

# Q&A Sites and Knowledge Managenet

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## ABSTRACT

This paper aims to make a comparative analysis between the Q&A-Sites and Knowledge-Management Model proposed in [dal13]. The hypothesis is that it is possible to implement a comprehensive Organizational Knowledge-Management System based on a Q&A-Site properly configured for this purpose.

**KEYWORDS:** Q&A-Sites, Knowledge-Management

## 1. INTRODUCTION

The main entities that can be identified in a Q&A-Site like Stackoverflow or Yahoo!Answers are: Questions, Answers, Users (people who ask questions), Experts (people who answer questions) and Portals (software). The way they relate can be visualized in the Figure 1.

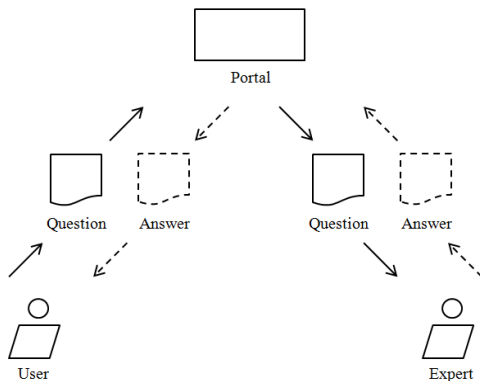


Figure 1: Q&A-Site entities relations

The main topics of recent research related Q&A-Sites have been: Question Classification, Question Routing, Answer Quality, Answer Summarizing, User Satisfaction, Users / Experts Motivation, Experts Reputation, Software Design, and Information Retrieval.

The Knowledge Management model proposed in [dal13] is one of the most comprehensive so far proposed (Figure 2). The core model is the KM Cycle consisting of three processes: Knowledge Capturing and/or Creation, Knowledge Sharing and Dissemination, and Knowledge Acquisition and Application. The cycle is supported by KM Technologies. The cycle requires for its implementation the KM Team conformation. To ensure continuity of the cycle is required to formulate the KM Strategy. To monitor and control cycle is essential to define the KM Metrics. All this occurs in the context of Organizational Culture.

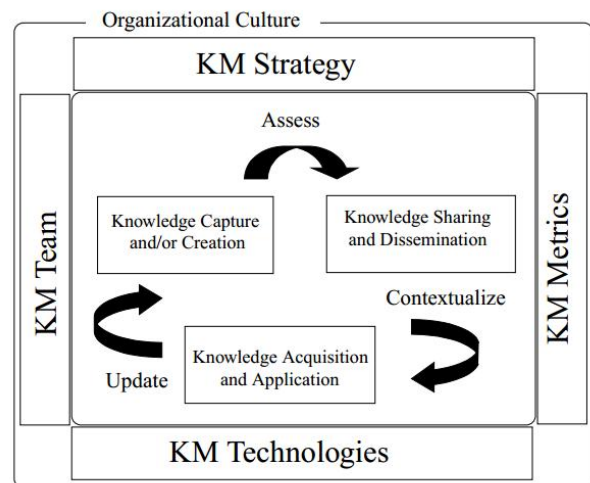


Figure 2: Dalkir KM Model [dal13]

## 2. KNOWLEDGE MANAGEMENT CYCLE

There are a number of different approaches to the knowledge management cycle such as those by McElroy, Wiig, Bukowitz and Willams, and Meyer and Zack. By comparing and contrasting these approaches and by validating them through experience gained to date with KM practice, the major stages are identified as Knowledge Capturing and creation, Knowledge Sharing and dissemination, and Knowledge acquisition and Application [dal13].

## 3. KNOWLEDGE CAPTURING

The main topics of the Q&A-Sites related to the Knowledge Capturing process are Question Classification which has been treated in [har10, ign09, pom05] and Answer Summarizing which has been treated in [gaz06, jeo05, liu08].

## 4. KNOWLEDGE SHARING

The main topic of the Q&A-Sites related to the Knowledge Sharing process are Question Routing which has been treated in [cha13, zho09].

## 5. KNOWLEDGE APPLICATION

The main topic of the Q&A-Sites related to the Knowledge Application process is Information Retrieval which has been treated in [ack96, jeo05, jeo06, lin07, smu08].

## 6. KNOWLEDGE MANAGEMENT TECHNOLOGIES

The main topic of the Q&A-Sites related to Knowledge Management Technologies is Software Design which has been treated in [ack90, cha13, che10, hsi09, lau92, mam11, ric11, zho09].

## 7. KNOWLEDGE MANAGEMENT TEAM

The main topic of the Q&A-Sites related to Knowledge Management Team is Experts Reputation which has been treated in [che10, jur07, sue10, gaz06, wei09].

## 8. KM STRATEGY AND METRICS

The main topics of the Q&A-Sites related to Knowledge Management Strategy and Metrics are Answer Quality which has been treated in [fic11, fic13, har08, jeo10, kim07, sha10, sue10, zhu09] and User Satisfaccion which have been treated in [liu11, sha11].

## 9. THE ROLE OF ORGANIZATIONAL CULTURE

The main topic of the Q&A-Sites related to Organizational Culture is Users / Experts Motivation which has been treated in [dea10, dro13, hsi10, mor10, rab08, raf05].

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