

## New ICTs for Knowledge Management in Organizations

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Received 8 February 2016  
Revised 8 February 2016  
Accepted 9 February 2016

We are grateful to Mr Rory Chase, Editor-in-Chief of the *Journal of Knowledge Management*, for this opportunity to report and disseminate research on new ICTs for KM in organizations. We also would like to thank the anonymous reviewers for their thorough reviews, which allowed improving the collection of papers included in this special issue. Finally, we also value and unreservedly acknowledge the essential role performed by the executive and program committees of the ECIC 2015 in respect of the initial double-blind review process.

### Abstract

**Purpose** – The purpose of this special issue is to point out the possibilities of new information and communication technologies (ICTs) for knowledge management (KM) in organizations, offering different perspectives on and approaches for the role of new ICTs for KM, as well as measuring the impact and diffusion of new ICTs for KM within organizations.

**Design/methodology/approach** – The selection of the papers included in this special issue is largely based on the work of the conference “7th European Conference on Intellectual Capital - ECIC” (April 2015, Cartagena, Spain), where the special issue editors organized a track on “New ICTs for Knowledge Management in Organizations”. The conference gathered leading scholars in the fields of intellectual capital and KM, dealing with the acquisition, creation and sharing of collective intelligence and how to utilize increased academic knowledge and networking in promoting economic and organizational innovations and changes.

**Findings** – The collection of papers covered in this special issue identifies challenging problems on the role of new ICTs for KM and their role in the design and implementation of innovative products, services or processes in organizations.

**Research limitations/implications** – The special issue tries to offer some new relevant advances for the academic and practice communities in the growing body of research analyzing new ICTs for KM. However, the theoretical and empirical advances showed represent only a partial view, which corresponds to the impact of new ICTs for KM at the organizational level of analysis.

**Practical implications** – The nature of new ICTs, such as social networking tools, wikis, internal blogging and the way they are used, suggest that nowadays they may differ from traditional organizational systems in two critical ways: the voluntary (typically not mandatory) use and their lack of activity or process orientation.

**Originality/value** – The special issue explores the phenomena by integrating different perspectives and approaches, including qualitative and quantitative empirical. This integration overcomes some limitations about the understanding of the issues under investigation.

**Keywords** Organizational innovation, Collective intelligence, Organizational learning, Knowledge management, Information and communication technologies

**Paper type** General review

There is consensus in the literature about considering knowledge management (KM) as a set of practices related to the use of knowledge as a crucial factor to add and generate value (Cardoso *et al.*, 2012; Cegarra-Navarro *et al.*, 2015b). KM practices are supported by information and communication technologies (ICTs) that help facilitate knowledge acquisition/creation, knowledge dissemination, knowledge conversion and knowledge utilization (Martelo-Landroguez and Cegarra-Navarro, 2014; Palacios-Marqués *et al.*, 2015b). The main role of new ICTs (Web 2.0/3.0, collaborative technologies 2.0, social networking tools, wikis, internal blogging, etc.) is to help people share knowledge through common platforms and electronic storage. With appropriate training and education, new ICTs can make it easier for organizations to acquire, store or disseminate knowledge.