The impact of knowledge management processes on information systems: A systematic review

Al-Emran et al., 2018

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Disciplina Gestão do Conhecimento

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- artigo é parte da pesquisa de doutorado dele na Faculty of Computer Systems & Software Engineering at Universiti Malaysia Pahang

- atualmente professor na Computer Science at British University in Dubai

- h-index 68

- top 2% cientistas do mundo pelo c-score na Scopus

artigo tem 324 citações segundo o Google Scholar

Justificativa

A falta de um estudo condensado de Gestão de Conhecimento em Sistemas de Informação

Metodologia

Systematic Literature Review (SLR)

1. Perguntas de pesquisa
2. Critérios de Inclusão/exclusão
3. Fontes de dados e estratégias de busca
4. Avaliação da qualidade
5. Tabulação de dados e análise

Perguntas de pesquisa

1. What are the main KM processes studied considering their relationship with information systems?
2. What are the main research methods and research outcomes addressed in the collected studies?
3. What types of information systems are mainly studied involving KM processes, and what are the types of participants in the collected studies?
4. How are the KM processes studies considering information systems are distributed across the countries of implementation and the years of publication?
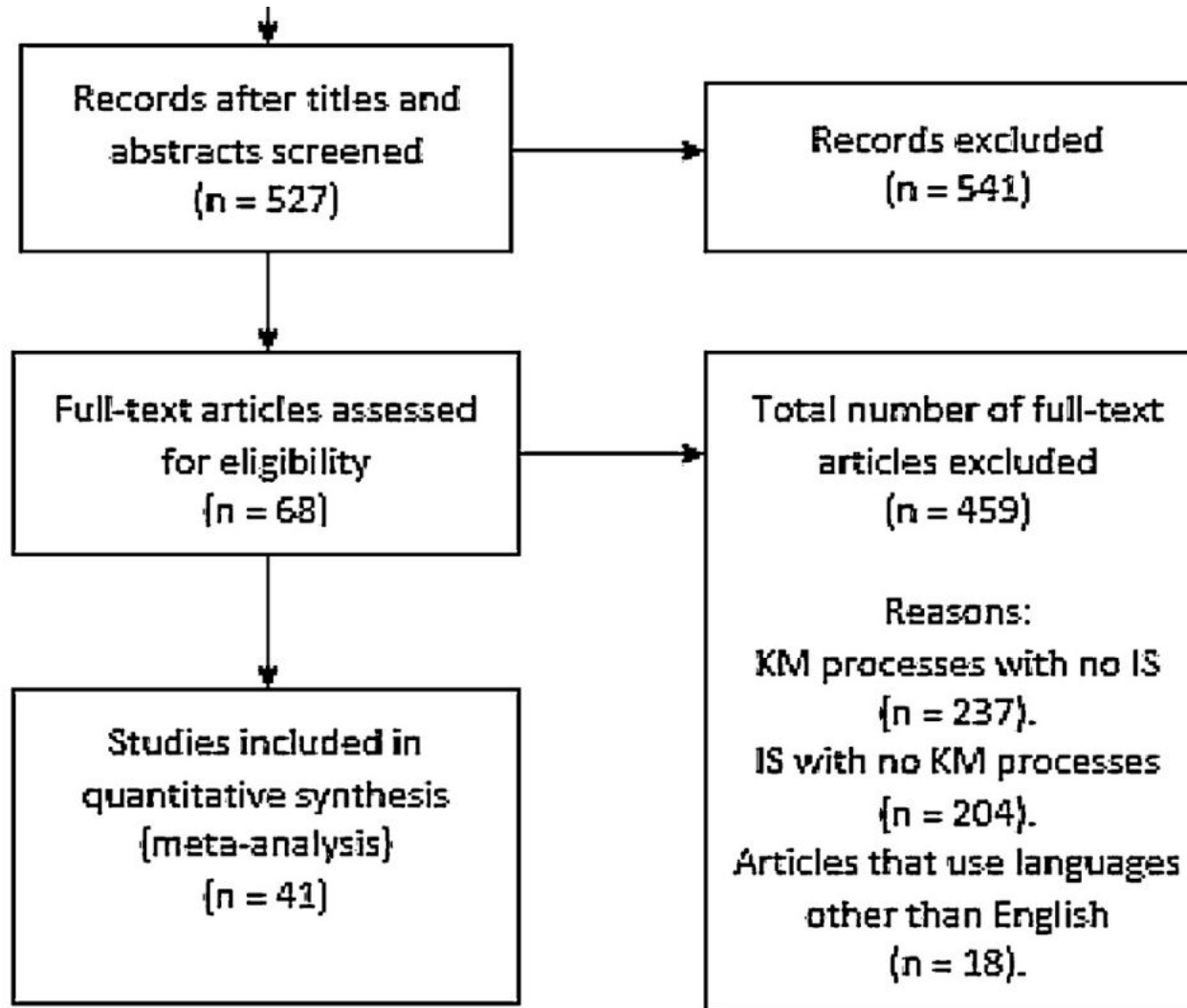5. What are the active databases in the context of KM processes?

Critérios de Inclusão/exclusão

Table 1

Inclusion and exclusion criteria.

Inclusion Criteria	Exclusion Criteria
Should involve knowledge management processes or factors.	Knowledge management processes or factors that are not used with information systems or technologies.
Should involve an information system or technology.	Knowledge management processes or factors that are used in contexts other than information systems or technologies.
Should be written in English.	Articles that use languages other than English.

Critérios de exclusão

Fontes de dados

- Emerald
- IEEE
- ScienceDirect
- Springer
- Taylor & Francis
- Wiley
- ACM Digital Library
- Google Scholar

Avaliação da qualidade

- 1 Are the research aims clearly specified?

- 2 Are the KM processes considered by the study clearly specified?

- 3 Is the IS/technology considered by the study clearly specified?

- 4 Are the data collection methods adequately detailed?

- 5 Does the study explain the reliability/validity of the measures?

- 6 Are the statistical techniques used to analyze the data adequately described?

- 7 Do the results add to the literature?

- 8 Does the study add to your knowledge or understanding?

Tabulação de dados e análise

- the main KM processes
- research methods (e.g., survey, interviews, experiment, etc.)
- research outcomes (e.g., positive, neutral, and negative)
- types of information systems
- participants
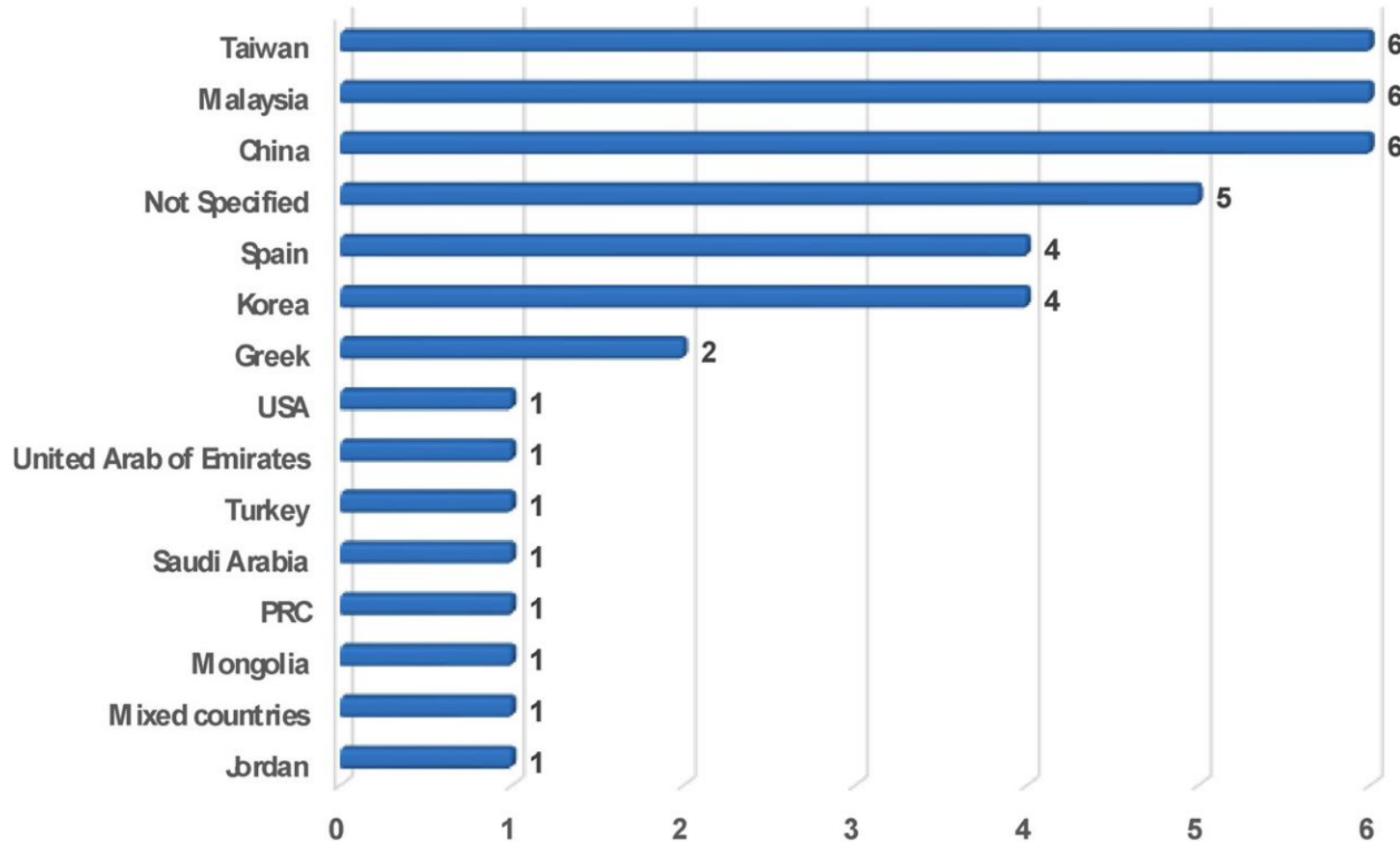- database
- country

Tabulação de dados e análise

Fig. 7. Distribution of studies by country of implementation.

Conclusões

"knowledge sharing is the most frequent KM process studied (N = 36), followed by knowledge acquisition and knowledge application (N = 13)"

Conclusões

"knowledge storage was positively affecting the implementation of E-business systems (Lin, 2013) and the attitudes towards the acceptance of cloud computing services (Arpaci, 2017). Additionally, knowledge protection was shown to have a positive impact on E-business systems (Lin, 2013)." (Al-Emran et al., 2018, p. 175)

Conclusões

Conclusões

"71% of the analyzed studies were primarily relied on questionnaire surveys for data collection, followed by both (interviews & surveys). This is a new finding in the KM processes studies that involves the impact of these processes on ISs." (Al-Emran et al., 2018, p. 178)

Conclusões

"indicates that 56% of the analyzed studies that achieved positive outcomes mainly relied on questionnaire surveys as a method for data collection. These findings point out that questionnaire surveys are considered as powerful methods for data collection that could achieve positive outcomes depending on the context, participants, and sample instrument." (Al-Emran et al., 2018, p. 178)

Conclusões

"With respect to the types of information systems, Fig. 5 shows that KM processes studies considering ISs were mainly focused on investigating the impact of KM processes on E-business systems implementation" (Al-Emran et al., 2018, p. 178)
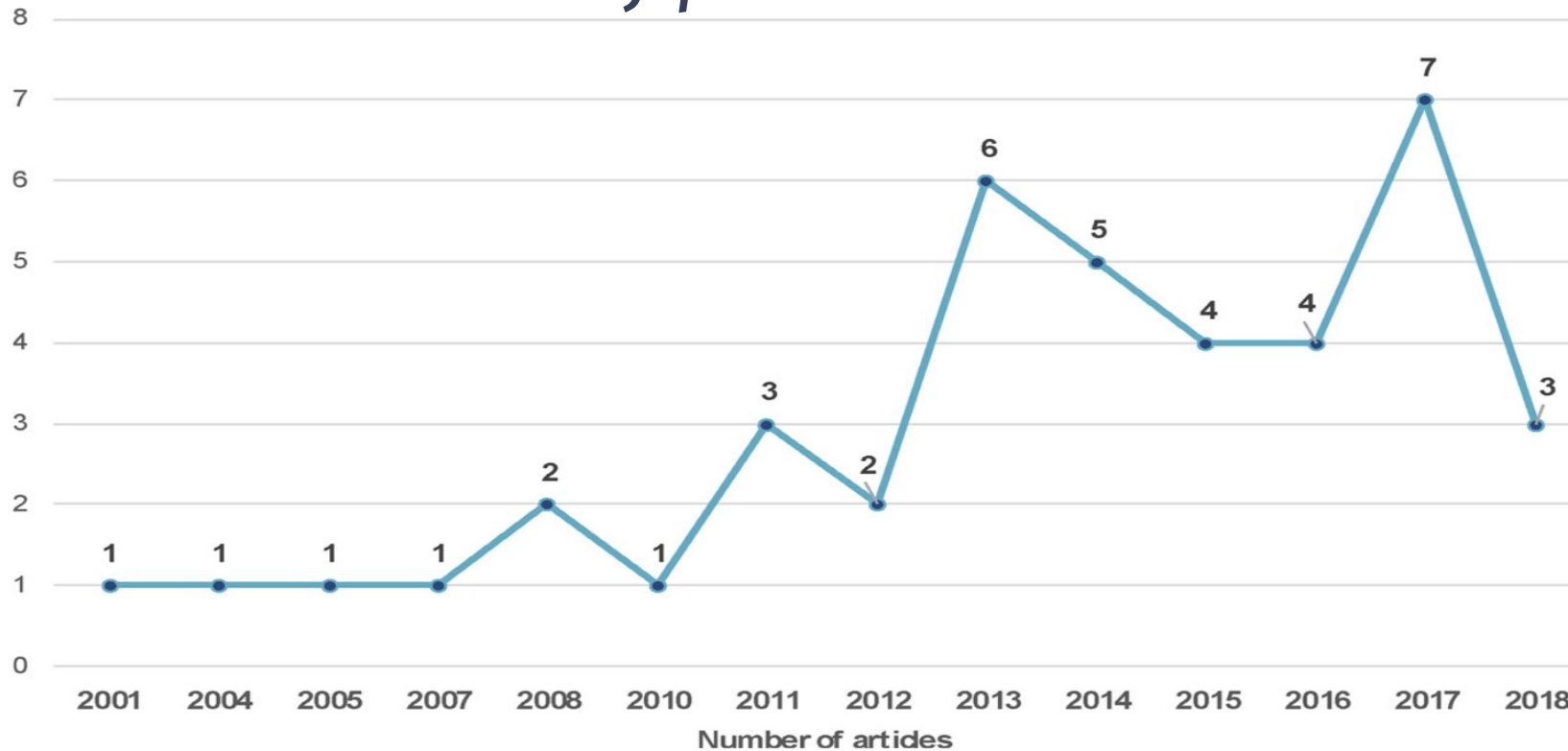
Conclusões

"...These findings could be attributed to the reason that scholars in these countries are highly motivated to conduct research studies related to KM processes involving ISs rather than other research fields. This could probably elucidate the preponderance of KM processes studies conducted in these countries as compared with the others."

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Conclusões

"...KM processes studies related to ISs have witnessed a remarkable increase of published articles in 2013 and 2017."

Fig. 9. Distribution of studies by publication year.

Trabalhos futuros

- Aumentar o escopo de bases de dados de artigos
- Correlacionar os benefícios de determinados processos de Gestão de Conhecimento com específicos tipos de Sistemas de Informação

Bibliografia

Al-Emran, Mostafa, Vitaliy Mezhuyev, Adzhar Kamaludin, e Khaled Shaalan. 2018. "The Impact of Knowledge Management Processes on Information Systems: A Systematic Review". *International Journal of Information Management* 43 (dezembro):173–87. https://doi.org/10.1016/j.ijinfomgt.2018.08.001.

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Obrigado pela sua atenção