Knowledgement management

Business

Knowledge Management The paper aims to address a two-fold objective, to wit to present an analysis of why knowledge management is important to the success of organizations; and (2) to provide three examples of knowledge management programs in organizations.

Knowledge Management

Importance of Knowledge Management

According to Ron Young, CEO/CKO of Knowledge Associates International, " knowledge management (KM) is the discipline of enabling individuals, teams and entire organisations to collectively and systematically create, share and apply knowledge, to better achieve their objectives" (Knowledge-Management-online, 2005, p. 1). The meaning of the term knowledge was qualified by Baker, Baker, Thorne, & Dutnell (1997), " knowledge is present in ideas, judgments, talents, root causes, relationships, perspectives and concepts. Knowledge can be related to customers, products, processes, culture, skills, experiences and know-how" (cited in Kalpic & Bernus, 2006, p. 44). KM is therefore important to the success of the organization because through the collective shared efforts of various stakeholders, the potentials and resources of the organizations are maximized. Core competencies and strengths are capitalized to enable the organization to address risks, threats and changes in external environmental factors that would impinge on the firm's operations. Accordingly, not only are the organizational objectives achieved; but more so, the relevant contribution of the organization's stakeholders are thereby percieved as instrumental for the firm's success and therefore, make each contributor better motivated to share their inputs towards a greater good.

Examples of Knowledge Management Programs

As noted from Kalpic & Bernus' (2006) discourse, " Rouggles (1998), for example, found that the four most common KM projects conducted by organizations were creating/implementing an intranet, knowledge repositories, decision support tools, or groupware to support collaboration" (p. 49). The creation and implementation of an intranet is deemed crucial for organizations to access and connect volumes and diverse information through different departments and functions within the organization. This is an example of KM due to the interplay of inputs, processes and systems that need to be identified, analyzed and connected, as required.

Decision-support tools are also examples of KM programs were organizational policies and procedures identify and authorize authorities to decide on significant aspects, alternatives, and options that each personnel, department, or group makes on a daily basis.

The design and implementation of knowledge repositories is likewise an example of a KM program where it would take solicited inputs from various personnel, functions, and department to define relevant information that should be included in the computerized database system.

Finally, the groupware or support collaboration is a KM program that entails defining the purpose of groups and team building towards attainment of goals. As such, aside from assessing factors to be incorporated in the various groups' formation, KM principles would assist in ensuring cohesiveness and efficiently of collaborative efforts and the prevention of conflicts, as required.

References

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