## Contents

### Big Data and Knowledge Management

<table>
<thead>
<tr>
<th>Title</th>
<th>Authors</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genetic Algorithms and Game Theory for Airport Departure Decision: GeDMAN and CoDMAN</td>
<td>Deborah Mendes Ferreira, Lucas Pessoa Rosa, Vitor Filincowsky Ribeiro, Flávio de Barros Vidal, and Li Weigang</td>
<td>3</td>
</tr>
<tr>
<td>Big Data in Land Records Management in Kenya: A Fit and Viability Analysis</td>
<td>Tom Kwanya</td>
<td>15</td>
</tr>
<tr>
<td>Big Data Analytics: A Threat or an Opportunity for Knowledge Management?</td>
<td>Lesley Crane and Richard J. Self</td>
<td>25</td>
</tr>
<tr>
<td>Open Data and Big Data: A Perspective from Colombia</td>
<td>Luz Andrea Rodríguez Rojas, Giovanny Mauricio Tarazona Bermúdez, and Juan Manuel Cueva Lovelle</td>
<td>35</td>
</tr>
</tbody>
</table>

### Knowledge Management Practice and Case Studies

<table>
<thead>
<tr>
<th>Title</th>
<th>Authors</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers’ Interactions and Their Effect on Productivity: A Case Study on a Product-Design Organization</td>
<td>Norihiko Moriwaki and Dai Senoo</td>
<td>45</td>
</tr>
<tr>
<td>Identification of Motivational Factors Influencing the Return of Researchers Focusing on the Slovak Environment</td>
<td>Veronika Šramová, Anna Závodská, and Viliam Lendel</td>
<td>56</td>
</tr>
<tr>
<td>Developing Start-up Ecosystem in Small Cities: Case of Žilina and Leipzig City</td>
<td>Anna Závodská, Veronika Šramová, Andrej Rybovič, and Michal Jirásek</td>
<td>67</td>
</tr>
<tr>
<td>Knowledge Management Model as a Factor of Educative Quality: Towards an Excellence Model</td>
<td>Víctor Hugo Medina García, José A. Gil Malagón, and Darío Liberon</td>
<td>78</td>
</tr>
<tr>
<td>Antecedents of Empowerment and Commitment to Service Quality in the Chinese Hotel Industry</td>
<td>Eric Kin Wai Lau</td>
<td>90</td>
</tr>
</tbody>
</table>
Developing Data Analytics to Improve Services in a Mechanical Engineering Company .......................................................... 99
Anne-Maria Aho and Lorna Uden

Predicting Grades Based on Students’ Online Course Activities ........ 108
Aleš Černezel, Sašo Karakatić, Boštjan Brumen, and Vili Podgorelec

What Government Subsidiary Projects Can Learn from Each Other:
The Case of SBIR and SIIR in Taiwan ........................................... 118
Yu-Hui Tao

E-HR Adoption in Taiwan: An Exploration of Potential Multilevel Antecedents and Consequences. ............................... 126
C. Rosa Yeh

The Influence of Theory-Practice Gap on Knowledge Transfer at the Point of Clinical Placement ................................. 136
Rabiah Abdul Wahab, Nurol ‘Ain Mustapha, Nor Azairiah Fatimah Othman, and Rashidah Shahruddin

Information Technology and Knowledge Management

Knowledge Management Tools and Their Role in Doctoral Studies .... 145
Anna Závodská, Veronika Šramová, Katarína Púčková, and Lenka Kocifajová

A Multiple Domain Analysis and Systems Modelling
Intelligence Architecture ................................................................. 157
Kim Mallalieu, Craig J. Ramlal, and Musti K.S. Sastry

Increasing User Engagement Using Innovative Poll First Content Delivery Method. ......................................................... 167
Aravind Kumaresan

Information Privacy Concerns in Electronic Medical Records: A Preliminary Investigation ................................................. 177
Fiza Abdul Rahim, Zuraini Ismail, and Ganthan Narayana Samy

Knowledge Management Systems – The End of the Road?: Position Paper ................................................................. 186
Sanath Sukumaran and Kanchana Chandran

A Semantic Web Approach for Visualization-Based News Analytics .... 195
Maarten Jongmans, Viorel Milea, and Flavius Frasincar

Exploring Affecting Factors on Green IT Adoption. ........................ 205
Houn-Gee Chen and Jamie Chang
Knowledge Management and Social Networks

Crowdsourcing in a Project Lifecycle .................................................. 221
  Ari Sivula and Jussi Kantola

Identifying the Knowledge Needs of Japanese Engineers. ................. 233
  Rémy Magnier-Watanabe and Caroline Benton

Towards a Knowledge Transfer 2.0 Process with an Impact on a Companies
  Lillyana María Giraldo, Luis Joyanes, and Marta S. Tabares

of Social Business. ............................................................... 243

Mixed Method for New Scholars with Intrusive, Emerging
  Ibrahim Shafiu, William Yu Chung Wang, and Harminder Singh

and Complex Socio-Technical Topics ........................................... 255

Mobile Learning Platforms to Assist Individual Knowledge Management . . 267
  Jean-Eric Pelet and Lorna Uden

Knowledge Management in Organizations

Laboratory Information Management Systems –
  Challenges of Implementation .................................................. 281
  Hilary Berger

Identifying the Images of Desirable Middle Managers: Persona Design
  Yasuhiro Sasaki, Masaaki Kunigami, Atushi Yoshikawa, and Takao Terano

Method for Evaluating Business Competencies ................................ 288

Knowledge Management, Innovation and Efficiency of Service Enterprises
  Flor Nancy Díaz Piraquive, Víctor Hugo Medina García,
  Rubén González Crespo, and Darío Liberona

Through ICTs Appropriation and Usage .......................................... 300

E-portfolio Development Through Activity Theory in Action Research..... 311
  Wardah Zainal Abidin, Lorna Uden, and Rose Alinda Alias

Integration Between IT Governance and Balanced Scorecard ............... 321
  Jose Ignacio Rodríguez Molano, Jenny Alexandra Triana Casallas,
  and Jose Ignacio Palacios Osma

How can Company Improve Financial Performance by Learning
  Sanetake Nagayoshi

from Failure?: Short Paper .................................................... 333

Analysing the Relationship Between Components of Knowledge Orientation
  Teresita Arenas and Paul Griffiths

Strategy in Chilean Enterprises ................................................... 337
Knowledge Transfer, Sharing and Creation

Apollo-An Interoperable Multi-domain Ontology Engineering and Scientific Workflow Environment Using WSMO ........................................ 349
Craig J. Ramlal and Musti K.S. Sastry

Why Co-creation of Value May Not Work? ........................................ 362
Marja Naaranoja and Lorna Uden

Detecting Zero-Day Attacks Using Contextual Relations .................... 373
Ahmed Aleroud and George Karabatis

Consumer Priorities in Online Shopping ........................................... 386
Takashi Okamoto

Understanding Relationship Between Security Culture and Knowledge Management: Short Paper ...................................................... 397
Noor Hafizah Hassan, Zuraini Ismail, and Nurazear Maarop

Knowledge Creation Process as Communication – Connecting SECI and Activity Theory via Cascading Modes of Communication .......... 403
Paul Horng-Jyh Wu and Lorna Uden

Author Index ........................................................................... 413
Knowledge Management in Organizations
9th International Conference, KMO 2014, Santiago, Chile,
September 2–5, 2014, Proceedings
Uden, L.; Fuenzaliza Oshee, D.; Ting, I.-H.; Liberon, D.
(Eds.)
2014, XII, 414 p. 87 illus., Softcover
ISBN: 978-3-319-08617-0