

Summaries

Vibeke Højmark Larsen: Hvad har organisationskultur og ESDH med hinanden at gøre? (The relationship between organizational culture and Electronic Document Management Systems (EDMS))

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The purpose of this article is to establish and explain the relationship between organizational culture and electronic document management systems EDMS. EDMS is a big part of electronic government, and is predicted to be a new area of work for information specialists. With EDMS an organization can control, utilize and share information across departments. According to Leavitt (1965) this affects the organization, the work processes, and the people, who should use the EDMS. Here an analysis of the organizational culture is vital, according to Scheins (1994) theory of organizational culture, if we are to avoid resistance towards implementation of EDMS. The basis of the article is a case study of the organizational culture regarding an implemented EDMS in a public organization. Through observation, semi-structured interviews and historical study the investigation concluded that the implementation project

and the organizational culture indeed have affected the culture regarding the use of the EDMS and the knowledge sharing in the organization. It is recommended that an analysis of the organizational culture is conducted every time an EDMS is implemented, as this can be used to avoid resistance in the organization. It can also be used to uncover the areas in the organizational culture, which can support the implementation of an EDMS. It is important to secure the electronic government the benefits of EDMS and most importantly to secure knowledge sharing and knowledge creation.

Heidi Friis Thomsen: Informationsøgeadfærdens betydning og workshop-metodens anvendelse ved design af metadatasystemer (The workshop as a method to investigate relevant parameters in design of metadata systems)

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The purpose of this article is twofold. Firstly, it is discussed which parameters are to be investigated in order to create a holistic view of the information search process, which can be used in the design of metadata

systems. In the article it is emphasised that it is necessary to combine the results of Information Seeking and Information Retrieval research to find a way to a user-oriented information system design. Secondly, the workshop is evaluated as a data collecting method for system design. Results indicate that the workshop is capable of collecting much of the information needed for metadata system design, and that it has great potential because of the dynamism it creates among the participants. However, the results also indicate that the workshop should be combined with other methods in order to collect all relevant information.

Jette Hyldegård: Det personlige informationssystem (The personalized information system)

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The article addresses the concept of personalization and the issues and requirements for building a personalized information system, which provides for a personalized user experience. After a description of three central types of personalization and their characteristics, the article presents a user study carried out in 2003 addressing the usefulness of personalized access to scholarly articles and services. The aim was to investigate what personalization factors would be critical to researchers, what personalization features would be relevant and to what extent profile and behaviour based personalization would be acceptable. The user group was fourteen doctoral students. Based on the use of three providers of personalized access to scholarly journals and services, the participants filled out a questionnaire and participated in a two-hour focus group interview. Recommendations and considerations for the design of personalised information systems are presented. The article concludes by addressing the role of librarians and information professionals in this new way of delivering information, generating, distributing and exchanging knowledge as well as establishing relations.

Line Hoffgaard and Christina Nygaard Svendsen: Virksomhedstaksonomien: et værktøj for praksisfællesskabet (The corporate taxonomy: a tool for communities of practice)

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This paper focuses on the new terminological tool - *the corporate taxonomy* - how it assists *communities of practice* in corporate information environments. Specifically, the study concentrates on the capability of the taxonomy to support communication, collaboration, and information management. Two cases investigate real-life information environments in two large international corporations. The studies show that the taxonomy is a suitable tool for information management when it comes to supporting the use of documents in communities of practice. Documents play a vital role in knowledge creation and knowledge sharing processes. In the two cases the taxonomy is used as a tool for indexing, classification and information searching. The studies also show that the taxonomy provides both a common language and a correlation between multiple languages. By breaking down syntactic, semantic and pragmatic barriers between communities, the taxonomy operates as translation mechanism. In this way the taxonomy supports communication and collaboration within and between communities. The taxonomy is not to be considered *the* only and ideal tool, as it cannot fulfil all the needs of a community. However, it is a central tool for managing information and supporting communication and collaboration. The taxonomy should be considered as an important part of a package solution.

Mette Enemærke: Online informationskvarterer. Nyhedsgrupper som informationssystemer og sociale fællesskaber (Online information neighbourhoods. The newsgroup as information system and social community)

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Everyday millions of people with shared interests and passions meet in internet-based newsgroups to interact exchange information on a range of topics.

The main objective of the article is to examine the relation between the information exchange and social exchange in these newsgroups. Using a metaphor that conceptualizes the newsgroup and its members as a neighbourhood with inhabitants that interact in different ways, it is shown that the newsgroup serves a double function for the members as both information systems and as social communities. It is argued that this double function adds a new and social dimension to information behaviour and information use.

The article concludes with a discussion on how the newsgroup relates to traditional document based information systems. The discussion points out that the information user in the context of the newsgroup is an integrated part of the system and is given a more active role.