Knowledge Management And Organizational Culture In The Library:
A Systematic Literature Review

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Abstrak
Libraries, as centers of information and knowledge, make the main activity carried out by knowledge management. Knowledge management will take place well, depending on the organizational culture created in a library. A systematic literature review analysis was conducted to determine the author's interest in researching knowledge management and corporate culture in libraries. The research method was descriptive qualitative with a systematic literature review (SLR) approach. The library's documents related to knowledge management and organizational culture were captured in 36 papers in the last five years (2019-2023) using POP and PRISMA 2000, then processed using the Vosviewer application. The results stated that researchers in the field of library science are interested in researching knowledge management and organizational culture. Generally, the libraries used as case studies are university libraries. Nevertheless, research on this subject is still exciting, such as knowledge management based on shared culture, work motivation, and local wisdom.

Keywords: Knowledge Management; Organizational Culture; Library; and Systematic Literature Review

INTRODUCTION

Every organization has a culture; on the other hand, Ugwu & Ejikeme (2023) state that organizational culture cannot be used to measure one's performance, unlike what was stated by Saragih (2022) that corporate culture has a strong effect on long-term performance. Overcoming this problem, organizations can carry out knowledge management activities to solve each problem. Knowledge is an essential element for the survival of organizations, including libraries that seek to create sustainable creative knowledge management innovations for the organization's survival (Fakhlina, Lolytasari, Zulkifli, & Rahmi, 2022).

Various libraries in Indonesia have widely felt the usefulness of knowledge management in increasing knowledge. This can be seen from the results of research conducted by Nurislaminingsih et al. (2021), which state that knowledge management in the library is associated with the services provided. Then the importance of the value of knowledge management for organizational culture can be seen in the research conducted by Afra [et al.] (2021), which states that knowledge management is believed to have an essential role in supporting governance reform and increasing government service improvements.

Knowledge is the lifeblood of an organization and is a crucial element in saving dynamic and competitive organizational development in today's era (Ali, Irfan, Ali, & Shahbaz, 2022). The knowledge needs to be better managed and easily shared links, especially in tacit knowledge that is still stored in each employee. This tacit knowledge is an important thing that needs to be identified and shared with colleagues (Muhammad Asrar-ul-Haq; Sadia Anwar, 2016).

Based on this, the problem in this study is how to conduct a systematic literature review on knowledge management and organizational culture applied to libraries. This Systematic Literature Review is a new development method in raising the issue of how the primary research is carried out, looking at the different approaches and techniques that are suitable for use and seeing the gaps that researchers can fill (David Gough [et al.], 2017). Issues related to the research theme in terms of exact data have yet to be seen, so this research needs to be studied more deeply, and at the same time, this research can be used as updated data.
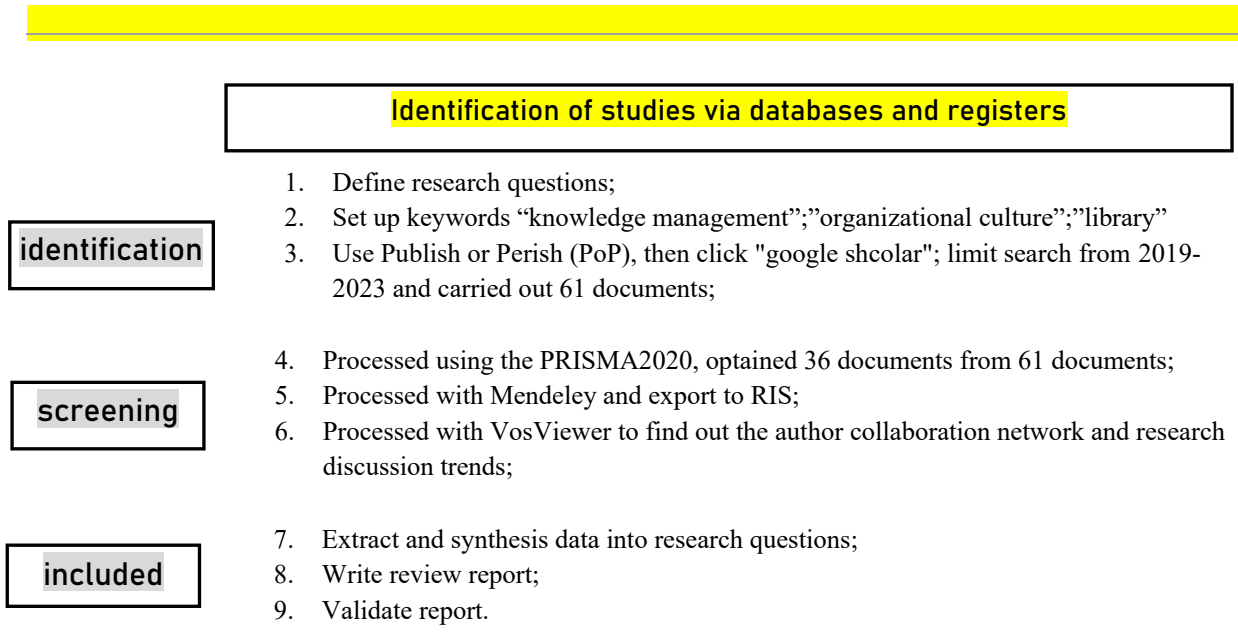
METHODOLOGY

The systematic literature review (SLR) method is a well-planned review to answer a specific research question using a systematic and explicit methodology to identify, select and critically evaluate the research included in the literature review (Okoli & Schabram, 2010; Snyder, 2019). These literature review documents are conducted using a rigorous methodological approach.

The SLR method was used to answer the following research questions:

1. Development of KM and OC Research in the Library per Year;
2. Scopus published KM and OC Research in the Library;
3. Co-authorship Network Analysis of KM and OC Research in the Library;
4. Cluster of KM and OC Research in the Library;
5. The Tendency of KM Research for OC in the Library; and

6. The Tendency of OC Research for KM in the Library.

The process of extracting documents with the SLR Method using the PRISMA2000 diagram is as follows in Figure 1.

Identification of studies via databases and registers

identification

1. Define research questions;
2. Set up keywords "knowledge management";"organizational culture";"library"
3. Use Publish or Perish (PoP), then click "google shcolar"; limit search from 2019-2023 and carried out 61 documents;

screening

4. Processed using the PRISMA2020, optained 36 documents from 61 documents;
5. Processed with Mendeley and export to RIS;
6. Processed with VosViewer to find out the author collaboration network and research discussion trends;

included

7. Extract and synthesis data into research questions;
8. Write review report;
9. Validate report.

Figure 1. SLR Method using PRISMA2000 Diagram

RESULT AND DISCUSSION

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"Rethinking the Paradigm of Humanities Studies in 5.0 Era: Interpreting, Language, Culture, and Literacy to Strengthening Religious Moderation"

The results and discussion of this article are the answers to the research questions in the methodology section.

Development of KM and OC Research in the Library per Year

The development of research on KM and OC in libraries per year in the last five years has been almost even. In 2019 there were eight documents, then in 2020 became, seven documents examined this. Then in 2021, it increased to 11 papers. Furthermore, in 2022 with eight records, and in 2023 which is still running in the first semester, there are two documents. This doesn't rule out the possibility that by the end of 2023, it will increase to several documents conducting KM and OC research in the library. This is listed in Table 1.

Table 1. Total document of KM and OC Research in the Library per Year

(Analysis using PRISMA2000)

Years	Total document
2019	8 document
2020	7 document
2021	11 document
2022	8 document
2023	2 document
Total	36 document

There is the total of 36 documents over the past 5 years that discuss KM and OC in the library. According to figure 2, 2021 dominates with OC as the main point of research.
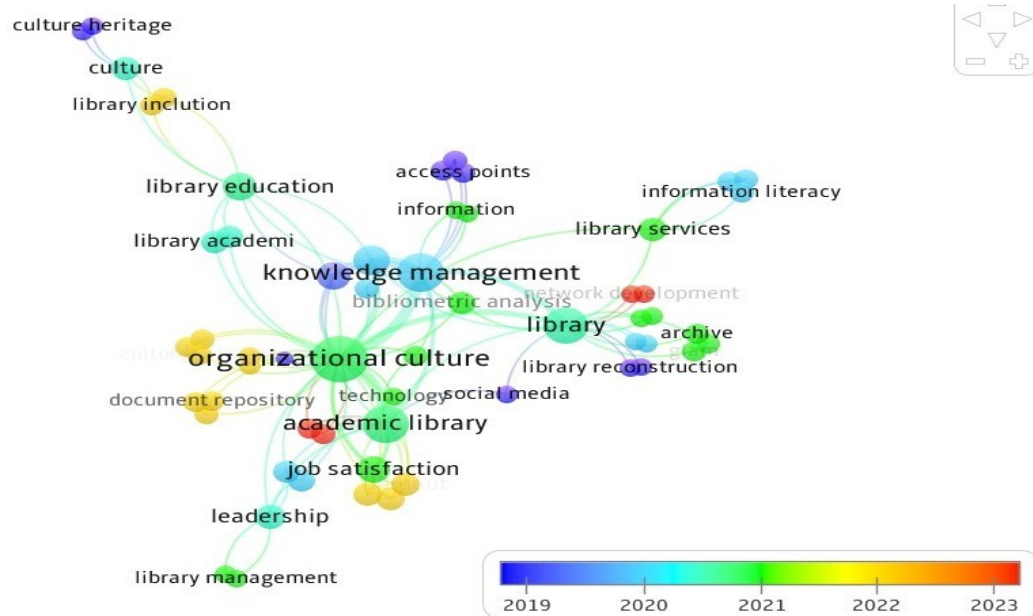
Figure 2. Development of KM and OC Research in the Library per Year

(analysis using Vosviewer application)

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KM and OC Research in the Library was Published by Scopus

The scopus publishers that published documents about KM and OC Research in the Library in the last 5 years include: emerald with 5 documents; taylor & francis with 3 documents; Sage with 3 documents; elsevier with 2 documents; and proquest with 1 document. This is outlined in table 2.

Table 2. KM and OC Research in the Library was Published by Scopus

Scopus Publisher	Total document
Emerald	5 document
Taylor & Francis	3 document
Sage	3 document
Elsevier	2 document
Proquest	1 document
Total	14 document

Research on KM and OC in libraries is not only of interest in local journals, but internationally. Of the 36 documents, 14 have been indexed by Scopus over the last 5 years. It can be said that almost 40% of the documents are indexed by Scopus. This means that the study of KM and OC in libraries is very interesting to be researched more deeply.

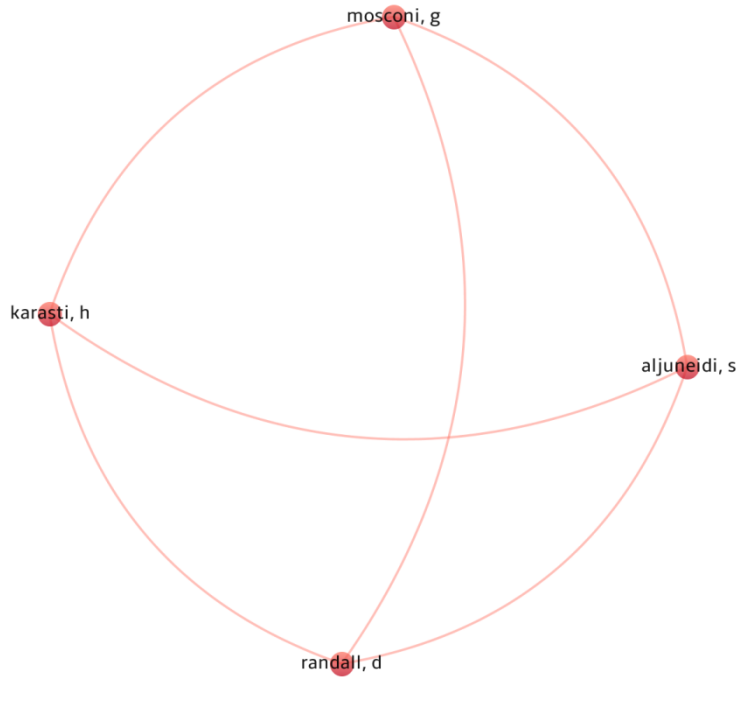Co-authorship Network Analysis of KM and OC Research in the Library

Co-authorship network is how authors are connected to each other even indirectly, such as using the same or related references (Arnaboldi, Dunbar, Passarella, & Conti, 2016; Bordons, Aparicio, González-Albo, & Díaz-Faes, 2015; Fakhlina & Bifakhlina, 2022). The KM and OC Research in the library, a maximum of 3 total link strengths with each having one document.

Table 3. Total Link Strength of Co-authorship Network Analysis of KM and OC Research in the Library

No.	Author	Documents	Total Link Strength
1.	Aljunaedi	1	3
2.	Mosconi	1	3
3.	Karasti	1	3
4.	Randall	1	3

Aljunaedi, Mosconi, Karasti, and Randall are connected in a shared authorship network analysis in KM and OC research in libraries. Their connections can be seen in figure 3.

Figure 3. Co-authorship Network Analysis of KM and OC Research in the Library total link strength (analysis using Vosviewer application)

In figure 4 it can be seen that the Co-authorship Network Analysis of KM and OC Research in the Library is focused on the year 2022.
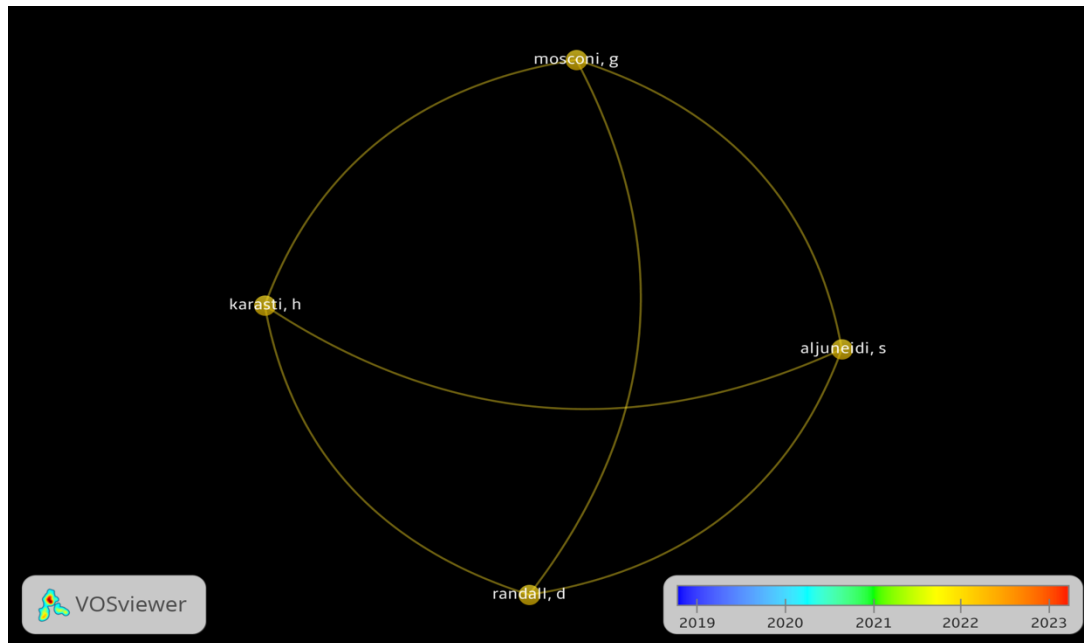
Figure 4. Co-authorship Network Analysis of KM and OC Research in the Library per year (analysis using Vosviewer application)

Cluster of KM and OC Research in the Library

KM and OC research in libraries clusters were analyzed using Vosviewer. There are 59 keywords, such as knowledge management, organizational culture, library, academic library, information literacy, leadership, library management, etc. Then it is found that there are 127 links, 152 total link strengths, and 8 clusters. This can be seen in figure 5.
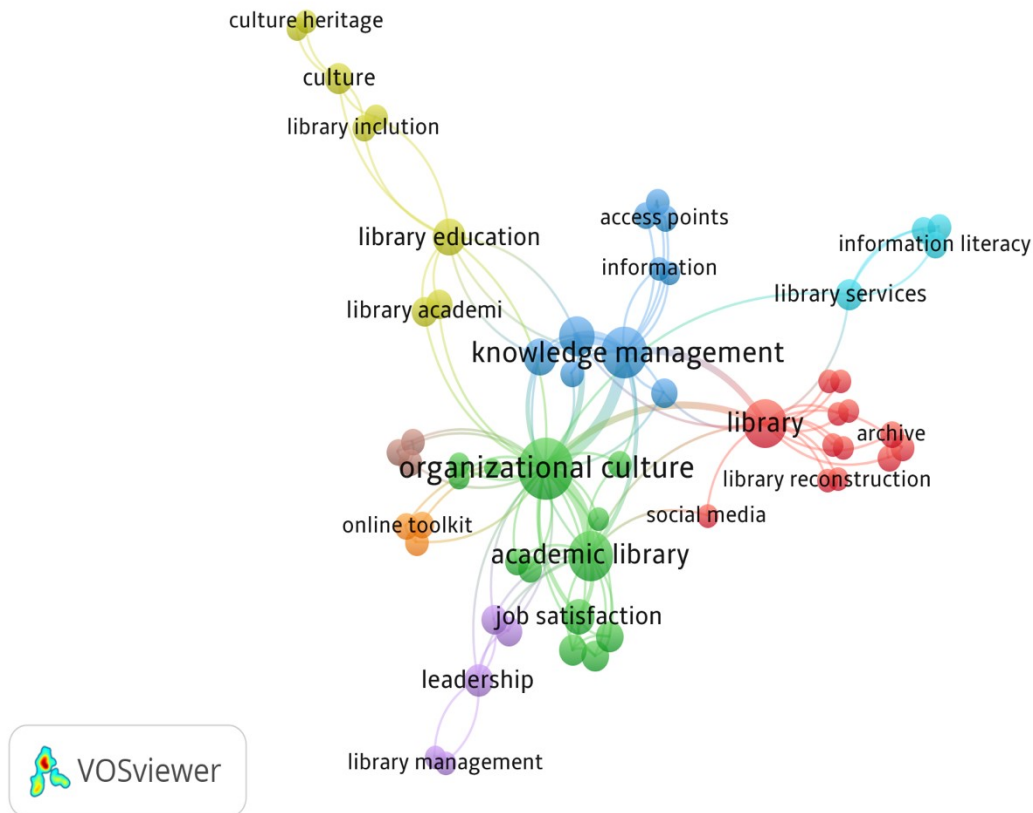
Figure 5. Cluster of KM and OC research in the library (analysis using Vosviewer application)

1st Cluster on organisational culture, 2nd cluster on knowledge management, 3rd cluster on libraries, 4th cluster on library education, 5th cluster on library services, 6th cluster on leadership, 7th cluster on information, and 8th cluster on online tools.

The Tendency of KM Research for OC in the Library

The effectiveness of knowledge management has been recognized as an effective instrument to improve the performance and productivity of an organization, including in the field of education, one of which is the library (Ahmed, Khan, Thitivesa, Siraphatthada, & Phumdara, 2020). To determine the priority scale for developing the knowledge management process, classify it into a higher knowledge process, define the priority category, and the actions to be followed (R. Anwar,

Rehman, Wang, & Hashmani, 2019; Zhao, Liu, Andersson, & Shenkar, 2022). The analysis about tendency of KM Research for OC in the library is applied to adjusting the culture in the library: library education, academic library, and information.
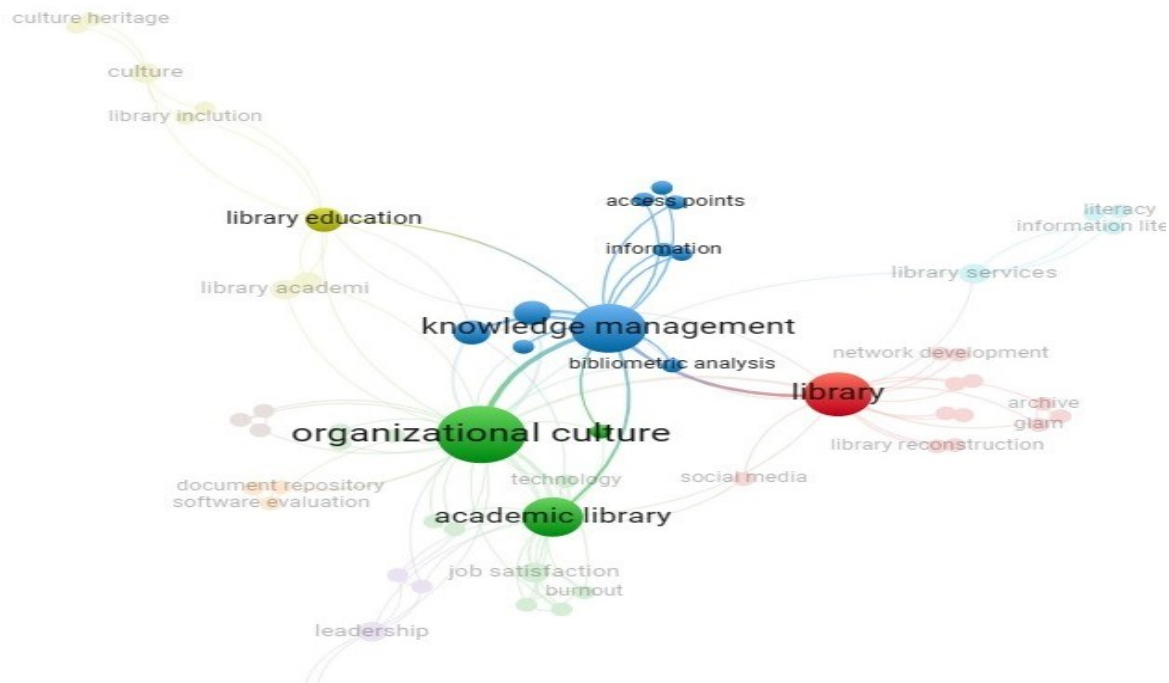

Figure 6. The Tendency of KM Research for OC in the Library (analysis using Vosviewer application)

The Tendency of OC Research for KM in the Library

Organizational culture is a habit and value in a organizational structure representing the norms the members concerned follow (Rostami, Haji Zeinolabedini, & Bakhtyari, 2019; Widarko & Anwarodin, 2022). The influence of organizational culture on knowledge management in libraries is undoubtedly significant; it can be seen from how an organization carries out and maintains knowledge which is the hallmark and builder of the organization (Anjaria, 2020; G. Anwar & Abdullah, 2021). Starting from the impact of services, the library is a place of personal control and access to information. And the link between organizational culture and knowledge management cannot be avoided by an organization.
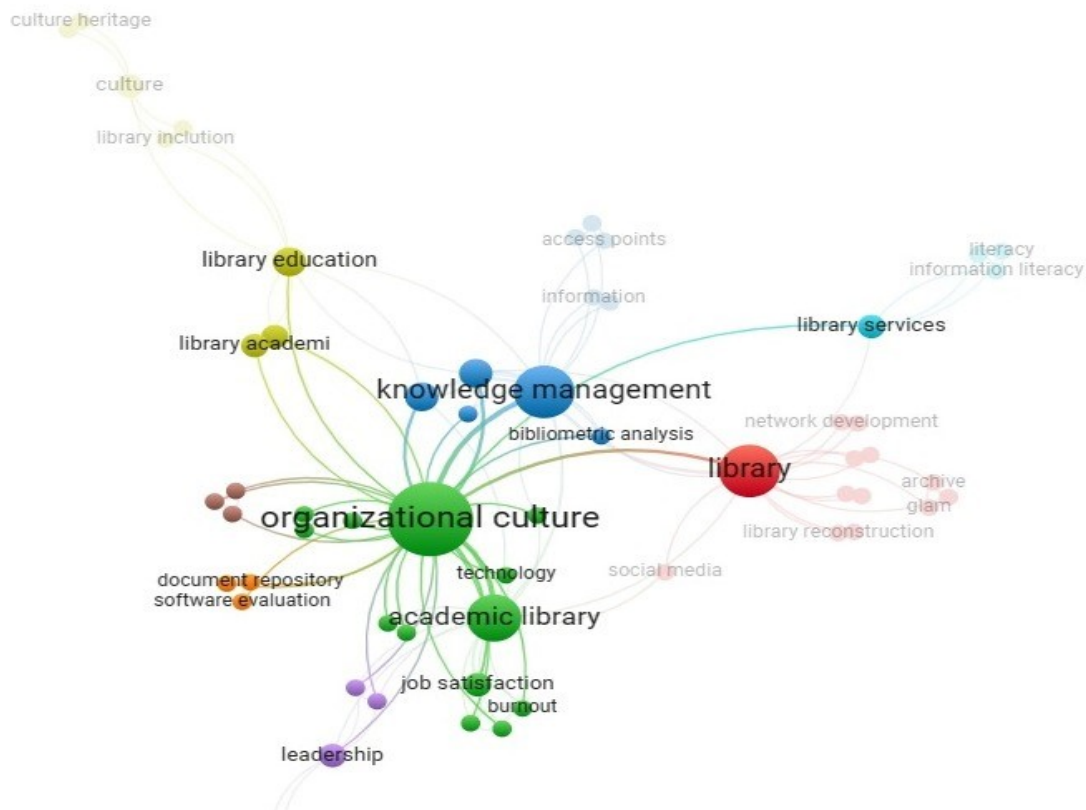
Figure 7. The tendency of OC research for KM in the Library (analysis using Vosviewer application)

CONCLUSION

Researchers in library science in the last five years (2019–2023) have been interested in researching knowledge management and organizational culture. Generally, the library used as a case study is a college library. Even so, research on this matter is still an exciting thing to study. Many things can be explored in KM and OC, such as a culture of sharing, work motivation, and local wisdom.

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