1. **PROJECT DETAILS**

1.1 **Project reference no.:** 2009-1-2

1.2 **Project title:** The International Conference on Knowledge Management

1.3 **Applicant:** Centre for Information Technology in Education (CITE), Faculty of Education, The University of Hong Kong

1.4 **Collaborating organization:** Knowledge Management Development Centre (KMDC)

1.5 **Implementation organization:** Centre for Information Technology in Education, Faculty of Education, The University of Hong Kong

1.6 **Project coordinator:** Dr Samuel K.W. Chu, Assistant Professor, Faculty of Education, The University of Hong Kong

1.7 **PSDAS funds (HK$) approved:** $159,000  
**ICKM 2009 Fund (HK$) approved:** $161,000

2. **SUMMARY OF PROJECT PROPOSAL**

The project aims:
(1) To promote best practices from around the world showcasing how Knowledge Management (KM) help improve performance;  
(2) To share findings in the area of KM;  
(3) To engage in an Asian focused KM research to benefit practitioners in the KM field.

Deliverables of the project include 2 elements: (1) a 2-day conference on KM (ICKM 2009) and (2) a cross-cultural research on KM

Target professional service sectors: practitioners in KM field worldwide, either in academy, business and nonprofit organizations. The Asian focused KM research will benefit KM practitioners, especially those in Hong Kong and mainland China through informative research findings.
### 3. Dissemination of project results

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<th>(A) Agreed methodology</th>
<th>(B) Actual methodology employed</th>
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<td><strong>(a)</strong> All of the conference papers, PowerPoint presentation files, videos of keynote speeches, and other reports generated from the conference will be made available online to all for a period of at least one year.</td>
<td>Due to the intellectual property issue, only handouts and PowerPoint presentation files were put onto conference website <a href="http://ickm2009.pbworks.com">http://ickm2009.pbworks.com</a> after getting consent from authors and presenters. The materials are available for public download. All of the conference papers were included in conference CD-ROM proceedings distributed to all participants. Requirement from participants for other files and documents was replied and solved individually. Selected papers based on reference from reviewers were recommended and forwarded to key international Knowledge Management journals. Videos of keynote speeches and presentations during parallel sessions were taken by OurTV and were put on the company’s website for public access. (<a href="https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1309">https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1309</a>) (<a href="https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1311">https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1311</a>) (<a href="https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1312">https://www.ourtv.hk/cgi-bin/ourdb/bdetail?session_id=start&amp;share=ourdb@ourtv.hk&amp;dbname=vid_Video&amp;template=344118260202&amp;key=1312</a>)</td>
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<td><strong>(b)</strong> A wiki website (<a href="http://ickm2009.pbworks.com">http://ickm2009.pbworks.com</a>) has been set up to serve as a platform for conference preparations, and will continue to be used for discussions generated from the conference. This virtual community will help distribute the project results to local as well as overseas KM professionals.</td>
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(c) A Conference Programme (a 10-page booklet containing the programme and key information related to the conference) will be printed and distributed to all conference participants.

(d) A Conference Proceeding (a 300-500 pages publication containing the full paper of the research presentations) in CD-ROM format will be printed for participants, who have paid the full registration fee.

(e) A research report will be prepared based on the findings of the research component of the project. One or more seminars will be held in an event organized by local KM societies for dissemination of results. It will also be presented as a conference paper in an international KM conference. The findings will then be summarized into an academic journal article for further dissemination of the results.

A Conference Programme (a 20-page booklet containing the programme and key information related to the conference) was printed and distributed to all conference participants.

A Conference Proceeding (containing all files of the full papers, research in progress proposals, workshop handouts, practitioner presentation handouts) in CD-ROM format was produced and distributed to registered participants.

A web-based research report on a cross-cultural research that aims to examine the current trends of KM practice among professionals from different regions in Asia can be found in the following link:

http://citeickm.pbworks.com

Two seminars (one in HK, one in Beijing) have been held to disseminate project findings. A conference paper has been accepted by an international KM conference (ICICKM 2011). Multiple journal papers have been accepted by top ranking journals in the field:


4. ACHIEVEMENT OF THE PROJECT

a) Number of participants and beneficiaries reached
There were 347 participants for the ICKM 2009 conference.

For the cross-cultural research on KM, listed companies that were included in the representative regional stock index of Hong Kong, Mainland China, Taiwan and Singapore were studied to describe and compare the current trends of KM practice from different regions in Asia.

b) Achieving the target benefits (e.g. delivering of physical products, enhancing professional standard, networking with outside market players and counterparts, etc.)

The mixed background, culture and experience of participants enhance the effectiveness of discussion and exchange regarding Knowledge Management and promote best practices from around the world. Hong Kong and Mainland China participants especially, through the intensive involvement in the conference, would benefit from the dialogue among experts in the academy and the industry and gain the latest insights on Knowledge Management, which can be applied to daily operation of companies / organizations.

We are encouraged that we have been achieving quite good result in terms of number of participants and quality of the delivery. We have also received excellent feedbacks and recognition from worldwide participants.

c) Feedback from users / customers / participants (please attach the completed feedback survey questionnaires together with feedback analysis, if you have not yet passed them to the PSDAS Secretariat)

Based on feedback forms from 58 participants, over 62% of participants agreed that overall, the Conference improved their understanding of Knowledge Management. Around 50% of participants agreed that the conference was well arranged and paper presentations and workshops were intellectually stimulating. Over 76% of participants agreed that the keynote speeches were intellectually stimulating.

Quote from feedback from paper presenter:
“Thank you for a truly outstanding ICKM meeting. I found the conference to be informative, intellectually stimulating, and thoroughly enjoyable. In fact, it was the best conference I have attended in years. The content of the programs was fabulous and the speakers were outstanding. All the social events were enjoyable and provided excellent venues for networking.

Quote from feedback from participant:
“Given the outstanding quality of the keynote speakers and conference participants, the large size of the conference, and the synergy created among the conference participants, I truly believe your hard work will be paid off. Although I am not presenting any paper at your conference, I am tremendously benefitted from the new insights gained through discussion with the conference participants, and the sincere and generous help from your supporting team.”
d) Dissemination of project outcomes to the relevant professionals

Conference Proceeding (containing all files of the full papers, research in progress proposals, workshop handouts, practitioner presentation handouts) in CD-ROM format was produced and distributed to registered participants. Handouts and PowerPoint presentation files were put onto conference website http://ickm2009.pbworks.com after getting consent from authors and presenters.

Selected papers based on recommendation from reviewers were published in key international Knowledge Management journals. Videos of keynote speeches and presentations during parallel sessions were taken by OurTV and were put on the company’s website. Participants were informed of the links through email.

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Multiple journal papers have been accepted by top ranking journals in the field (please refer to details on p.10).

e) Overall achievement in enhancing professional standard / external competitiveness of the services sectors concerned

The conference, which features invited keynote presentations, panels on topical issues (e.g. management, technology, business, and public affairs), refereed paper presentations on emerging and continuing business and research issues, and workshops on new areas of knowledge management, has enhanced participants’ knowledge and facilitated them in applying knowledge management in real-life operation. The intensive exchange of insights on related issues boosts up research momentum and contributes to the advancement of knowledge management as a discipline.

The cross-cultural research component resulted in a number of publications in top ranking journals. Seminars were held to further strengthen the local KM professionals’ understanding of the latest KM trend in Asia, and push the development of the local practice. A wiki site has been developed to publish the major findings of the research project. The wiki enables interactivity with parties interested in the project. KM professionals can freely leave comments on the site, and the project team can make responses to extend knowledge exchange.