



Interdisciplinary Journal of Information, Knowledge, and Management

*An Official Publication
of the Informing Science Institute
InformingScience.org*

IJIKM.org

Volume 16, 2021

Editors in Chief:

Geoffrey Z. Liu, San Jose State University, USA

Managing Editor: Eli Cohen, Informing Science Institute, USA

Publisher: Elizabeth Boyd; Informing Science Institute, USA

Editors:

Ewa Ziemba, University of Economics in Katowice (Poland) *Senior Editor*

Tharrenos Bratitsis, University of Western Macedonia (Greece)

Harry Tomas Fulgencio, Swinburne University of Technology (Australia)

Mike Hart, University of Cape Town (South Africa)

Iris A Humala, Häme University of Applied Sciences (Finland)

Salah Kabanda, University of Cape Town (South Africa)

Nelson K. Y. Leung, RMIT International University (Vietnam)

Felix O Quayson, Texas A&M University System (USA)

Christine Nya Ling TAN, Auckland Institute of Studies (New Zealand)

Maureen Tanner, University of Cape Town (South Africa)

Dale Trott, Central Queensland University (Australia)

The mission of the Interdisciplinary Journal of Information, Knowledge, and Management (IJIKM) is to provide readers with the widest possible coverage of the use of information and technology to effectively create, apply, and communicate knowledge in organizations. In addition to manuscripts that center on knowledge acquisition and sharing, agent-based systems, neural networks, genetic algorithms, learning systems, and natural language processing, we welcome manuscripts on a wide range of topics relating to the organizational use and management of information and technology.

IJIKM publishes scholarly conceptual, theoretical and empirical manuscripts on the use of information technology to enhance organizational performance. Submissions to the journal should be readable and understandable by a wide audience. Manuscripts should therefore also focus on practical application or illustration of the issues covered, rather than merely providing a mathematical or technical coverage, which would be more suitable for a specialist journal.

All manuscripts are submitted and reviewed electronically. We provide our published authors with the widespread readership that comes from publishing all manuscripts online, free of charge. This approach ensures that published works are read and cited by the widest possible audience.

IJKM is an academically peer-reviewed open-access journal. All submissions are blind refereed by three or more peers. JITE articles are published online on the web site **<http://ijikm.org>**

IJKM is listed in Cabell's Directory of Publishing Opportunities in Educational Technology & Library Science, Cabell's Directory of Publishing Opportunities in Management, EBSCO, Index of Information System Journals, Ulrichs.

(CC BY-NC 4.0) The articles in this journal are licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/). When you copy and redistribute this paper in full or in part, you need to provide proper attribution to it to ensure that others can later locate this work (and to ensure that others do not accuse you of plagiarism). You may (and we encourage you to) adapt, remix, transform, and build upon the material for any non-commercial purposes. This license does not permit you to use this material for commercial purposes.

ISSN Print 1555-1229, Online 1555-1237

**Published by the Informing Science Institute
131 Brookhill Ct., Santa Rosa, California USA
phone: +1-707-537-2211
<http://informingscience.org>**

IJKM Volume 16, 2021 – Table of Contents

Implementing Security in IoT Ecosystem Using 5G Network Slicing and Pattern Matched Intrusion Detection System: A Simulation Study Anshul Jain, Tanya Singh, Satyendra K Sharma, Vikas Prajapati	1-38
A Decision Support System and Warehouse Operations Design for Pricing Products and Minimizing Product Returns in a Food Plant Yahel Giat, Dan Bouhnik	39-54
Mediating Effect of Leaders' Behaviour on Organisational Knowledge Sharing and Manufacturing Firms' Competitiveness Adeline Chinonye Ugo-Agharanya, Rev. Fr. Anthony Igwe, Ejikeme Emmanuel Isichei	55-75
An Augmented Infocommunication Model for Unified Communications in Situational Contexts of Collaboration Carolina Abrantes, Óscar Mealha, Diogo Gomes, João Paulo Barraca, Carlos Viana-Ferreira	77-99
Challenges in Contact Tracing by Mining Mobile Phone Location Data for COVID-19: Implications for Public Governance in South Africa Paul Kariuki, Lizzy Oluwatoyin Ofusori, Prabhakar Rontala Subramaniam, Moses Okpeku, Maria Lauda Goyayi	101-124
The Roles of Knowledge Management and Cooperation in Determining Company Innovation Capability: A Literature Review Elan Nurhadi Purwanto, Ernie Tisnawati Sule, Imas Soemaryani, Yudi Azis	125-145