Trust in Knowledge Management and Systems in Organizations

Mirja Iivonen

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This aims at tying trust to knowledge management (KM). It highlights the complexity of the invisible phenomenon of trust challenged by the global economy. Fresh insights, novel theoretical frameworks, and empirical results and ideas for future research are presented that differ from those since the 1950s. The eleven chapters (whose authors represent information studies, economics, administrative scientists, mass communications, computer science and cognitive science) explore the multidisciplinary nature of the concepts of trust and KM. The concept of trust is analyzed by presenting its extensive description in relation to knowledge and information-intensive activities and systems for understanding the dynamics of knowledge-based production at the levels of individuals, information systems, organizations, networks and society. Systems are considered from the social or the socio-technological perspective.

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