



Call for Book Chapters

Social Knowledge Management in Action

Title of Book

Social Knowledge Management in Action

Editors

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Publisher

The book will be published by Springer in the Knowledge Management and Organizational Learning series which is managed by the International Association for Knowledge Management (IAKM).

Theme

Knowledge management (KM) is a well-known concept and concerns managing the knowledge lifecycle consisting of creating, storing, sharing and applying knowledge in an organizational context. Several types of knowledge systems, for example knowledge repositories, expert systems and yellow pages, have been introduced over the years, to support knowledge management initiatives at organizations, with various success rates. Many of these knowledge systems aimed to codify knowledge in the organization, yet relatively few aimed to support the socialization approach to knowledge management. Social media have the potential to help redress this imbalance by supporting both the codification and socialization approach towards knowledge management. A key characteristic of social media is that content is generated, shared and combined by the users through social means. Effective use of social media therefore has the potential to support the creation of new knowledge while building a shared awareness of the knowledge and expertise within the organization, in turn facilitating the development of transactive memory and social capital. At the same time, the content and interaction history is digitally captured by social media applications, offering organizations the opportunity to apply knowledge mining techniques. Furthermore, social media may help strengthen the absorptive capacity of the organization through collaboration that crosses departmental, divisional and/or organizational boundaries.

Many organizations have recognized the potential of social media, using it for knowledge management applications. For example, wikis are being used to collect organizational knowledge and social networking tools are being used to support the exchange of ideas and innovation. This book aims to provide an overview of new and innovative applications of social media for knowledge management and to report on the facilitators of success, as

well as the challenges, risks and issues that need to be tackled in applying social media in organizational contexts.

Possible topics are (but are not limited to)

- Best practices of social media applications for knowledge management in different organizational processes such as customer relation management or research & development
- Technology adoption concerning social media tools for knowledge management processes
- Implementation challenges concerning the adoption and use of social media for knowledge management
- Policies for protecting knowledge leakage through social media usage of employees
- Social media as enabler for social capital, absorptive capacity, transactive memory systems or corporate memory
- Stimulating participation of employees on social media platforms for knowledge sharing and creation (e.g. reward systems)
- (Automatic) identification of knowledge domains and expertise areas through mining of social media content
- Measurement of knowledge sharing and creation based on activity on social media platforms (i.e. data mining and business intelligence)
- Social learning and online communities
- Lessons learned from studies of failure

Target audience

The target audience includes researchers, practitioners and (Masters/PhD) students. Therefore, papers need to address both scientific and practical implications of the research.

Type of contributions and length

- Case studies: In-depth reports of social media implementations to support knowledge management in organizations or networks.
- Full research papers: Both quantitative and qualitative contributions that study a particular aspect of social media application for knowledge management, e.g. technology adoption, knowledge protection, implementation challenges, absorptive capacity, collaboration and innovation, etc. Only completed research will be considered, meaning that research in progress will not be considered to be included in the book.
- Conceptual papers: Contributions that synthesize existing studies.

Both type of contributions are typically 15 to 20 pages in length (excluding references) when applying the Springer formatting instructions. Contributions should be original and not be submitted elsewhere.

Review process

There will be a two-stage review process. In the first stage potential authors will be invited to submit an abstract of 500 words. The editors will review the abstract to evaluate if the proposed book chapter (1) fits to the theme of the book, (2) makes a substantial practical or scientific contribution and (3) is of interest to the target audience.

In the second stage the selected authors will be invited to submit a full version of the proposed book chapter. (It is expected that the book will have 12 to 15 chapters.) This full version will be reviewed by a reviewer, who is selected based on the topic of the book chapter, as well as the book editors. The review process by the reviewers (other than the editors) is double blind. Based on the outcome of the review process, the authors will be requested to revise their book chapters and to submit the final version. If the editors are satisfied with the revision of the book chapter, the authors will be invited to submit a camera-ready version of the paper.

Deadlines

October 1, 2014: Submission of abstracts (500 words)

October 22, 2014: Invitation to submit full paper

January 5, 2015: Submission of full chapter

February 15, 2015: Review notification

March 15, 2015: Submission of revised paper

April 11, 2015: Final notification of acceptance

May 3, 2015: Submission of final version

Submission and formatting

Abstracts should be submitted as plain Word (2010 or higher) or PDF files by e-mail to r.w.helms@uu.nl. The abstract should contain:

- 1) Title of the proposed chapter
- 2) Author(s) of the chapter (including affiliation)
- 3) Type of contribution (case study, full research paper or conceptual paper)
- 4) Estimated amounts of pages (excl. references)
- 5) Abstract of 500 words describing contents of the book chapter (incl. methodology)
- 6) Keywords (at least 2 and maximum of 5)

Full book chapters will also be submitted through e-mail to r.w.helms@uu.nl. Full book chapters need to be formatted according the Springer instructions and submitted in Word (2010 or higher) or PDF format. These formatting instructions will be e-mailed together with the acceptance notification of your abstract.

For further questions please contact Remko Helms (r.w.helms@uu.nl) or Jocelyn Cranefield (jocelyn.cranefield@vuw.ac.nz).