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Mapping the Library Contribution to Knowledge Management: A Bibliometric Approach
Pemetaan Kontribusi Perpustakaan dalam Knowledge Management: Suatu Pendekatan Bibliometrik

Amira Oribia Wanda Sasmita
UIN Sunan Ampel Surabaya, amiraoriws@gmail.com
Iis Dewi Ratih
Institut Teknologi Sepuluh Nopember Surabaya, iisdewiratih@gmail.com

Abstract
Background of the study: Librarians are at the core of knowledge management in libraries. Knowledge management in libraries includes aspects of knowledge management about library operations, user-related information, library collections, and facilities and technology used.
Purpose: This study aims to conduct a bibliometric analysis of the library's contribution to the development of knowledge management of published articles contained in the Scopus database between 1992 and 2024.
Method: This study used descriptive quantitative analysis consisting of citation analysis and co-occurrence analysis. Data retrieval technique by entering the key phrases "library" and "knowledge AND management" in the Scopus database with a total of 250 publications. The data was analyzed using the bibliometrix-biblioshiny software package R Studio software.
Findings: The most document types are in the form of 152 articles. Library Philosophy and Practice is the highest publication source with 13 publications. The highest collaboration between the author's home countries is the collaboration between Bangladesh and Japan with a total of 6 publications. The number of publication productivity fluctuated and the highest peak of publication productivity in 2013 with 18 publications. The average number of citations per year fluctuated and the highest average citation occurred in 2001 with an increase of 2%. Trend topic with 73 frequency terms is the topic of "knowledge management" with a period of 2009 – 2015. Mapping five clusters with the most emerging topics, namely *knowledge management, libraries, university libraries, research, explicit knowledge, etc.*
Conclusion: The topic of "*information technology, library and information science, explicit knowledge*" can be further studied and researched because the number of citations and influences is high and there are still few who conduct research on the topic. This is an opportunity that can be exploited henceforth**.**
Keywords: *bibliometric; library; knowledge management; scopus; r studio*

Abstract in Indonesia

Background of the study: Pustakawan adalah inti dari manajemen pengetahuan di perpustakaan. Manajemen pengetahuan di perpustakaan mencakup aspek pengelolaan pengetahuan tentang pengoperasian perpustakaan, informasi terkait pengguna, koleksi perpustakaan, serta fasilitas dan teknologi yang digunakan.

Purpose: Penelitian ini bertujuan untuk melakukan analisis bibliometrik mengenai kontribusi perpustakaan dalam perkembangan knowledge management dari artikel publikasi yang terdapat dalam database Scopus antara tahun 1992 dan 2024.

Method: Penelitian ini menggunakan analisis kuantitatif deskriptif yang terdiri dari analisis kata kunci dan analisis sitasi. Teknik pengambilan data dengan memasukkan frasa kunci "library" and "knowledge AND management" pada database Scopus dengan hasil sejumlah 250 publikasi. Data dianalisis menggunakan software bibliometrix-biblioshiny paket software R Studio.

Findings: Tipe dokumen paling banyak yaitu berbentuk artikel sejumlah 152. Library Philosophy and Practice merupakan sumber publikasi tertinggi dengan jumlah 13 publikasi. Kolaborasi antar negara asal penulis paling tinggi adalah kolaborasi antara Bangladesh dan Japan dengan total 6 publikasi. Jumlah produtivitas publikasi fluktuatif dan puncak tertinggi produktivitas publikasi pada tahun 2013 dengan jumlah 18 publikasi. Jumlah rata-rata sitasi per-tahun fluktuatif dan rata-rata sitasi tertinggi terjadi pada tahun 2001 dengan kenaikan 2%. Trend topic dengan 73 frequency term yaitu topik "knowledge management" dengan rentang waktu tahun 2009 – 2015. Pemetaan lima kluster dengan topik yang paling banyak muncul yaitu *knowledge management, libraries, university libraries, research, explicit knowledge, etc.*

Conclusion: Topic tentang "*information technology, library and information science, explicit knowledge*" dapat dilakukan kajian dan penelitian lebih lanjut karena jumlah sitasi dan pengaruh yang tinggi serta masih sedikit yang melakukan penelitian dalam topik tersebut. Hal ini peluang yang dapat dimanfaatkan untuk selanjutnya**.**

Kata Kunci: *bibliometrik; perpustakaan; manajemen pengetahuan; scopus; r studio*

Introduction

Knowledge is an asset and resource that must be managed properly in an organization. Knowledge management is the activity of discovering, capturing, and sharing, and applying knowledge to achieve organizational goals (Abubakar et al., 2019). Knowledge management considered as the process of identifying, selecting, managing, transmitting, and disseminating information for problem solving, strategic planning, decision making, and enhancement of the value of intellectual capital (Sensuse et al., 2015). Knowledge management is one of the branches of knowledge that has developed since the end of the twenty-first century. The development of Knowledge Management is influenced by organizational advances and information technology as a key asset in achieving organizational goals (Tung, 2018). Knowledge management covers various areas and dimensions of the company, focusing on human resource development. Through a systematic process, knowledge management aims to acquire, organize, maintain, and share knowledge to improve organizational performance and create value. The main goal of knowledge management is to facilitate access, use, and reutilization of valuable knowledge resources. The concept of knowledge management includes the management of human resources and information technology to improve the quality of the organization. Library is one of the organizations engaged in services that implement knowledge management.

Knowledge management in libraries focuses on effective knowledge research and development, knowledge base creation, knowledge exchange and sharing among library staff (including its users), library staff training, acceleration of explicit implicit knowledge processing, and realization of such knowledge sharing. Human resource management is at the core of knowledge management in libraries. Knowledge management in libraries encourages the collection and dissemination of knowledge, promotes scientific work, and protects intellectual property. It ensures stored tacit and explicit knowledge can be accessed again if needed, and serves as a repository to support teaching, learning, and research

(Wulandari & Nurisani, 2020). The concept of knowledge management in libraries is an approach to knowledge management consisting of diverse information, which encourages a change from traditional management to more modern management (Haryanto, 2018). Knowledge management in libraries includes aspects of knowledge management about library operations, user-related information, library collections, and facilities and technology used. Traditionally, libraries play a role in collecting, processing, storing, disseminating, and sharing information to serve their users. However, in the context of more modern knowledge management, libraries need to improve services to users by becoming organizations focused on improving knowledge management processes and innovation.

Knowledge management is useful in improving services to users through the management of knowledge resources in the library. Resources available in the library include librarians. Librarians need to continually improve their skills and knowledge to support this change. Librarians' skills can improve operational efficiency and enable the implementation of knowledge management in libraries to support organizational performance in providing the best service to users. Librarians are tasked with creating an environment that facilitates search and discovery and to generate knowledge that increases productivity and collaboration across the university, such as having bibliometric analysis skills to spot future research trends (Gwyer, 2015). Librarians need to have the skills to conduct research, process bibliometric data and help provide advice for policymaking to their universities. Bibliometrics is an information and library discipline that combines mathematics and statistics to determine publications and communication patterns in the distribution of information (Glänzel, 2003). Data obtained through bibliometric analysis become the scientific basis for making library collection and service evaluation policies, evaluating the suitability of the contribution of researchers' publications to university goals, as well as individual researcher performance and overall university research performance (Perpustakaan UI, 2022).

Previous research was researched by Tupan and Retno Asihanti Setiorini with research data taken from the Scopus database with limits from 1992 – 2020. Data visualization is supported by with VOSViewer. The results of the analysis showed that research on the role of libraries in supporting knowledge management was most widely conducted in 2013 and 2016. The Library Management journal is the most widely published literature related to 11 documents and 185 citations. Articles are the most numerous type of document. The most common research topics include knowledge management systems, library and information science, academic libraries, and knowledge sharing (Tupan & Setiorini, 2020).

Furthermore, research on systematic mapping in the topic of Knowledge Management studies based on bibliometric analysis was carried out by DS. Abbas et al in 2021. This study aims to determine how the development of citations, publication trends, author collaborations, trend term titles, trend term author keywords, and trend term abstracts in Knowledge Management articles in 2015-2021. Data collection using Publish or Perish (PoP) software in bibliographic search as an initial database in Scopus. The results showed that the highest number of citations (citations) occurred in 2017 as many as 4044 citations. The most publication trend occurred in 2019 with 271 articles. Five journal groups published Knowledge Management articles from 2015-2021; most journal publishers publish Knowledge Management articles originating from the United Kingdom with 115 titles, the United States with 20 titles, and Switzerland with 14 titles (Abbas et al., 2021).

Research on the development of knowledge management in Indonesia based on a bibliometric perspective with the VOSViewer application has been conducted by Maula Siti Sarah and Yunus Wiyoto in 2022. Research data is taken from publications on Google Scholar for the last 10 years, namely 2012-2021. There are 770 publications with a downward trend from year to year. The findings point to the focus of research on knowledge

management systems and knowledge sharing, especially in 2012-2013. Other fields such as big data and organizational performance have started to emerge in recent times. This provides opportunities for future researchers (Sarah & Winoto, 2022).

Based on previous research, it can be seen that for research related to the topic of knowledge management in libraries whose analysis results use the Bibliometrix R Studio package still does not exist. The use of data analysis using Bibliometrix, especially the Biblioshiny R Studio package, is able to present more complete data. In addition, the collection of research data with the theme of library and knowledge management taken from Scopus is still rare. This is an opportunity for librarians as information resource experts to research the contribution of libraries in the field of knowledge management. This study aims to conduct a bibliometric analysis of the library's contribution to the development of knowledge management from published articles contained in the Scopus database between 1992 and 2024.

Method

This study uses descriptive qualitative analysis in scientific publications related to the library's contribution to the development of *knowledge management* in the Scopus database. This study uses descriptive quantitative analysis in scientific publications related to the library's contribution to the development of *knowledge management* in the Scopus database. This is in accordance with Broadus in Donthu which states that bibliometric methodology summarizes the application of quantitative techniques, namely the analysis of citations in bibliometrics (for example, units of publication and citation) (Donthu et al., 2021). Bibliometric analysis is a quantitative approach that uses a variety of measures to understand behavior and dynamics within a knowledge domain (Abdollahi et al., 2021). The selection of the Scopus indexation database in this study is because it is assumed to be one of the most reliable and trusted databases with the largest peer-reviewed research abstracts and citation databases used by most academics around the world (Feng et al., 2017). Bibliometric analysis is carried out comprehensively and objectively by searching for information carried out to find relevant data using key phrases: (Article Title (library) AND Article Title (knowledge AND management)). Based on the search results, it was found that there were 250 documents that were used as research data. The search was carried out indefinitely to obtain a comprehensive picture of the development of knowledge management in libraries, starting from 1992 to 2024.

Data that has been exported from Scopus will be analyzed using the bibliometrix software package R Studio software. Several studies have revealed the important role of the Bibliometrix package in R Studio with a broader scientific field. The Bibliometrix package in R Studio can be used to analyze and visualize bibliometrics and sciencetometrics in quantitative research from Scopus and Web of Science databases. The Bibliometrix package in R Studio has advantages due to its substantial and effective statistical algorithms, access to high-quality numerical routines, and being able to visualize integrated data for scientific computing (Aria & Cuccurullo, 2017). The Bibliometrix package in R Studio focuses not only on data visualization but also on the correctness and completeness of the statistic results (Dervis, 2019).

Result and Discussion

Document Type

Scientific publications related to the contribution of libraries in the development of knowledge management are presented in table 1. There are 250 scientific publications consisting of 152 articles, 57 conference papers, 21 book chapters, 12 reviews, 5 books, 2 editorials, and 1 conference review.

Tabel 1. Table of Document yang tersedia 1992 - 2024

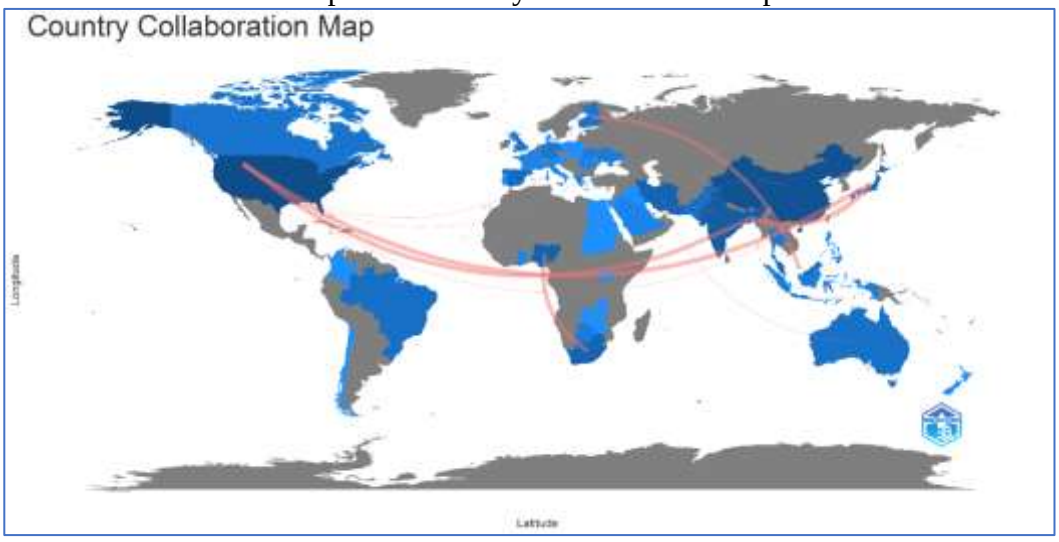
DOCUMENT TYPE	DOCUMENT
Article	152
Conference Paper	57
Book Chapter	21
Review	12
Book	5
Editorial	2
Conference Review	1
Total	**250**

Source: Scopus Data

Country Collaboration Map and Table

Based on graphic 1, it is known that the author's home country collaboration map is related to the contribution of libraries in the development of knowledge management. A detailed explanation can be seen in table 2 which can be seen that the highest collaboration in library contribution research and knowledge management is a collaboration between Bangladesh and Japan with a total of 6 publications. Continued with the collaboration of USA – Bangladesh, USA-Japan, and Nigeria – South Africa with a total of 5 publications. Then there is the Malaysia-Finland collaboration with a total of 4 publications. Furthermore, there are only 2 publications for collaboration between countries ranked 6 and below (table 2).

Graphic 1. Country Collaboration Map



Source: Scopus Data in Biblioshiny

Tabel 2. Table of Country Collaboration

FROM	TO	FREQUENCY
Bangladesh	Japan	6
USA	Bangladesh	5
USA	Japan	5
Nigeria	South Africa	5
Malaysia	Finland	4
China	Pakistan	2
India	Qatar	2
Iran	Australia	2
Malaysia	Bangladesh	2

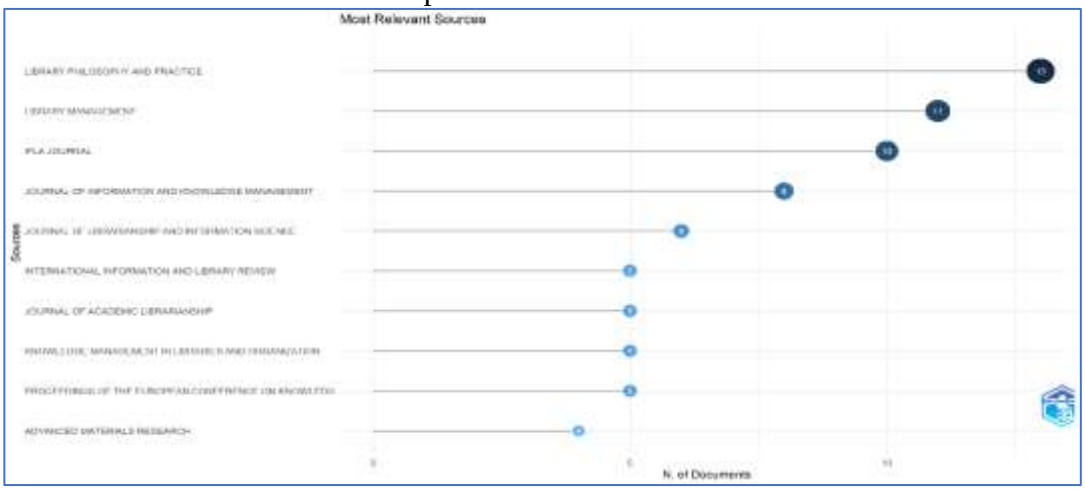
USA	Greece	2
USA	Italy	2
USA	Thailand	2

Source: Scopus Data in Biblioshiny

Most Relevan Sources

Based on the results of a search on the Scopus database, it is known that 10 ranks of publication sources that have so far published research on the contribution of libraries in supporting knowledge management. The first rank is Library Philosophy and Practice with a total of 13 publications. Then the second rank is Library Management with a total of 11 publications. The third rank is IFLA Journal with 10 publications. Next there is the Journal of Information and Knowledge Management with 8 publications and the Journal of Librarianship and Information Science with 6 publications. Furthermore, there are International Information and Library Review, Journal of Academic Librarianship, Knowledge Management in Libraries and Organization, Proceedings of the European Conference on Knowledge with a total of 5 publications. In tenth place there is Advanced Material Research with a total of 4 publications.

Graphic 2. Most Relevan Sources

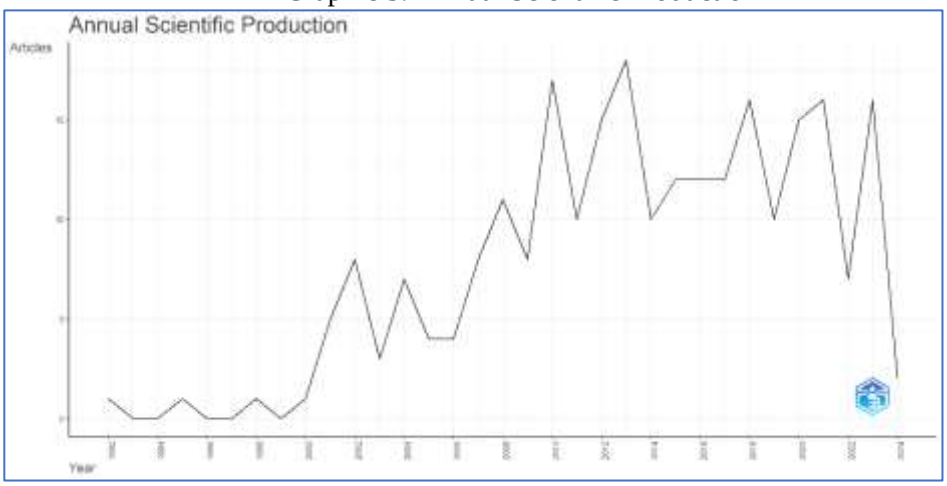


Source: Scopus Data in Biblioshiny

Annual Scientific Production

Based on graphic 3, it is known that scientific publications related to library contributions in the development of knowledge management have fluctuated from 1992 to 2024. It is known that in 1992 – 2000 the number of research on knowledge management in libraries was still very low with under 2 publications. Starting in 2002 there began to be a drastic increase related to the number of 8 publications. Furthermore, the number of publications began to move up and the highest peak was in 2013 with 18 publications. Furthermore, in accordance with the results of research on the role of libraries in supporting knowledge management carried out by Tupan and Setiorini (Tupan & Setiorini, 2020) which mentions that in 2014 and 2015 there was a decline in publications. From 2015 to 2017 there was a stagnant number of publications, namely 12 publications. Furthermore, 2018 began to rise again with 16 publications, then from 2019 to 2024 there were quite fluctuating ups and downs. As revealed by (van Nunen et al., 2018), The number of publications that have gone through the peer-review process is one sign of the development of scientific research in a subject. The increasing number of publications can indicate the depth of the topics studied in the subject.

Graphic 3. Annual Scientific Production

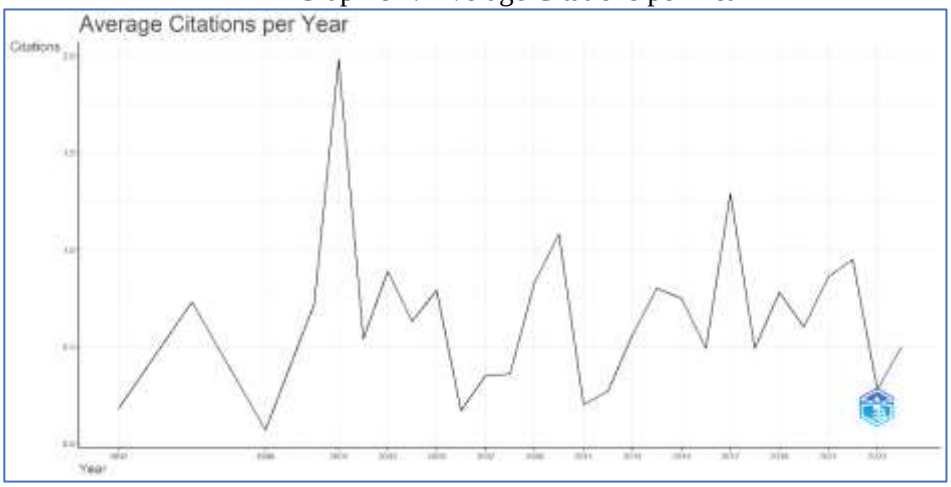


Source: Scopus Data in Biblioshiny

Average Citations per Year

Based on graphic 3, it is known that scientific publications related to library contributions in the development of knowledge management have fluctuated from 1992 – 2024. Citation is the act of citing references in a scientific work against other writings taken from books, papers or other sources. (*Search Results - KBBI Online*, n.d.). Citations are important because they are an assessment of the impact of publications. These evaluation criteria act as 'switchmen', determining the imprint on which scholarly work is driven by the dynamic interaction of the interests of authors and their institutions. Currently one of the most important criteria is the impact of publications (van Wesel, 2016). Based on the results, it can be seen that the highest average citation occurred in 2001 with an increase of 2%. Then in 2002 it fell to a value of 0.5%, then rose again in 2003 by 0.9%. Furthermore, in the following year there were still significant increases and decreases.

Graphic 4. Average Citations per Year

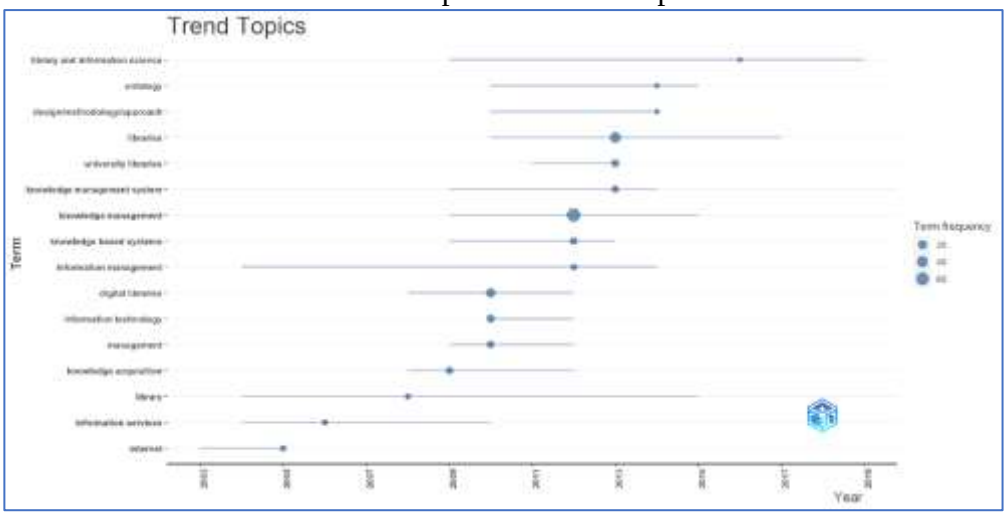


Source: Scopus Data in Biblioshiny

Trend Topic

Based on graphic 5, it is known that the trend topic with 73 frequency terms is the word "knowledge management" with a time span of 2009 – 2015 where 2012 was the highest peak. Continued with the topic "libraries" with 36 frequency terms in the period 2010 – 2016 and the topic "digital libraries" with 23 frequency terms in 2010, "information technology" 15 frequency terms in the period 2008 – 2012. Next is the topic of "university libraries" in 2010 - 2012 with 14 frequency terms and the topic "university libraries" with 14 frequency terms in 2010 -2012. The topics "Management" and "Knowledge based System" received frequency term 12 in 2008 – 2013.

Graphic 5. Trend Topics



Source: Scopus Data in Biblioshiny

Co-occurrence Network

Analysis of mapping and publication trends of library contributions in knowledge management was carried out using co-occurance network visualization using bibliometrix-biblioshiny package r studio to find out the network map that exists among the metadata of scientific articles downloaded from Scopus. The network map based on the visualization of the co-occurrence network is divided into five clusters as in graphic 6.

Graphic 6. Co-Occurrence Network

Co-

Source: Scopus Data in Biblioshiny

Cluster 1 is blue consisting of knowledge management, libraries, university libraries, research,

explicit knowledge, surveys, academic libraries, personnel, information science, research and development management, design methodology approach, library management, knowledge acquisition, library services, knowledge management system, knowledge based system, and knowledge. This is in accordance with Koç et.al's opinion on keyword analysis related to "knowledge management" shows that the keyword that often appears is "knowledge management" ranked first, followed by knowledge sharing, knowledge transfer and knowledge creation (Koç et al., 2019). Cluster 2 of red color consists of: digital libraries, information services, e-learning, knowledge and management tools, intelligent system, information retrieval, onlogy, semantic web, grid technology, world wide web. The third cluster of green color is human, library, librarian, internet. The fourth cluster is orange color such us article, organization, library medical, organization and management. Cluster 5 purple colors are library and information science, publishing, education, knowledge sharing, human resources management.

Thematic Map

Graphic 7 is a thematic map that divides into four topic quadrants such us motor themes, niche themes, emerging or declining themes, and basic themes. There is a group of topics that are in the middle of four quadrants, namely *research and development management, computer science, critical success factor.* This means that the density and centrality values are not too high and also not too low so that they can fit in all quadrants. Most likely the topic is not very remembered so it is not too influential because of ordinary citations.

The upper right quadrant, namely motor themes, is a group of topics that need to be developed and studied further because of their high density and centrality. There are three topic groups, namely group 1 on *knowledge management, digital libraries, and the semantic web.* Then group 2 about *libraries, internet, articles* followed by group 3 namely *libraries, university libraries, knowledge based systems.* All three groups are in the same cluster. These topics have a high influence because there are many citations and publications made on these topics are quite a lot.

Furthermore, the subtopic in the upper left quadrant, namely niche themes, which is a topic with a wider range and has been widely researched and published, but still not too influential because of the low number of citations. The subtopics include *knowledge supply chains, supply chains.*

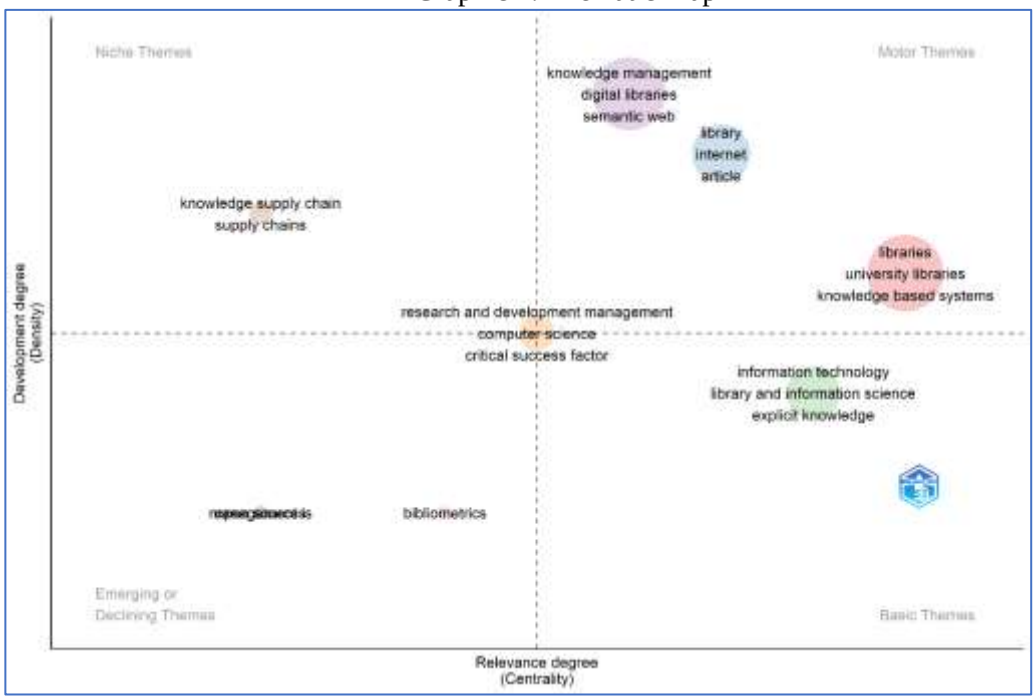
Furthermore, topics in the lower left quadrant, namely emerging or declining themes, are subtopics of research and publications that are still little discussed or still undeveloped or can also begin to decline and the level of influence is low due to the low level of citation. The topic is *open source, bibliometrics* are in the same cluster.

Finally, the lower right quadrant subtopic is a basic theme with high centrality but low density, which means that topics in the quadrant have a high influence because of the large number of citations. Although citations are high, there is little or no research and publications discussing it. The topics are *information technology, library and information science, explicit knowledge* that is in the same cluster. This is in accordance with research conducted by Assegaff that decision support systems, repositories, and social media as information technology tools are the choice for organizations in supporting the *"Knowledge Management*" program (Assegaff, 2014). In addition, Park's research also supports the assertion that there is a relationship between explicit knowledge and innovation based on knowledge-based theory and learning. Explicit knowledge transferred from a foreign parent to the IJV has a stronger impact on innovation than tacit knowledge. These results provide strong support for the role of explicit knowledge mediation in the relationship between tacit and innovative knowledge transfer (Park et al., 2022).

Therefore, based on the thematic map of research topics and publications that have been

described, the topics in the lower right quadrant, namely about "*information technology, library and information science, explicit knowledge"* can be carried out further studies and research because the number of citations and influences is high and there are still few who conduct research on the topic.

Graphic 7. Thematic Map



Source: Scopus Data in Biblioshiny

Conclusion

The conclusions and recommendations obtained from the results of bibliometric analysis related to library contributions in the field of knowledge management using Bibliometrix – Biblioshiny R Studio package are:

1. The most types of documents are in the form of articles totaling 152.
2. The highest collaboration between the author's home countries is the collaboration between Bangladesh and Japan with a total of 6 publications
3. Library Philosophy and Practice is the highest publication source with 13 publications.
4. The number of publication productivity fluctuated and the highest peak of publication productivity in 2013 with 18 publications.
5. The average number of citations per year fluctuated and the highest average citation occurred in 2001 with an increase of 2%.
6. Trend topic with 73 frequency terms is the topic of "knowledge management" with a period of 2009 – 2015 where 2012 was the highest peak.
7. Mapping of five clusters with the most emerging topics that is knowledge management, libraries, university libraries, research, explicit knowledge, surveys, academic libraries, personnel, information science, research and development management, design

methodology approach, library management, knowledge acquisition, library services, knowledge management system, knowledge based system, and knowledge.

8. The topic in the lower right quadrant, namely about "information technology, library and information science, explicit knowledge" can be further studied and researched because the number of citations and influences is high and there are still few who conduct research on the topic. Examples of "information technology" topics can be associated with "explicit knowledge" in libraries or "explicit knowledge" topics are associated with "library innovation". These high-citation topics are opportunities that can be used for research that can be carried out in the future.

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