge Management, Agile Businesses and Foreign Languages:  
A Theoretical Analysis Illustrated with the cases of Russia and Portugal  
University-Industry Collaboration: A case study of a Research Programme  
Afonso Jorge, Bosch Car Multimedia, Braga, Portugal and Fernando Romero, University of Minho, Portugal |  
Online Academic Advising System for Student and Advisor Collaboration in Higher Education  
Encarnacion Riah, Oman Tourism College, Muscat, Sultanate of Oman (Presentation) |
| 11:20      | Knowledge Management in Sustainable and Smart Tourism:  
A Review of Empirical Research  
Rodrigues Paula, Elizabeth Real de Oliveira, Pedro Rodrigues and Miguel Guerreiro, Universidade Lusíada-Norte, Portugal  
Using Online Learning in Audit Education: Impact on Student Satisfaction and Knowledge Sharing Processes During the Outbreak of COVID-19  
Nguyen Hoang To Loan, UEH, Ho Chi Minh City, Vietnam |  
Information Management (IM) and Big Data  
Demigha Souad, University of Paris 1 Sorbonne CRI, France |
| 11:40      | How do we better live and work in a hyper-connected, complex world?  
A Knowledge Café led by David Gurteen |  
HR Professionals’ Knowledge of firms’ Quality Requirements: An Exploratory Study  
Szfranski Maciej, Poznan University of Technology, Poland and Scott Erickson, Ithaca College, USA |
| 13:00      | Lunch                                                                   |  
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<td>Room 1: <strong>Stream A: Gamification, Storytelling and Knowledge Transfer</strong>&lt;br&gt;Chair: Anitha Chinnaswamy</td>
<td>Room 2: <strong>Stream B - KM Issues</strong>&lt;br&gt;Chair: Joanna Samul</td>
<td>Room 3: <strong>Stream C - Innovation</strong>&lt;br&gt;Chair: Vahid Jafari-Sadeghi</td>
<td>Room 4: <strong>Stream D - Branding, Conflict and Mistakes</strong>&lt;br&gt;Chair: Dan Ophir</td>
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<td>13:30 <strong>Removing Barriers to Share Knowledge in Digital Transformation</strong>&lt;br&gt;<strong>with Lego® Serious Play®</strong>&lt;br&gt;CoChair: Sharon and Deborah Evans, Birmingham City University, UK</td>
<td>The Largest Polish Companies and the Transfer of Knowledge in Cyberspace&lt;br&gt;<strong>Skolik</strong> Sebastian, Częstochowa University of Technology, Poland</td>
<td>Sources of Information for SMEs Innovation Performance in Selected CEE Countries&lt;br&gt;<strong>Gyamfi</strong> Solomon and Jan <strong>Stejskal</strong>, University of Pardubice, Czech Republic</td>
<td>Domain Ontology Implementation in Slovak Bank: Case Study&lt;br&gt;<strong>Uljanyai Roman and Martin Podhajsky</strong>, VUB Banka, Bratislava, Slovakia (Non-academic)</td>
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<td>13:50 <strong>Knowledge Management Approaches for Smart Services for Designing Adaptable and Personalized Video Games</strong>&lt;br&gt;<strong>Antonova</strong> Albena, Elissaveta Gourova and Boyan Bontchev, Sofia University, Bulgaria</td>
<td>The Web 2.0 Revolution and Knowledge Sharing in Formal Organizations in Poland&lt;br&gt;<strong>Kukowska</strong> Katarzyna and Sebastian <strong>Skolik</strong>, Częstochowa University of Technology, Poland</td>
<td>Poly-Scale Evaluation of the Knowledge-based Economy&lt;br&gt;<strong>Mikhaylov</strong> Andrey and Anna <strong>Mikhaylova</strong>, Immanuel Kant Baltic Federal University, Russia</td>
<td>Relational Capital: Knowledge Assets and Branding&lt;br&gt;<strong>Erickson Scott</strong>, Ithaca College, Julia <strong>Schmidt</strong>, Ithaca College and Helen <strong>Rotheberg</strong>, Marist College, USA</td>
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<td>14:10 <strong>The use of Blockchain-Supported Reward Systems for Knowledge Transfer Between Generations</strong>&lt;br&gt;<strong>Pfeiffer</strong> Alexander, MIT, Cambridge, MA, USA, <strong>Stephen Bezina</strong>, Ministry for Education and Employment, Malta, Thomas Wernbacher, Donau Universität Krems, Austria and Vince Vella and Alexien Dingli, University of Malta, Alena Serada, University of Vaasa, Finland</td>
<td>Regional Observatory of Technology – Theoretical Framings and Practical Implementation: Case Study&lt;br&gt;<strong>Olko</strong> Sławomir, Silesian University of Technology, Poland</td>
<td>Public Private Collaboration and the role of Learning in Developing Zero-Emission Neighbourhoods&lt;br&gt;<strong>Ekambaram</strong> Anandasivakumar and Ann Kristin Kvellheim, SINTEF, Norway and Lidzien de Boer, NTNU, Norway</td>
<td>Conflict Management Styles and Knowledge Management: Theoretical Analysis with Application in Portugal&lt;br&gt;<strong>de Mello</strong> Pedro Soares and Eduardo Tomé, Universidade Europeia, Lisbon, Portugal</td>
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<td>14:30 <strong>A Maturity Model for Storytelling Development in Knowledge Organizations</strong>&lt;br&gt;<strong>Brown-Grant</strong> Johel, US Department of State, Washington DC, USA</td>
<td>Major Categories of Best Practices and Lessons Learned in Building Renovation&lt;br&gt;<strong>Ekambaram</strong> Anandasivakumar, SINTEF, Norway and Andreas Oskland, INNOWIN, Norway</td>
<td>Innovation Cooperation as a Crucial Source of Firms’ External Knowledge&lt;br&gt;<strong>Vära</strong> Michael, Yee Yee <strong>Sein</strong> and Gregor <strong>Vohlrauk</strong>, University of Pardubice, Czech Republic</td>
<td>Knowledge Management in Peace-Building Scenarios in Colombia: The Special Jurisdiction for Peace&lt;br&gt;<strong>Cano Mejía</strong> Vanessa and Diana Lucía <strong>Gómez Santamaría</strong>, Institución Universitaria de Envigado, Colombia, Juan David Arias Suárez, Institución Universitaria Politécnico Grancolombiano, Colombia</td>
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<td>14:50 <strong>Challenges of Digital Knowledge Sharing in the Cultural and Creative Industries</strong>&lt;br&gt;<strong>Danko</strong> Lukas and Zuzana Kucha, Tomas Bata University in Zlín, Czech</td>
<td>Knowledge Management Processes and Organizational Change Towards Sustainability: A Case Study&lt;br&gt;<strong>Klingenberg</strong> Beate, Caroline Rider, Helen N. <strong>Rotheberg</strong> and Ken <strong>Sloan</strong>, Marist College, Poughkeepsie, USA</td>
<td>Three-Dimensional Encoding of Emerging Meanings in AI-systems&lt;br&gt;<strong>Zatsman</strong> Igor, Institute of Informatics Problems of the FRC CSC RAS, Moscow, Russia</td>
<td>The Power of Mistakes - Constant Learning Culture and Hierarchy&lt;br&gt;<strong>Kucharska Wiola</strong>, Gdańsk University of Technology, Poland and Denise <strong>Bedford</strong> Georgetown University, Washington, USA</td>
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<td>15:10</td>
<td><strong>Summary of the Conference</strong>&lt;br&gt;<strong>Presentation by and Award to the winner of the KM and IC Excellence Awards</strong>&lt;br&gt;<strong>Award to the Best Poster, PhD and Masters Papers</strong></td>
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<td>15:30</td>
<td><strong>Close of Conference</strong></td>
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