

# In the Know in Knowledge Management

## INSIDE THIS ISSUE:

SIG-KM Webinar	2
Webinar on Information in Organizational Wrongdoing	3
Working Methods for KM	3
Jobs Corner	5

## Chair's Welcome

### Dear colleagues and friends,

I hope that all of you are doing well! Welcome to the Spring issue of our SIG-KM newsletter! Spring is a season full of hope. Our SIG-KM is also sailing in the ocean of knowledge, embracing the new research progress of knowledge management, and looking forward to the participation of more KM researchers. SIG-KM will work together with all the colleagues to bring more cutting-edge knowledge and academic feasts in the KM field in 2022.

I am delighted to introduce our new officer, Dr. Darin Freeburg from University of South Carolina. He serves as the Special Project Officer of the SIG-KM. To promote the knowledge sharing, Dr. Freeburg is building a curriculum resource library and looking forward to receiving KM course materials such as the syllabi, slides, and so forth.

On January 6, 2022, we enjoyed a webinar, "**COVID-19 Discussions on Twitter**". Thank you, Prof. Mike Thelwall for giving us a wonderful lecture! Knowledge

management of user generated content during crises is an important and new topic in this field. SIG-KM will invite more well-known researchers to share their state-of-the-art studies.

I would like to remind you that the **17th International Conference on Knowledge Management (ICKM)**, which is co-sponsored by the SIG-KM, will be held on June 23-24, 2022 at the University of Applied Sciences Potsdam, Germany. The conference theme is "Knowledge, Uncertainty and Risks: From individual to global scale". Don't miss the important conference in the KM field.

As you may know, last September the International SIG-KM Symposium attracted dozens of high-quality submissions and many interesting studies were shared on it. Now we

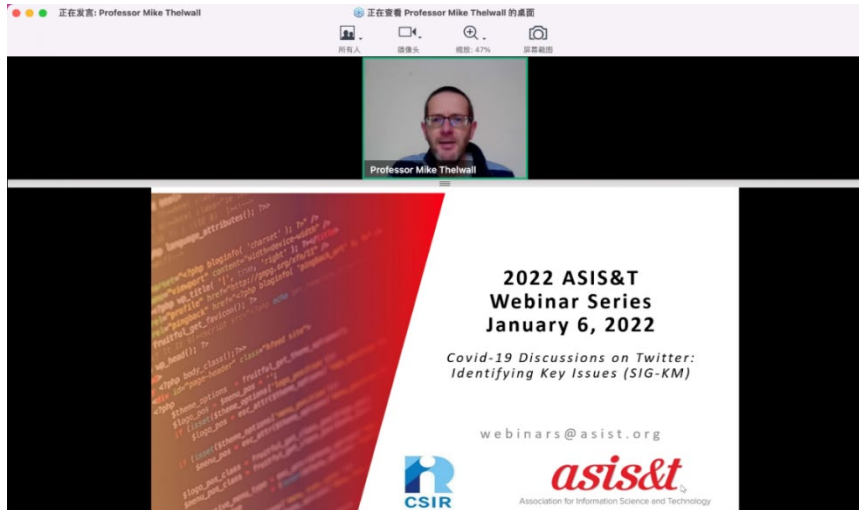


*Professor Lu An, SIG-KM Chair*

are preparing for the International **SIG-KM Symposium which will be held in September, 2022**. If you have some good idea about knowledge management, it is time to expand it to a submission. You will meet well-known KM scholars and learn the research fronts in the KM field. Winners will also get bonus for their wonderful studies!

If you have any suggestion, please don't hesitate to let us know. SIG-KM is looking forward to launching the exciting academic activities with you all!

Lu An  
Chair, SIG-KM



## Webinar on “COVID-19 Discussions on Twitter” Held Successfully

A webinar sponsored by the SIG-KM and the Center for Studies of Information Resources, Wuhan University was held on January 6, 2022. Professor Mike Thelwall, the associate editor of the *Journal of the Association for Information Science and Technology*, gave a speech entitled “COVID-19 Discussions on Twitter”. Professor Lu An, Chair of ASIS&T SIG-KM, served as the moderator. Aminta Dawson, the administrative assistant of ASIS&T, delivered a welcome speech to the attendees.

Professor Mike Thelwall shared his four studies based on Twitter data. He introduced the research purpose, data sets, collection methods, the reason for choosing Twitter, research methods of the studies and so on. The common theme of the four studies was to explore the public's response to COVID-19. He adopted the subject analysis, content analysis, quantitative descriptive method, and the Word association thematic analysis (WATA) research method.

### Study 1: A thematic analysis of highly retweeted early Covid-19 tweets.

The first study used the subject analysis to group tweets into topics that covered life under lockdown, attitudes to social restrictions, politics, COVID-19 safety information, COVID-19 patients, support for key workers, jobs, COVID-19 symptom facts/news, and other topics that were widely discussed by the public.

### Study 2: Covid-19 vaccine hesitancy on English-language Twitter.

The second study conducted the inductive content analysis of English-language tweets about COVID-19 hesitancy between March and December 2020. It is found that conspiracy theories, rapid vaccine development and vaccine safety were the main themes of the tweets.

### Study 3: International differences in cure, treatment, and vaccine interest on Twitter.

The third study analyzed English-language tweets mentioning a cure, treatment, or vaccine for COVID-19 between January and April 2020. The level of interest

and trends in these topics as well as differences among countries were analyzed combined with the Human Development Index (HDI). It turned out that although richer countries got the vaccines first, countries with higher HDI were slightly more likely to tweet about vaccine information.

### Study 4: International differences in Covid-19 vaccination tweets.

The fourth study focused on the differences among English tweets related to COVID-19 vaccine in ten countries. The WATA method was used to identify the relatively important words in the tweets of each country. Then the subject analysis and comparison were conducted. It is found that vaccine fear among disadvantaged groups was an international problem. The differing international relevance of independent medical experts was a potential concern given that coherent public health messages were necessary for vaccination programs. Governments should consider harnessing apparently influential commenters on social media, or directly combatting their misinformation when they were unreliable.

Professor Mike Thelwall concluded that the four studies were different in goals, types of sample from Twitter, and methods, but were the same in the type of data (tweets) and collection software (Mozdeh). They focused on descriptive rather than theory-driven goals, and the English language. The pros and cons of Twitter were also explained. He made some advices such as choosing topics represented enough on Twitter, employing methods, trying pilot tests, and so on.

The audience showed strong interest in the webinar and actively interacted with the speaker.

Professor Thelwall answered the questions in detail, such as how to minimize the influence of bots when using social media data for research, prioritize categories when coding, use Mozdeh, and classify tweets by country.  
(by Yuanyuan Liu)

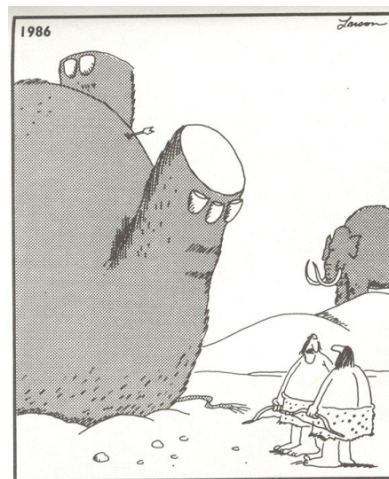
**Register Now:** Webinar on “Information in Organizational Wrongdoing” (Hosted by SIG-KM & The Center for Studies of Information Resources of Wuhan University)  
May 12, 2022; 9 AM EDT

Recent examples of organizational wrongdoing such as those that led to the opioid crisis, the 2008 financial meltdown, and the Boeing 737MAX crashes show that organizations can deliberately use information to deceive others, resulting in serious harm. This webinar explores the role of information in organizational wrongdoing. We analyze a dataset consisting of 80 cases of high-penalty corporate wrongdoing in the US in the period 2000-2020. Our analysis of documents filed by the US Department of Justice and federal regulatory agencies in those cases found that organizations use two general information strategies to deceive and mislead. First, organizations can “sow doubt” on statements by others that hurt the organization’s interests. Second, organizations can “exploit trust” that others have placed in them to provide truthful information. Our analysis suggests that which strategy is adopted depends on the degree that the organization’s external

information use environment is “contested” or “controlled.” Across the cases examined, we observe three types of information behaviours that implement the strategy of sowing doubt and exploiting trust: information obfuscation, information concealment, and information falsification. Finally, we outline measures for regulators and organizations to preempt harmful, deceptive information behaviours that constitute wrongdoing.

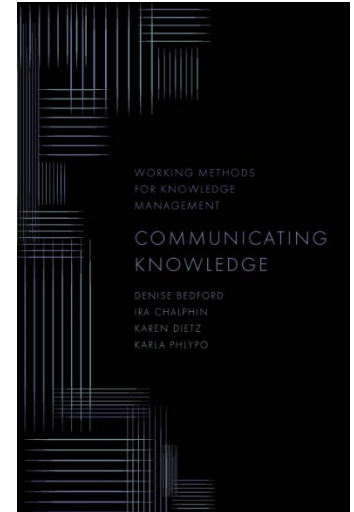


Presented by Professor Chun Wei Choo, University of Toronto



### Working Methods for Knowledge Management – Future Plans and Engagement

By Alexeis Garcia-Perez



*Communicating Knowledge*, one of the titles in this seminal KM collection

Knowledge sciences as a discipline has a rich and diverse history dating back to the 1950s. The discipline has drawn theory and practice from economics, engineering, communications, learning sciences, technology, information sciences, psychology, social sciences, and business and organization management in the past seventy years. It has been challenging for new practitioners to understand the field. It has not yet achieved the expected organizational stature as a business function. And, a consensus around the core concepts in the field is still growing. These are just a few reasons the editors launched Emerald’s new series -- Working Methods for Knowledge Management. The series is a multi-year and multi-volume project designed to address each and all of the methods required to establish and sustain an organization-wide knowledge management function. The series is designed to bridge theory and practice and to cross disciplines and regions.

Each book begins by grounding the method in the business context, synthesizing what is known about the topic across disciplines, and finally translates established business models and methods to a knowledge management context. Ten books co-authored by international teams of scholars and practitioners have been published to date – detailed descriptions of each can be found at <https://books.emeraldinsight.com/page/series-detail/working-methods-for-knowledge-management/>. Two more books are scheduled to appear this year, including Knowledge Preservation for Use, and Cultures of Knowledge Organization. In addition, six books have been approved for publication in 2023, including Knowledge Translation, Knowledge Places and Spaces, The MASK Methodology and Knowledge Books, The Ethics of Knowledge, The Knowledge of Communities, and Scanning for Organizational Knowledge. Teams of authors have been identified for the first three 2023 titles, and recruitment for the last three is in progress. If you are interested in contributing to a title as a co-author or proposing a topic for future years, please contact the series editors - Dr. Denise Bedford ([db233@georgetown.edu](mailto:db233@georgetown.edu)) and Dr. Alexeis Garcia-Perez ([ab1258@coventry.ac.uk](mailto:ab1258@coventry.ac.uk)) to schedule a conversation.

Each book in the series is written at an intermediate or advanced level. This series is not intended as a starting point for the field, nor is it an ending point.

## MAKE 2022 THE YEAR YOU GET INVOLVED!

There are plenty of opportunities to get involved – both in person and virtually – with the KM community this year! Mark your calendar for some of the biggest KM events:

June 23 – 24: [ICKM 2022](#)

September 24:  
International SIG-KM  
Symposium

October 29 – November 1:  
[ASIS&T Annual Meeting](#)

Plus, webinars, knowledge cafes, and other events to be arranged throughout the year by your SIG-KM!

Instead, each text is designed to support practical application and foster a broader discussion of practice. Through practical application and extended discussion, we will advance theory and research. For this reason, the website for each book will soon have supplementary resources, including sample syllabi and lecture slides for teaching, talking points for management, interviews with authors, and future edits. If you are working with any titles and have resources to contribute, please contact the series editors.



Denise Bedford, Series Editor



Alexeis Garcia-Perez, Series Editor





## Jobs Corner: Wuhan University is Hiring!



WHU Campus, March 2022

Website:

<https://www.asist.org/sig/sigkm/>

Want to be featured in the next newsletter? Contact the Publication Secretary, Darra Hofman, at [darra.hofman@gmail.com](mailto:darra.hofman@gmail.com)

The School of Information Management (SIM) of **Wuhan University** invites applications for the **Outstanding Young Scholar** faculty positions. The available faculty positions are in the areas of Library, Information and Archives Management, Computer Science, Data Science, Management Science and Engineering, Publishing, Communication, Economics and Law. The annual income is no less than US\$110,000. The applicants need to achieve outstanding research results and have the research experience of at least 3 years at a university or college. If the proposal is approved, the applicant will need to work as a full-time professor in the SIM of WHU. See <http://sim.whu.edu.cn/info/1073/11898.htm> for more details

## About Our SIG

Knowledge Management is concerned with all aspects of knowledge within all types of organizations, including knowledge creation, documentation, codification, sharing, and how these activities promote innovation, learning, effectiveness, and profitability. As an activity Knowledge Management encompasses techniques, technology, and organizational change.

Knowledge Management is increasingly becoming a concern for local, state, and national governments, and international organizations seeking to support economic and social welfare in the Information Age. The Special Interest Group for Knowledge Management will facilitate members' exploration of Knowledge Management for practical, educational, and scholarly purposes and will seek to collaborate with other SIGs and other organizations.