



Knowledge Management System for Organisational Development Information Technology

KEYWORDS

Charm, grabble, distributing, Yardstick, holistic.

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ABSTRACT

Knowledge management is an age old concept but now it's come up as a new Charm and attention for business world. A company which involves in Knowledge management is the process of capturing, distributing, and effectively using knowledge. Knowledge Management is about making the right knowledge available to the right job. Knowledge Management is a Yardstick for development of organization. This article reviews practices, advantages and benefits that highlighting development of organization by Knowledge Management. This study examines stress of knowledge management tools and a technique shift from process to practice. The paper begins by reviewing the concepts of knowledge management and learning organizations. There are many approaches for developing a knowledge management strategy, each supported by a holistic model of Knowledge management processes. The study examines current situation in terms of Knowledge management activities in the multinational companies.

Developing a knowledge management strategy provides a unique opportunity to gain a greater understanding of the way the organization operates, and the challenges that confront it. However, implementing knowledge management is also not that easy. Organizations wanting to implement knowledge management have to grabble with issues such as strategy, technology, organizational culture and knowledge organization. But despite all these issues, companies worldwide in both the private and public sector have shown keen interest in knowledge management, judging from the amount of money expected to be committed for knowledge management in the next few years.

INTRODUCTION:

"Knowledge is the fundamental factor -- the major enabler -- of enterprise performance."

Karl M. Wiig, KM guru..

Knowledge Management is one of the hottest topics today in both the industry world and information research world. In our daily life, we deal with huge amount of data and information. Data and information is not knowledge until we know how to dig the value out of it. This is the reason we need knowledge management. Knowledge management system that is designed to help organization to create, capture, analysis, represent, distribute, and reuse knowledge to improve its performance and to achieve competitive advantage. Knowledge management efforts typically focus on organizational objectives such as improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organization. Knowledge management is about making the right knowledge available to the right people. It is about making sure that an organization can learn, and that it will be able to retrieve and use its knowledge assets in current applications as they are needed. Many large companies and non-profit organizations have resources dedicated to internal efforts Knowledge management, often as a part of their business strategy, information technology, or human resource management departments. Several consulting companies also exist that provide strategy and advice regarding knowledge management to these organizations. Knowledge management is the process through which organizations generate value from their intellectual and knowledge-based assets. Work becomes more effective and efficient if the corporate use the Information System and Information Technology with good. Organizations and business decision makers spend a great deal of resources and make significant investments in the latest technology, systems and infrastructure to support knowledge management. The work is certainly not just Information System and Information Technology is a major focus, because the organization in a corporate environment also becomes an important aspect of the sustainability of the business. Companies that implement a centralized database system, electronic message board, Web portal in the hope that they were established a knowledge management pro-

gram are wasting both their time and money.

HISTORY:

Knowledge management efforts have a long history, to include job discussions, formal apprenticeship, discussion forums, corporate libraries, professional training and mentoring programs. More recently, with increased use of computers in the second half of the 20th century, specific adaptations of technologies such as knowledge bases, expert systems, knowledge repositories, group decision support systems, intranets, and computer-supported cooperative work have been introduced to further enhance such efforts. Early Knowledge management technologies included online corporate yellow pages as expertise locators and document management systems. Knowledge management emerged as a scientific discipline in the earlier 1990s. The International Knowledge Management Network (IKMN) went online in 1994.

DEFINITION:

"Knowledge Management is the discipline of enabling individuals, teams and entire organizations to collectively and systematically create, share and apply knowledge, to better achieve their objectives"

Ron Young, CEO/CKO Knowledge Associates International.

OBJECTIVES:

- 1) To determine knowledge management implementing companies current situations.
- 2) To examine knowledge management processes and its implementation for organizational growth.
- 3) To evaluate tools and a technique shift from process to practice in knowledge management.
- 4) To determine process & implementation for organizations growth.

METHODOLOGY:

Research Methodology is a way to systematically research paper in the theoretical form. It may be understood as a science of studying how research is done theoretically. It is necessary for the researcher to know not only the research methods techniques but also the methodology. Data has to be col-

lected from multiple source of evidence in addition to books, web sites and journals. The paper also focuses on the review of prior research of knowledge management and identifies attitudinal dimensions relevant to the Indian companies.

CURRENT SITUATIONS IN KNOWLEDGE MANAGEMENT SYSTEM IMPLEMENTING COMPANIES:

Getting employees on board:

The major problems that occur in knowledge management usually result because companies ignore the people and cultural issues. In an environment where an individual's knowledge is valued and rewarded, establishing a culture that recognizes tacit knowledge and encourages employees to share it is critical. The need to sell the knowledge management concept to employees shouldn't be underestimated after all, in many cases employees are being asked to surrender their knowledge and experience the very traits that make them valuable as individuals.

Knowledge management requires ongoing maintenance:

As with many physical assets, the value of knowledge can erode over time. Since knowledge can get stale fast, the content in a knowledge management program should be constantly updated, amended and deleted. Therefore, there is no endpoint to a knowledge management program. Like product development knowledge management system is a constantly evolving business practices.

Dealing with a Data Deluge:

Companies diligently need to be on the lookout for information overload. Quantity rarely equals quality, and knowledge management is no exception. Indeed, the point of a knowledge management program is to identify and disseminate knowledge gems from a sea of information.

ADVANTAGES OF KNOWLEDGE MANAGEMENT SYSTEM:

- Helps the organization to know, what they know, what are the strong capabilities staff and facilities they have...
- Helps the organization to identify the concentration areas and less populated areas of knowledge.
- And it helps the organization to collectively, share towards fulfillment of goals and objectives of the organization. It also help find the current status of the organization as compared to the competitors.
- Contributes to the intellectual capital of an organization; facilitates better, more informed decisions;
- Encourages the free flow of ideas which leads to insight and innovation; Eliminates redundant processes, streamlines operations, and enhances employee retention rates; improves customer service and efficiency; and leads to greater productivity.

TOOLS AND TECHNIQUES OF KNOWLEDGE MANAGEMENT PROCESS TO PRACTICES:

Companies which are involving effective knowledge management, a variety of factors and needs must be assessed to

find the most beneficial form for the knowledge. It provides the tools to:

- Automated data integration
- Data capture and workflow solutions
- Purpose-built databases
- Content life cycle management
- Secure file sharing
- Optical character recognition
- Social analytics and engagement solutions
- Integration of enterprise search
- Business intelligence.

FINDINGS:

- Lack of knowledge sharing between related business units
- Inconsistency in advice given by call centre and front-line staff
- Over reliance on long-service members of staff as sources of knowledge
- Cultural barriers between head office and regional staff
- Roadblocks between policy development and programmed implementation
- Difficulty in finding key corporate information
- Inconsistent and unstructured approach to information management
- Ineffective dissemination of corporate and regional news.

CONCLUSION:

Developing a knowledge management strategy provides a unique opportunity to gain a greater understanding of the way the organization operates, and the challenges that confront it. By focusing on identifying staff needs and issues, activities and initiatives can be recommended with the confidence that these will have a clear and measurable impact upon the organization. For many IT vendors and management consultants, it is a business opportunity that should not be missed. But while there is nothing wrong with making business sense out of knowledge management, there is a need to go beyond the search and replace practice of the word information to the word knowledge. Information management is a subset of knowledge management and technology should be seen as an enabler and part of infrastructure. For the majority of those interested in knowledge management, the key drivers are organizational efficiency, maximizing organization's potential, competitive advantage, building a learning organization and managing intellectual capital. However, implementing knowledge management is also not that easy. But despite all these issues, companies worldwide in both the private and public sector have shown keen interest in knowledge management, judging from the amount of money expected to be committed for knowledge management in the next few years.

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