

Supplement

SES SN6 Proposal #2

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Annotated Bibliography Supplement

Bettoni, M. C., Andenmatten, S., & Mathieu, R. (2007). Knowledge cooperation in online communities: A duality of participation and cultivation. *The Electronic Journal of Knowledge Management*, 5(1), 1-6.

This article is “an attempt to contribute to the discipline of creating and managing online communities, especially those with a focus on knowledge and research.” The authors recognize that many online communities of practice (CoPs) lack sustainability, and furthermore that short-term thinking and opportunistic behaviour leads to uncertainty and mistrust between members and low quality of shared work. They promote the idea of “knowledge cooperation” as an attempt to address these concerns. Knowledge cooperation is essentially the bringing together of experts with the aim of cumulating useful knowledge. They distinguish between knowledge participation and cultivation and outline three knowledge processes (stewarding, applying, socialising). They highlight the importance of “engagement” in the community as a means of increasing knowledge productivity. The article may be useful toward recommending ways to improve the knowledge generated through the voluntary gateway communities.

Cameron, S. (2006). *Using information communication technology tools to facilitate community economic development networks*. Rural Development Institute: Brandon, MB.

Cameron interviewed staff members of national and regional Canadian community economic development (CED) networks about their use of online surveys, websites, extranets, listservs, email, and teleconferencing to communicate among network members. She differentiates these different ICT tools based on their levels of social presence and information richness, as well as detailed information from the interviews. She concludes that CED networks utilize a variety of ICT tools to facilitate collaboration and communication among members. Although Cameron does not directly study the use of web communities in CED networks, this article is useful to the examination of the Voluntary Gateway because it describes variables that could be used to derive expectations about the success of the SES web communities and because it focuses particularly on CED networks, a part of the social economy.

Lin, H., & Lee, G. (2006). Determinants of success for online communities: An empirical study. *Behaviour & Information Technology*, 25(6), 479-488.

The authors note a lack of empirical research on the determinants of success of online communities. Their study focuses on the updated DeLone and McLean Information Systems Success Model in the context of online communities. Based on this model, Lin

and Lee propose a research model to examine how three dimensions of quality (system quality, information quality, and service quality) influence community member loyalty (measured as involvement in the community) through user satisfaction and behavioural intention to use the community. They empirically test their research model based on responses to questionnaires by 165 online community users from three large online communities. They find support for all hypotheses suggested by the model. They consequently argue that managers should ensure high quality of web communities in order to foster member involvement. This article is useful to the analysis of the Voluntary Gateway web communities because it provides a simple user survey to measure quality, loyalty, user satisfaction, and behavioural intention, as well as evidence that each of these factors are inter-related.

Mitchell, M., & Gillis, B. Making sense of the relationship between information communication technologies and economic development. Retrieved July 2, 2008, from <http://cbdd.wsu.edu/media/pdf/presentations/MakingSenseoftheRelationshipbetweenICTandEconomicDevelopment.pdf>

This is an electronic article from the Centre to Bridge the Digital Divide at Washington State University. The authors state that describing the relationship between ICT and economic development is a challenging task because of the complexity of this relationship. They argue that the relationship is multi-dimensional, that both quantitative and qualitative data are needed to understand it, and that direct attribution of economic development to ICT is difficult to establish objectively. They propose a model whereby the ICT/ED relationship can be examined based on the goals of stakeholders and the interplay of these goals. This article is useful to the examination of the Voluntary Gateway as a reference supporting the importance of ICT for the social economy and/or the occurrence of recent endeavours to understand the ICT/ED relationship outside of Canada.

Willard, T. (2001). *Helping knowledge networks work*. International Institute for Sustainable Development: Winnipeg, MB.

This paper focuses on the challenges faced by three international sustainable development knowledge networks, highlighting especially their reliance on virtual teams. Willard notes that most of these types of networks are highly complex and therefore need to strive for effective project management to ensure their success. She discusses using telephones, email, online chat, online conferencing, extranets, and collaborative internet software (web communities), briefly describing each and then providing tips for the effective use of each in a knowledge network. She states that she has found that collaborative internet software is not useful for knowledge networks because there is little demand for the advanced features they provide. This article is useful to the examination of the Voluntary Gateway because it provides details about the functionality of various methods by which research or knowledge networks communicate.