

# Research

Wanderlust is supported by four main areas of research that are: Knowledge management and collaborative learning, location-based mobile experience, identities & personality and social networking: mobility communities and spaces.

## Knowledge management and collaborative learning

*The focus of knowledge management is on doing the right thing instead of doing things right...  
Yogesh Malhotra*

Knowledge management and collaborative learning refers to a range of practices mostly used by organizations to identify, create, represent, and distribute knowledge for reuse and learning across the organization (Iguíniz & Ouilhet, 2005). Specifically in this thesis, knowledge management refers to the frameworks and tools for the improvement of the organizational knowledge infrastructure focused on giving the right knowledge to the right people in the right way in the right time. Knowledge is not merely data, to understand better the difference between data, information and knowledge their definitions are enlisted below:

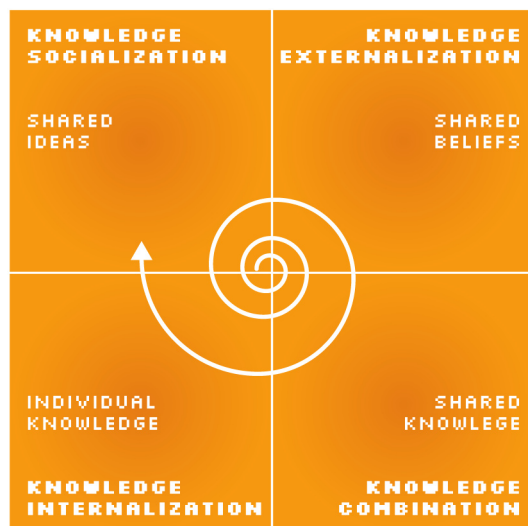
**Data:** by nature it has no context, it simply exists and it has no meaning. Data can exist in any form and it can be or not useful, i.e. a pair of coins

**Information:** is that data that has been contextualized hence has obtained a meaning, i.e. a list of the coins you got on your wallet, even though they keep being simple coins the context is that they belong to you.

**Knowledge:** is information combined with understanding and capacity. We say that knowledge induces to decision making while on the other hand data and information just inform or confuse, i.e. a person knows the meaning of the coins in his/her wallet, he/she knows how rich or poor he/her is and this induces him/her to take a decision. There are two types of knowledge: explicit and tacit. Tacit knowledge refers to the individual knowledge that arises from the experiences of an individual. It wraps intangible factors such as beliefs, perspectives and values. Explicit knowledge refers to the tacit knowledge that has been documented, in a way that its much easier to transfer it from individual to individual. The transformation of tacit knowledge into explicit is a key strategy in knowledge management (Iguíniz & Ouilhet, 2005).

Computer-supported collaborative learning (CSCL) supports and facilitates group processes and group in ways that are not achievable by (but that are not designed to replace) face-to-face communication. The theory of social construction of knowledge has been adopted in the design of information technologies for knowledge management. In general terms, this theory proposes that knowledge between an organization (community) is constructed through four phases that are: socialization, externalization, combination, and internalization.

The socialization phase starts when the personal ideas of each member of the community are



shared (i.e. I like this bar), if these ideas are considered interesting then they will be retrieved by the rest of the community and eventually with time they are justified and formalized by going through the externalization phase, producing then shared beliefs. Once these beliefs have been validated by the community the combination phase is reached and they are considered as new knowledge to the community (Iguíniz & Ouilhet, 2005) (i.e. this is a nice place for designers!).