Call for Papers

Leading knowledge management in knowledge-intensive organisations

Deadline for the submission of full papers: November 1, 2015

Guest Editors:

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Introduction

Knowledge-intensive services (KIS) are defined as services where ‘knowledge is the main production factor and the good they offer’ (European Commission, 2012). Leadership and management are critical challenges in such organisations and structures, processes and practices have evolved to meet the distinctive needs of the various areas of activity. These include not only professional knowledge-intensive business services (KIBS) such as IT services, financial services, medical services, legal services and creative businesses, but also non-business services such as educational services, cultural organisations and the civil service. The importance of such organisations has been increasing in many economies worldwide, particularly in developed economies. It is estimated that in the UK, Finland and Sweden, KIS account for more than 39% of employment (European Commission, 2012). In delineating the scope of knowledge-intensive environments, we look to definitions such as “Organisations/firms whose primary value-added activities consist of the accumulation, creation, or dissemination of knowledge for the purpose of developing a customised service” (Bettencourt et al. 2002), also Caniëls & Romijn (2005), Simmie and Strambach (2006), Strambach (2008), and as “Companies/organisations which rely heavily on professional knowledge, i.e. knowledge or expertise related to a specific (technical) discipline or functional domain, to supply products and services that are knowledge-based” (Den Hartog 2000) as well as public administration/the Civil Service.

The types of knowledge as well as the types of organisational form are varied. In addition to technical knowledge and factual/data knowledge, attention needs to be given to particularly intangible knowledge assets such as tacit knowledge (e.g. Polanyi, 1966). Research in this area has not progressed strongly and major gaps are observable.

The topic of this Special Issue is overdue for more attention; to date research on leadership and knowledge management through formal knowledge strategies in such organisations has not kept pace with research on management of knowledge in manufacturing organisations. KIS organisations face a number of new developments in their competitive environment including a global shortage of talent (Schuler et al, 2011), information technologies that are reshaping the competitive landscape in KIS (Federoff, 2012), the development of new business models such as offshoring of knowledge-intensive services (Lewin et al, 2009) and global open innovation models (Chesbrough, 2010), all strongly affecting knowledge management, offering opportunity and barriers to innovation.

Specific topics on which we invite submissions:

We are seeking both conceptual and empirical papers offering new insights into the following:

• The interaction of (information) technology, knowledge management techniques and KIS leadership in a global KIS context

• Measurement and objectivity of performance assessment for KIS workers, for example, linked to tacit knowledge and intangibility
• The autonomy of KIS workers versus organisational deliverables
• Supervising and intelligent monitoring functions in KIS
• Knowledge worker diversity and KM
• Leadership and KM
• Inter-organisational knowledge networks and sharing
• Managing knowledge corruption and obsolescence
• Creativity and KM – complementary or divergent?
• Project/programme/change management and KM
• KM and organisational learning
• KM and staff development/maintaining currency of skills
• Education for knowledge intensive functions, and challenges for management development in KIS
• Challenges for ensuring continuing development and updating of established knowledge workers in KIS organisations
• Developing, cultivating and maintaining fundamental qualifications and "expert"ise
• Talent, creativity, innovation, tacit knowledge as sources of competitive advantage
• Knowledge Cities.

Further information about the subject of the Special Issue

Increasingly, people’s knowledge, experience and creativity form the backbone of their organisation’s success and leading them and managing knowledge to achieve the organisation’s aims and objectives is of key importance, as is the retention of developed knowledge employees over time.

The growth of KIS organisations also depends crucially on management’s ability to give leadership in a way that supports knowledge-intensive teamwork. The global nature of much knowledge and of knowledge networks and the ambitions of KIS firms to expand globally add to the leadership challenge, bringing into focus both cultural differences and other international business issues such as the protection of intellectual property rights and retaining your best talent. Such leadership and knowledge management challenges are also mirrored in Civil Service bodies, creative industries and R&D organisations.

In this Special Issue we address the challenges of leading and managing knowledge intensive service organisations, departments and administrations through formal knowledge strategies. We seek to enrich knowledge management studies by broadening the focus from only the knowledge itself and the facilities for processing it, to an exploration of the differences arising from organisational, personal and leadership factors. We aim to frame this in the context of the strategic importance of knowledge, of people and of leadership in KIS, both traditional and innovative, both locally and internationally, and to lay the groundwork for the development of theory, as well as offering well-founded practical approaches.

As JKM focuses on enterprises implementing formal knowledge strategies and approaches, any papers submitted to the JKM Special Issue should examine the knowledge management strategy approach to knowledge-intensive organisations, rather than simply examining organisations which are acknowledged as knowledge-based.

The following either consist of knowledge management-intensive activities or require substantial management of them to maintain viability:

• research and development (R&D)
• universities
• management consulting
• the Civil Service
• information and communication services
• human resource management and employment services
• legal services (including those related to Intellectual Property rights)
• accountancy
• financial services (including banking and insurance services)
• architecture
• hospitals and medical services
• marketing and advertising services
• creative businesses
• cultural organisations.

Deadlines and review process

We welcome the submission of original full papers, advanced work in progress and policy papers, to include contributions based on robust empirical investigation(s), with solid theoretical underpinnings within any of the specific domains, and where possible building on a comprehensive body of literature, setting the agenda for future research. All proposals will be reviewed by members of the editorial board and judged on rigour and relevance as well as their ability to enhance JKM’s reputation.

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Submission

• All manuscripts will be double-blind reviewed.
• Papers are submitted with the understanding
  o that they are original, unpublished works
  o that they are not being submitted elsewhere
For submission details please see JKM’s Guidelines for Authors:
http://www.emeraldgrouppublishing.com/products/journals/author_guidelines.htm?id=jk

Please make sure to comply with all manuscript requirements indicated on the site.

Submission should be made to the Journal of Knowledge Management, Special Issue Leading knowledge management in knowledge intensive organisations through ScholarOne.

The Ashridge International Research Conference AIRC4

Authors who would wish to present and discuss their research prior to the submission deadline for JKM are invited to submit their paper to AIRC4, the 4th Ashridge International Research conference, to be held at Ashridge Business School 2pm June 12 – 2pm June 14, 2015, on the related topic Leadership, Management, Innovation in Professional & Knowledge Intensive Organisations: People and process challenges in the global knowledge economy; submission deadline April 10, 2015, see www.ashridge.org.uk/airc4. Acceptance of papers for the conference does in no way prejudice acceptance of submissions to the JKM Special Issue; all papers for the Special Issue have to be submitted separately by November 1, 2015, and submitting for the JKM SI is open to anyone and not dependent on AIRC4 participation.

References


