

Role of It in Increasing the Value of Cross-Organizational Knowledge Management

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Abstract

The role of information technology (IT) in increasing the value of cross-organizational knowledge management is significant. IT can provide organizations with a platform to facilitate the exchange of knowledge and resources, which can lead to improved decision making, greater collaboration, increased efficiency, and cost savings. IT can also be used to facilitate the development of systems and processes for capturing, organizing, and sharing information, which can lead to better insights and accelerated learning. Finally, IT can provide organizations with the ability to store and analyze data from multiple sources, allowing for an improved understanding of customer needs and preferences. By leveraging these capabilities, organizations can better manage their knowledge and ensure its maximum value for the organization.

Keywords

information technology (IT), leveraging IT Infrastructure, secure communication, spot patterns.

INTRODUCTION

Information technology (IT) can play a critical role in increasing the value of cross-organizational knowledge management. By leveraging the right technology, organizations can capture, store, and share knowledge more efficiently. IT can also help to facilitate collaboration, which is key to successful knowledge management. Additionally, technology can help to identify and analyze trends, making it easier for organizations to spot patterns and gain insights from their data. Finally, IT helps to ensure the security and integrity of knowledge, so that it can be accessed and used in a secure manner. By utilizing the right technology, organizations can maximize the value of their cross-organizational knowledge management initiatives.

The role of Information Technology (IT) in cross-organizational knowledge management is essential in increasing the value of knowledge sharing across organizations. IT can facilitate the sharing of knowledge resources and enable organizations to better manage and utilize knowledge assets. IT can also provide the necessary infrastructure to support knowledge management efforts, such as data storage, data analysis, and communication tools. Through these tools, organizations can ensure that the knowledge they possess is stored in a secure and organized manner, is easily accessible, and can be shared with other organizations quickly and efficiently.

Additionally, IT provides an array of tools to facilitate collaboration, such as social media platforms, webinars, and video conferencing. By leveraging these tools, organizations can increase the value of their knowledge assets by allowing for greater collaboration and communication between members. Finally, IT can also provide organizations with automated workflow processes to help streamline knowledge sharing across organizations. By automating the knowledge

management process, organizations can reduce the amount of time and resources spent on knowledge management tasks, which can help to increase the value of the knowledge assets.

ROLE OF IT IN CROSS-ORGANIZATIONAL KNOWLEDGE MANAGEMENT

Leveraging IT Infrastructure

IT can play a key role in increasing the value of cross-organizational knowledge management by leveraging its infrastructure. IT can provide the necessary infrastructure to enable the sharing of information and knowledge across organizations [25]. This includes hardware and software systems that facilitate secure communication, access to data and knowledge, the ability to store and manage large amounts of data, and the ability to analyze and interpret data in meaningful ways. IT can also provide the tools and systems that enable organizations to collaborate and share knowledge, such as secure document sharing, collaboration portals, and task management tools [6]. Additionally, IT can provide the necessary governance structures and policies to ensure data is managed and shared appropriately. Finally, IT can provide the necessary training and support for users to effectively use the tools and systems to manage, share, and utilize cross-organizational knowledge.

IT has a significant role to play in increasing the value of cross-organizational knowledge management. IT infrastructure enables organizations to create and store knowledge, facilitate collaboration and communication, and access and share knowledge across organizational boundaries.

For example, enterprise content management systems can be used to store and organize knowledge across the different departments and organizations [26]. Cloud computing platforms can be utilized to facilitate remote collaboration

and communication, while software tools can be used to facilitate the sharing of knowledge by providing a centralized repository and access to knowledge.

Figure

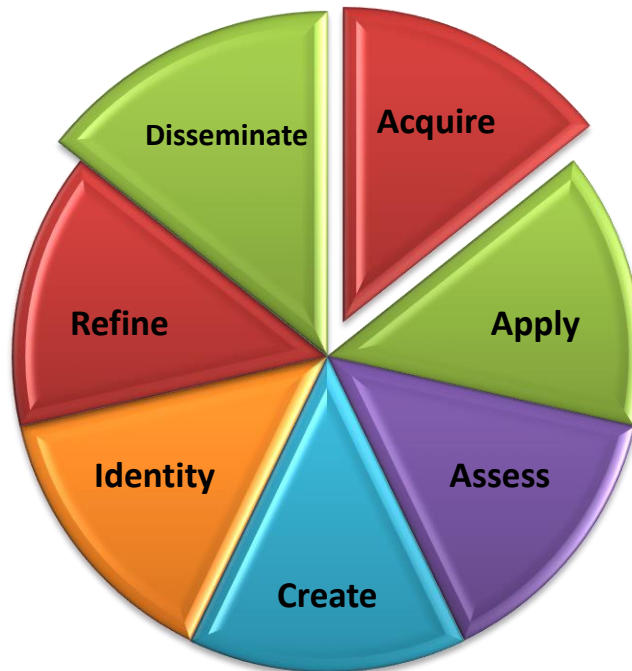


Figure 1: Processing of the automate the search and retrieval of knowledge
(Source: Made by the author)

In addition, artificial intelligence and machine learning technologies can be used to automate the search and retrieval of knowledge, making it easier and faster to access the right information and knowledge. This can help organizations to more quickly and efficiently identify and access the knowledge they need and make better decisions.

Finally, IT can be used to develop interactive systems to facilitate knowledge sharing and collaboration. For example, web-based portals can be developed to provide a centralized platform for accessing and sharing knowledge, as well as for discussing ideas and topics. This can help to foster collaboration and innovation across organizational boundaries.

IT plays an important role in increasing the value of cross-organizational knowledge management by leveraging its infrastructure. IT can help organizations to create cross-organizational knowledge management systems which enable sharing of information and knowledge across departments, teams, and organizations [30]. IT can also help to create a centralized system for storing knowledge and making it easily accessible to the employees. It can provide tools for collaboration, communication, and analytics to make knowledge management more effective. Additionally, IT can help to reduce the cost of managing knowledge and ensure that the data is secure and protected.

IT plays a key role in increasing the value of cross-organizational knowledge management. IT infrastructure can be used to facilitate knowledge sharing and

collaboration between different departments and organizations. By deploying tools such as enterprise search, document management systems, and collaborative environments, organizations can facilitate the sharing and leveraging of knowledge across organizational boundaries [7]. Additionally, IT can help organizations to better organize, store, and access knowledge by implementing databases and other data management tools. Furthermore, by leveraging the latest tools, such as cloud-based solutions and artificial intelligence (AI), organizations can facilitate more effective knowledge sharing and collaboration. Finally, IT can help organizations to measure the impact of their knowledge management initiatives [29]. By tracking the usage of knowledge resources, organizations can gain insights into how their knowledge management initiatives are impacting their overall performance.

Developing Systems for Collecting and Storing Knowledge

IT plays an important role in increasing the value of cross-organizational knowledge management by providing systems for collecting and storing knowledge. These systems can allow organizations to collect, store, and share data and information across departments, teams, and even external stakeholders. By enabling the easy transfer and sharing of knowledge, IT can help to create more efficient and effective workflows, allowing organizations to make more informed decisions and increase their overall value [28]. Additionally,

IT can provide tools to analyse and evaluate collected knowledge, allowing organizations to better understand the knowledge they possess and how it can be used to develop new strategies and solutions. Finally, IT can be used to create a secure and reliable environment for storing knowledge, ensuring that the data and information remains secure and is free from tampering or corruption.

IT has an important role to play in increasing the value of cross-organizational knowledge management [9]. IT can help by developing systems for collecting and storing knowledge that is collected from different departments, teams and other organizations. These systems should be designed to properly store and manage the knowledge in a way that it can be easily accessed and retrieved by the right people. This will help organizations to leverage the knowledge that they have collected and use it effectively. In addition, these systems should be scalable and flexible so that they can be adapted to the changing needs of the organization. Furthermore, IT can also help by creating tools that enable users to analyze and visualize the data collected from different sources [21]. This can help organizations to gain new insights and understand the trends in the knowledge that they have collected. Finally, IT can also help by automating and streamlining the process of capturing and sharing knowledge across the organization. Automation will help to reduce the time and effort required to manage the knowledge, making it easier for organizations to maximize the value of their knowledge.

IT plays an important role in increasing the value of cross-organizational knowledge management by developing systems for collecting and storing knowledge. These systems facilitate the sharing of knowledge across organizational

boundaries, enabling users to access and use the data they need quickly and easily. Additionally, IT can be used to develop tools that allow users to collaborate on projects and share knowledge in real-time [8]. These tools can help to reduce the time required to generate new insights and to provide an environment where users can easily access and share ideas. Finally, IT can also be used to develop data analysis and visualization tools that can help users to better understand and draw insights from the data that they have collected.

IMPLEMENTING DATA STORAGE SOLUTIONS

IT plays a key role in increasing the value of cross-organizational knowledge management by providing data storage solutions [24]. Data storage solutions allow organizations to store and manage large amounts of data in a secure and organized manner while allowing for quick access to the data when needed. This makes it easier for organizations to share and access data across various departments and locations, enabling better knowledge management. Furthermore, data storage solutions allow organizations to leverage the data to gain insights and make better decisions. By leveraging advanced analytics and machine learning algorithms, organizations can identify patterns and trends in their data to gain valuable insights that can help them make better decisions. Finally, data storage solutions can also help organizations protect their data from malicious actors and ensure that only authorized personnel can access the data.

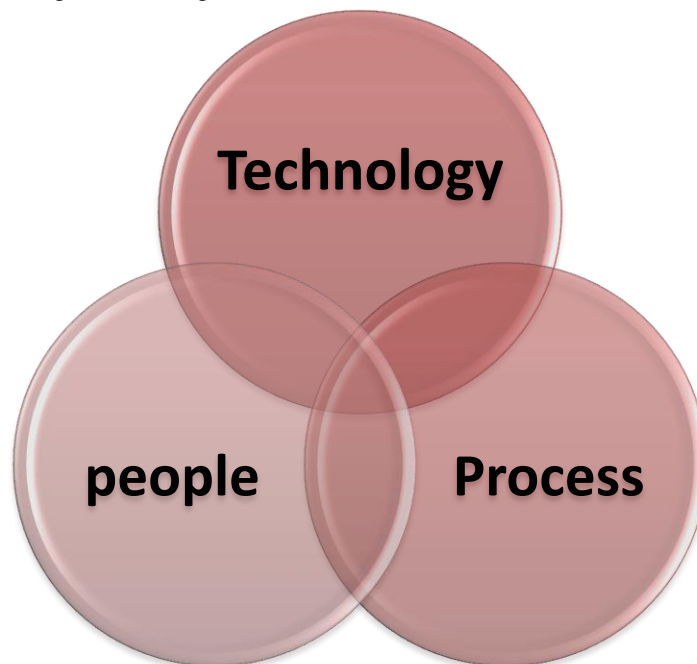


Figure 2: Features of the data storage solutions

(Source: Made by the author)

IT plays an important role in increasing the value of cross-organizational knowledge management. IT solutions

such as data storage, data analysis, and cloud computing can help organizations gather, store, and analyze data from

multiple departments and sources. This data can be used to identify patterns and trends that can help organizations make better decisions, improve processes, and optimize operations [26]. IT solutions can also help organizations share documents and organize information in a secure and systematic way, enabling employees to access and share important knowledge across departments and organizations. Additionally, IT solutions can be used to create visualizations of data, which can help to easily identify relationships between different pieces of data and to better understand the data [25]. Finally, IT solutions can help organizations track progress and identify areas of improvement, helping to ensure that organizations remain competitive in the marketplace.

The role of IT in increasing the value of cross-organizational knowledge management is to provide efficient and secure data storage solutions. This can be done through the implementation of cloud computing, which allows for easy access to data from different locations [10]. Additionally, IT can provide secure access to data, which ensures that unauthorized users cannot access sensitive information. Furthermore, IT can also provide tools for managing, organizing, and sharing knowledge, such as document management systems, knowledge bases, and portals. Finally, IT can also provide data analytics tools to help organizations better understand their data and make informed decisions.

IT plays an important role in increasing the value of cross-organizational knowledge management. IT can help to

create a centralized data storage solution for all of the knowledge to be stored in one place. This allows for easier access and retrieval of information, which can be a great benefit for organizations. Additionally, IT can enable the integration of different systems so that information can be shared across departments and organizations [22]. This can help to eliminate barriers to knowledge sharing and increase the efficiency of knowledge management processes. Finally, IT can provide tools to help manage and organize the knowledge, such as data classification, tagging, and search capabilities. This can make it easier to find the information that is needed in a timely manner.

ESTABLISHING SECURITY PROTOCOLS

Information technology (IT) plays an important role in increasing the value of cross-organizational knowledge management. IT can be used to ensure secure access to the knowledge management system, protect the systems from malicious threats and create a secure data exchange platform for sharing information. IT can also help with the organization of knowledge and making sure that the right data is available when needed [23]. IT can also be used to develop systems that facilitate collaboration and the sharing of ideas among different teams. Finally, IT can be used to store and analyze collected data, allowing for greater insight into the knowledge management system and helping to identify strengths and weaknesses.

| PHASE OF KM | INFORMATION TECHNOLOGIES AND TOOLS | |
|--|--|-----------------------|
| Capture and Store | Electronic Document Management System (EDMS) Database Management System (DBMS) | Internet and Intranet |
| Search and Retrieve | Information Retrieval | |
| Send critical information to individuals or groups | Push/agent, e-mail | |
| Structure and Navigate | Classification, World Wide Web/HTML | |
| Share and Collaborate | Workflow, Groupware, e-learning, Virtual Communities | |
| Synthesize | Data mining, Business Intelligence | |
| Profile and Personalize | Agents, Portal | |
| Solve or Recommend | Case-based reasoning, Rule-based systems | |

Table 1: Different types of Information technology and tools
(Source: Yu, Bin, et al. 2021 [5])

IT can play a pivotal role in increasing the value of cross-organizational knowledge management by establishing security protocols to ensure that sensitive information is not exposed to unauthorized individuals or organizations [5]. IT can also facilitate the flow of knowledge between different organizations by implementing collaborative tools such as document management systems, virtual workspaces, and enterprise social media platforms. Additionally, IT can create a platform for the exchange of ideas and insights, as well as the sharing of best practices, by providing access to high-value industry resources, such as specialized databases, e-journals, and webinars. Finally, IT can provide support for the evaluation and analysis of data in order to identify trends and patterns, as well as to improve decision-making processes.

IT plays an important role in increasing the value of cross-organizational knowledge management by establishing security protocols to protect the data within the organization. IT can also develop systems that enable information sharing within and across departments, allowing all stakeholders access to the same data [19]. Furthermore, IT can create an efficient workflow to facilitate the transfer of information, allowing for easier and faster access to the data. Additionally, IT can build analytics tools to track the performance of the knowledge management system, allowing for greater visibility and understanding of the data and how it is being used. Finally, IT can provide automated solutions, such as Artificial Intelligence and Machine Learning, to help automate the management of knowledge and help optimize the use of the data.

IT plays a critical role in increasing the value of cross-organizational knowledge management by establishing security protocols and systems to ensure the integrity of the data and information that is shared across organizations [4]. This includes setting up encryption and authentication systems to protect the data from unauthorized access, as well as establishing access control protocols to ensure that only authorized personnel are able to access the information. IT can also develop systems to help organize, store, and share the data in an efficient manner. Finally, IT can create processes and tools to facilitate collaboration and communication between organizations, allowing them to quickly and easily access the knowledge they need.

FACILITATING KNOWLEDGE SHARING

IT has a crucial role to play in knowledge management, as IT systems can be used to manage, store, and share knowledge across organizations. IT systems provide a centralized platform for knowledge sharing and make it easier for employees to access and contribute to the knowledge base [22]. Additionally, IT systems can be used to create data-driven dashboards, which can help in analyzing and tracking the performance of knowledge management initiatives. IT can also be used to create automated knowledge sharing systems and facilitate collaboration between different teams. Finally, IT can provide the

necessary security and privacy measures to ensure that knowledge is only shared with the right people.

IT plays an important role in cross-organizational knowledge management by facilitating knowledge sharing. IT can enable employees and other stakeholders to share knowledge quickly and securely, thereby increasing the value of cross-organizational knowledge management. IT can also provide a platform for creating and organizing knowledge repositories, thereby making it easier to access and use the knowledge [19]. IT can also help to create a culture of knowledge sharing, which can increase collaboration and the sharing of best practices across organizations. In addition, IT can help to build trust and increase efficiency by providing secure platforms for knowledge sharing. Finally, IT can help to ensure that knowledge is not lost or forgotten, as it can store knowledge in a centralized repository.

| Functionality | Technology |
|--------------------------|---|
| Communication | Email, Video conferencing |
| Coordination | Scheduling software |
| Group Processing support | Groupware |
| Browsing | Database management information Retrieval GUI, Web Browser, Presentation software |

Table 2: Different functions of the technology
(Source: made by the author)

IT can play a major role in increasing the value of cross-organizational knowledge management by facilitating knowledge sharing. IT can provide the tools and infrastructure required to store and share knowledge across organizations, as well as enables collaboration between teams [2]. IT can also be used to create and manage knowledge repositories, allowing knowledge to be organized, tracked, and accessed easily. Additionally, IT can help to automate processes and enable the monitoring of knowledge activities, allowing organizations to measure and evaluate the effectiveness of their knowledge management efforts. Finally, IT can provide analytics capabilities to help organizations better understand and leverage their organizational knowledge.

ESTABLISHING COLLABORATION PLATFORMS

The use of technology can help organizations create collaboration platforms that make it easy to share knowledge across the organization. These platforms can help to ensure that information is being shared in a secure and consistent manner [17]. They can also be used to facilitate conversations and discussions between people from different departments and functions. This can help to ensure that people are able to connect and build relationships even when they may be located in different parts of the world.

Data Mining and Analysis

IT can also be used to facilitate the collection and analysis of data that can be used to improve knowledge management processes [18]. For example, data mining techniques can be

used to identify patterns and trends in the data that can be used to inform decisions about how to best share information. Data analysis can also be used to identify areas where additional knowledge sharing is needed so that resources can be allocated appropriately.

Intelligent Knowledge Management Solutions

By leveraging AI and machine learning technologies, organizations can create intelligent knowledge management solutions that can automatically identify and suggest relevant knowledge to users [3]. This can help to ensure that the right information is being shared with the right people at the right time. In addition, these solutions can also be used to create automated workflows that can help to streamline the process of knowledge sharing.

UTILIZING SOCIAL MEDIA

Information Technology (IT) can play a significant role in increasing the value of cross-organizational knowledge management through the implementation of social media tools. Social media tools can be used to capture and store knowledge from within and outside of the organization [16]. This type of knowledge is often highly valuable for organizations to understand, and can help them to make better decisions and increase their competitive advantage.

Social media tools can also be used to facilitate communication and collaboration between organizational members, which can help to improve the efficiency and effectiveness of knowledge sharing [14]. Additionally, IT can provide access to various sources of external knowledge, such as industry forums, news outlets and research databases, which can help to keep organizations up to date with the latest trends and developments.

Finally, IT can help to ensure that the knowledge management processes are properly implemented and

monitored [1]. This can include the creation of dashboards and reports that monitor the progress of knowledge sharing initiatives, as well as tracking the impact of acquired knowledge on the organization. This can help to ensure that the organization is maximizing the value of its knowledge management efforts.

Information technology (IT) can play an important role in increasing the value of cross-organizational knowledge management. IT can help facilitate knowledge sharing and collaboration across organizational boundaries, allowing organizations to more easily access and utilize the expertise of external partners. IT can also enable organizations to create a unified knowledge infrastructure, which will improve the efficiency of knowledge management processes [15]. Additionally, IT can help organizations gain access to new sources of knowledge, such as social media, which can provide valuable insights into customer needs and trends. Finally, IT can improve the security and privacy of knowledge management processes, allowing organizations to protect sensitive information and ensure that only authorized individuals have access to critical data.

CREATING KNOWLEDGE REPOSITORIES

Information technology (IT) plays a critical role in increasing the value of cross-organizational knowledge management. IT enables the creation of knowledge repositories and tools for storing, sharing, and analyzing information. It also provides the ability to quickly access and update knowledge, as well as to connect people from different organizations [11]. IT also enables the automation of processes, which can help reduce costs and improve efficiency. Additionally, IT can help to facilitate collaboration and communication between organizations, allowing for the exchange of ideas and knowledge. Finally, IT can help to ensure the security of sensitive information and protect against data breaches.



Figure 3: Design of an effective Cross Training Programme
(Source: Madani et al. 2019 [12])

Information Technology (IT) can play a major role in increasing the value of cross-organizational knowledge management. IT can be used to create a knowledge repository that can easily be accessed by all stakeholders. This repository can include documents, videos, images, and other types of media that can be used to store and share knowledge. Furthermore, IT can be used to create searchable databases that make it easier to find the relevant information quickly [12]. IT also allows for the creation of communication channels, such as discussion forums, that can be used to collaborate and exchange ideas. Additionally, IT can be used to automate processes, such as data collection, analysis, and reporting, that can help organizations better understand their knowledge and how it can be used to improve decision-making. Finally, IT can be used to create tools, such as artificial intelligence and machine learning, that can help organizations better manage their knowledge and increase its value.

The role of IT in increasing the value of cross-organizational knowledge management is to provide the necessary tools and infrastructure to manage the data and content that is shared between organizations [14]. This includes creating knowledge repositories, where information can be stored and accessed by all stakeholders, as well as providing the tools and technology to facilitate communication, collaboration, and sharing of knowledge. IT can also provide tools that allow for the analysis and interpretation of data and content, as well as providing the necessary analytics to track and measure the success of knowledge management initiatives [13]. Finally, IT can assist in deploying automated solutions that can help streamline knowledge management processes, making it easier and more efficient for organizations to capture and share knowledge.

CONCLUSION

IT plays an important role in increasing the value of cross-organizational knowledge management. IT tools and technologies can help organizations store, manage and access knowledge more efficiently. They can facilitate collaboration between departments and provide employees with easy access to the knowledge they need. IT can also provide analytics and insights to help organizations make better decisions and improve their performance. By leveraging IT, organizations can create a more efficient and effective knowledge management system that can add significant value to their operations.

IT plays a key role in increasing the value of cross-organizational knowledge management by providing the necessary tools and systems to support collaboration, sharing, and storage of knowledge across organizations. IT allows organizations to access and share information and resources in a secure and efficient manner, and to facilitate better communication between employees, partners, and customers. IT can also help organizations manage and store their knowledge assets, as well as develop and implement

system-wide processes for knowledge management. Moreover, IT can provide a platform for employees to access and share knowledge, and for organizations to develop and maintain an effective knowledge management system. Finally, IT can help organizations to create a culture of knowledge sharing and collaboration among employees, partners, and customers. Therefore, IT plays a critical role in increasing the value of cross-organizational knowledge management.

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