Knowledge Futures: AI, Technology, and the New Business Paradigm

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**IFKAD 2025
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NAPLES, ITALY**

CALL FOR ABSTRACTS – IFKAD 2025

Special Track n.: 27

Thematic Area: KM, AI and Organization Behavior and Processes

Digital Transformation, Knowledge Management and Workplace Learning

Description

As organizations evolve through digitalization, the need to integrate knowledge management with emerging technologies has never been more critical *(Nonaka & Takeuchi, 1995)*. This Special Track will focus on the intersection of digital transformation, knowledge sharing, and workplace learning in organizations. Drawing on experiences from organizations navigating the integration of emerging technologies into knowledge management practices and workplace learning, we aim to explore the implications of digital tools on operational efficiency, employee engagement, learning, and overall business performance *(Bharadwaj et al., 2013)*. This Special Track aims to identify challenges and opportunities in integrating emerging technologies as e.g. AI into knowledge management practices and workplace learning, to fostering a collaborative and learning culture in organizations.

This special track will provide a platform for researchers, practitioners, and organizational experts to engage in meaningful dialogue about the future of organizations in a digital age with a specific focus on KM and workplace learning. By focusing on the integration of knowledge management, workplace learning, and technology, we can shape innovative business models that are not only efficient but also sustainable and ethically sound. We invite contributions that resonate with these themes and aim to redefine the landscape of knowledge, workplace learning, and technology in organizations.

In the journey towards digitalization, organizations often encounter significant barriers that impede progress. These obstacles can include entrenched resistance to change from employees who may feel threatened by new technologies or processes. Additionally, economic conditions can play a critical role in shaping investment decisions, often limiting the resources available for digital initiatives. Understanding these challenges is crucial for organizations aiming to transition effectively into a digital future. By identifying specific areas of resistance and analyzing the broader economic landscape, organizations can uncover opportunities for targeted interventions and strategic investments that facilitate smoother digital transformations. Kane et al. (2015) highlight the importance of recognizing these barriers and suggest that organizations should adopt a proactive approach to knowledge and workplace learning. This is to address the barriers, thereby leveraging opportunities for growth and innovation.

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The integration of AI-driven tools into traditional knowledge management practices presents a unique opportunity for organizations to enhance their operational capabilities. AI technologies can automate routine tasks, analyze vast amounts of data, and provide insights that were previously difficult to obtain. However, it is essential that these tools complement human expertise rather than replace it. Chui et al. (2016) discuss the potential of AI to augment human decision-making, while Ransbotham et al. (2017) explore how organizations can leverage AI to improve knowledge sharing, collaboration and workplace learning. By focusing on the synergy between AI and human knowledge, organizations can create systems that leverage both technological advancements and the invaluable experience of their workforce. This collaborative approach not only improves efficiency but also fosters an environment where employees feel valued and engaged in the knowledge-sharing process. Creating a collaborative and learning culture is vital for the successful adoption of digital tools and processes at workplaces. Organizations must actively address resistance to digital transformation by engaging employees in discussions about the benefits and potential of new technologies. Strategies to foster a collaborative environment include encouraging open communication, promoting cross-functional teamwork, and providing training that emphasizes the value of knowledge sharing and workplace learning. Edmondson (2018) highlights the importance of psychological safety in fostering collaboration, suggesting that when employees feel safe to share their ideas and concerns, they are more likely to engage fully in the digital transformation process. By cultivating a culture of collaboration, organizations can enhance workplace learning opportunities and stimulate innovations. When employees feel supported in their roles and see the positive impact of their contributions, they are more likely to embrace digital tools and work together towards common goals.

During the session we would like contributors answering the questions as follows, but are not limited to:

- How can KM enhance workplace learning?
- How can KM stimulate/foster a collaborative and learning culture?
- What are the reasons behind slow adoption rates for digitalization within organizations, and how can these challenges be overcome?
- What best practices exist for creating visual data representations that are neither overwhelming nor too simplistic, while focusing on actionable insights?
- How can AI technologies be utilized to automate processes and enhance decision-making through predictive analytics within organizations?
- What strategies can be employed to engage employees in the digital transformation process, address fears about job displacement, and emphasize the benefits of automation?
- How can systems be created to facilitate easy sharing of best practices, workplace learning, and improvement suggestions across individuals, groups, departments, and organizations?
- What ethical implications arise from the use of AI and digital tools in the workplace, particularly concerning transparency and fairness in decision-making processes?

Keywords

Digital transformation, organizations, workplace learning, knowledge management, AI, technology

Organizers

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Special Track details published on IFKAD website ››

Guidelines

Researchers wishing to contribute are invited to submit an **EXTENDED ABSTRACT** (in editable format) of **min 500 and max 1000 words** not later than **31 JANUARY 2025**, using the submission procedure available on the website. The abstract should address theoretical background, research objective, methodology, and results in terms of expected contribution to Knowledge Management theory and practice. Authors are required to follow the guidelines for both extended abstracts as well as full papers available on IFKAD site: www.ifkad.org

Important dates

31 January 2025	*Extended Abstract submission deadline*
24 February 2025	*Acceptance notification to authors*
20 April 2025	*Early-Bird registration cut off*
02 May 2025	*Full paper submission deadline*
31 May 2025	*Registration deadline*
2-4 July 2025	*Conference sessions*

For further information

For any information related to the event, please see the event website at www.ifkad.org or contact the conference manager at info@ifkad.org