Continuous Social Learning in Knowledge Networks

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Innovation agenda:
Bridging the Gap

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http://mature-ip.eu

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Knowledge Maturing Phase Model

- conceptual anchor for the project & multiple boundary objects between research, development and evaluation activities
- framework for analysing company contexts, for interventions, for assessing their effects and for designing support solutions
MATURE Methodology

- agile
- collaborative
- ethnographically-informed
- continuous empirical research
- participatory design
- bridging interpretive & design science research approaches
- using qualitative & quantitative research methods
Study on Knowledge Maturing

Organisations by sector:
- Service: 63.35%
- Industry: 33.33%
- Not assignable: 3.32%

Organisations by size:
- Large: 66.67%
- Medium: 33.33%

Organisations by knowledge/technology-intensity:
- High: 6.35%
- Low: 30.95%
- Not assignable: 62.70%

Job areas of interviewees:
- Human resources: 36
- Business: 26
- Information systems/techn.: 18
- Organisation: 15
- Research: 13
- Knowledge + innovation...: 10
- Not specified: 8

Job positions of interviewees:
- Executive, head: 66%
- Employee: 17%
- Responsible: 8%
- Project manager: 9%
1. Find relevant digital resources
2. Embed information at individual or organisational level
3. Keep up-to-date with organisation-related knowledge
4. Familiarise oneself with new information
5. Reorganise information at individual or organisational level
6. Reflect on and refine work practices or processes

7. Create and co-develop digital resources
8. Share and release digital resources
9. Restrict access and protect digital resources
10. Find people with particular knowledge or expertise
11. Communicate with people
12. Assess, verify and rate information
Knowledge Maturing Stories

- Organisations not inclined to improve KM: knowledge as a tool for power and control; defensive relationships between individuals and departments

- Organisations ambivalent to KM ideas: organisational inertia, contingent approach, constraints of division of labor, strategies and regulatory environments

- Organisations sharing our collaborative KM ideas: driven by innovation management, performance improvement and knowledge management
widgets for consuming, contributing, constructing knowledge in a distributed setting
Demonstrator 4 - Process Perspective

hybrid approach to maturing process knowledge by case tracking, mining and recommendation using a semantic desktop application
Conclusion

- Collaborative, rapid ethnography combining interpretive and design science approaches
- Design artifacts grounded in rich empirical material
- Anchor concepts refined by representative and in-depth studies
- Take-up ensured by designers and developers directly participating in empirical activities
- Proof of concept and evaluation with demonstrators and prototypes involving application and associate partners
- Agile, highly interactive, concurrent conceptual, empirical, design, development and evaluation activities
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