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PAPER ID: 157 Designing instruction for Knowledge Management Processes using a wiki

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ABSTRACT: In the digital age when there is unlimited information on the internet, knowledge management (KM) is important for management and generation of new knowledge. However, KM is not normally in learning institutions. There are few studies incorporating KM processes in learning, and with ICT tools. There is a need to determine suitable design for tasks to promote KM processes among graduates. In this study, a task was assigned for students to plan the use of an ICT tool in the field of teaching and display it on a wiki for their peers’ comments. The task was shown to be beneficial as new knowledge was created. The results indicated that KM processes had occurred. This study is significant as developing KM skills for generation of knowledge, innovation and creativity is required in learning institutions and at the workplace to create k-workers for the future.

1 INTRODUCTION

1.1 Knowledge management

In this digital age, the internet is invaluable for communication and sharing of information (Martin & Madigan, 2006). The unlimited information available requires new skills in order to manage the knowledge to be developed among the knowledge workers of the 21st century (Martin 2006). Knowledge workers with expertise in solving problems are highly in demand and add value to existing content by creating new knowledge through social interactions in communities of practice (Ronen & Pascher, 2011). The original purpose of KM is to realise the value of knowledge and to create new wealth for the community (Chen & Xu, 2010).

On the other hand, KM is not taught formally in schools and in universities (Cranfield & Taylor, 2008; Biasutti & El-Deghaidy, 2012). Some organizations focus on instruction for information literacy, which is the acquisition, evaluation and the use of information to address issues and problems (Martin, 2006). However, there seems to be a lack of emphasis on the creation of knowledge, one of the value processes in KM.

ICT tools and applications can enable KM processes. Search engines and other data mining tools are used for the discovery of knowledge and to capture content, while word processors, web pages and blogs can be used for content creation (Dalkir, 2011). Knowledge is shared through emails, group forums, social media and collaborative writing (Dalkir, 2011).

1.2 Wikis for knowledge management

Studies have shown that wikis can be utilized for collaboration in problem-solving activities where new knowledge to be generated (Zaheer, Damalia, Lamon, Messina & Reeve, 2007; Fleta & Pérez-Sabater, 2011). The interacting collaboration on online platforms for the generation of knowledge (Jyothi, McKeating, 2012; Zydnek, deNoyelles & Sen, 2012).

KM processes for the transform knowledge are knowledge acquisition, internalisation, knowledge creation, knowledge, and knowledge application for (Kappes & Thomas 1993). In collaborative tasks, learners need to acquire and knowledge before the new knowledge is be published online (Biasutti & El-Deghaidy, 2012). As knowledge is selected and linked to the mental schema for internalization, and discussions and interactions in the community, it transforms into a collective knowledge new context (Kappes & Thomas, 1993). In this way, higher level cognitive skills are developed the KM processes (Biasutti & El-Deghaidy, 2012; Kappes & Thomas, 1993).
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