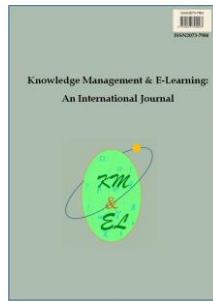# Editorial: Digital, or undigital, that is the question: Shaping the future of knowledge management

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Editorial: Digital, or undigital, that is the question: Shaping the future of knowledge management

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Abstract: The digitalization of knowledge management (KM) processes in organisations has led to significant improvements in organizational efficiency and collaboration. By leveraging technology such as cloud-based platforms and artificial intelligence, organisations can store and access vast amounts of data more easily, allowing employees to quickly find the information they need. Additionally, digitalization has enabled the automation of many KM processes, such as data analysis and information sharing. As a result, organisations can make better use of their knowledge resources and are better prepared to adapt to changing business environments. Overall, digitalization has played a vital role in transforming KM to a more dynamic technology-driven process. This special issue of the Knowledge Management & E-Learning: An International Journal (KM&EL) aims to generate interest in the impact of digitalization on companies' KM processes, inform the broader research community of the significance of this topic, and establish a platform for discussing advancements and critical directions. Our objective is to gather researchers and professionals who are invested in advancing this field of study. Moreover, this represents the starting point for academicians and practitioners to examine ways to enhance the efficiency and effectiveness of KM processes.

Keywords: Technology; Software; Device; Safety; Methods; Approaches; Research

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1. Introduction

Over the past two decades, research on knowledge management (KM) has become increasingly important as organizations strive to compete in today's dynamic global business environment. KM is the process of capturing, distributing, and effectively using knowledge. It involves both organizational and individual level activities and it encompasses knowledge creation, storage, sharing, and execution.

The concept of knowledge has been analysed from various perspectives in literature. For instance, some scholars have defined knowledge as a combination of data, information, and experience (Newell, 1982). Others have studied where knowledge is embedded in an organization, such as in people, systems, and structures (Alavi & Leidner, 2001; Dalkir, 2017). Additionally, some have categorized knowledge into different types, such as tacit and explicit knowledge (Polanyi, 2015; Nonaka, 1994) or core and peripheral knowledge (Holsapple, 2005).

The different conceptualizations of knowledge have led to the emergence of several interesting trends in KM research. For example, many studies have investigated the impact of KM on organizational performance (Centobelli et al., 2019) and the determinants of market knowledge sourcing (Endres et al., 2020). Other researchers have examined the role of heterogeneous knowledge ties in organizations (Maghssudipour et al., 2020) and the role of international joint ventures in managing and exploiting knowledge (Zhang et al., 2018). Additionally, there has been growing interest in the relationship between KM and sustainable innovation (Abbas & Sağsan, 2019).

These research trends have led to a better understanding of the efficient and effective KM processes, as well as the systematic strategies related to knowledge creation, storage, sharing, and execution (Centobelli et al., 2018). This knowledge can help organizations to effectively manage and use their knowledge resources to improve their performance and competitiveness (Centobelli et al., 2016).

Despite the growing interest in KM and the number of papers already published, there is a scarcity of contributions analysing how to revisit the existing theories of KM in light of digitalisation and the different 4.0 enabling technologies within organisations (Centobelli et al., 2018). These technologies are playing a key role in addressing disruptions and achieving organizational resilience. Therefore, papers that examine the digital domain, utilizing original methodologies, or investing empirically specific industries and contexts are included in the issue.

2. Preview of papers

The first paper (Devi et al., 2023), highlighted that the assessment and selection of the most favourable, competent, and trustworthy products is becoming increasingly important for businesses in the current scenario. Industries are implementing diverse technologies to manage corporate knowledge and make complex decisions that involve uncertainty to fulfil the needs of the consumers. The article adopts two approaches for choosing the best product: multi-objective decision making approach using the fuzzy technique and the fuzzy TOPSIS method. A case study was conducted to demonstrate the techniques and the results show that the fuzzy TOPSIS approach provides more accurate information than the fuzzy approach.

The second paper (Akhavan et al., 2023) examined the effects of Medical Tourism and identifies critical success factors for the phenomenon using a multi-case study approach. The Grounded Theory is used to analyse data collected from real case studies of dominant countries. The study provides a comprehensive overview of the effects of Medical Tourism on selected countries and the critical success factors that can be used by countries and their health systems when implementing Medical Tourism. Critical success factors are classified into two categories, namely pull and push factors.

The third paper (Phan, 2023) compared the face-to-face and MOOC learning self-efficacy levels of engineering students in Taiwan and Vietnam. A survey and focus group discussions were conducted with 222 students at two universities, and an independent t-test and regression analysis were used to understand the data. The study found that there were no significant differences in MOOC self-efficacy levels between the students in Taiwan and Vietnam, and that factors such as English proficiency, prior MOOC experience, age, and self-regulation were associated with self-efficacy.

Another paper (Haass et al., 2023) examined the impact of organizational citizenship behaviour on organizational performance and whether employee performance can be utilized as a means of achieving organizational success improving knowledge management. Using quantitative research, data was collected from 285 employees in a knowledge-based organization in Iran and analysed using SPSS software. The findings indicate that organizational citizenship behaviours have a positive impact on organizational performance.

Abbate et al. (2023) conducted a review on the metaverse through bibliometric analysis, highlighting the most significant articles and journals in the field, as well as the most prominent authors, organizations, and countries. Additionally, the paper uses keyword co-occurrence analysis to identify key research clusters and sub-themes, and to provide insight into important areas for future research. Lastly, the paper discusses the potential implications of the metaverse for industry and society.

The last paper (Azizi et al., 2023) investigated how motivational factors can improve employees' intention to share knowledge and ultimately lead to successful

knowledge creation. The study focuses on motivational factors such as socialization, externalization, combination, and internalization. The research uses a quantitative methodology, surveying 405 students from various universities in Iran and applying structural equation modelling to test hypotheses. The findings suggest that motivational factors have a positive impact on knowledge sharing and creation, and act as a mediator between the two.

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