



Libyan International Medical University
الجامعة الليبية الدولية للعلوم الطبية



The Dimensions of Knowledge Management

BY: WESAM SUWEIDI

INSTRUCTOR: DR. SALWA ELAKEILI

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Knowledge Management Definition

- ▶ Knowledge management means the efficient handling of Information and resources within a commercial organization.
- ▶ Knowledge management and collaboration systems are amongst the fastest growing areas of corporate and government software system.
- ▶ Knowledge management has become an important theme at many large business firms as managers realize that much of their firm's value depends on the company's capability to create and manage knowledge.
- ▶ Studies have shown that a substantial of a firm's stock market value is related to its intangible assets of which knowledge is an important component in it.

Knowledge Management

- ▶ The past decade has shown an explosive growth in research on knowledge and knowledge management in economics, management and information systems field.

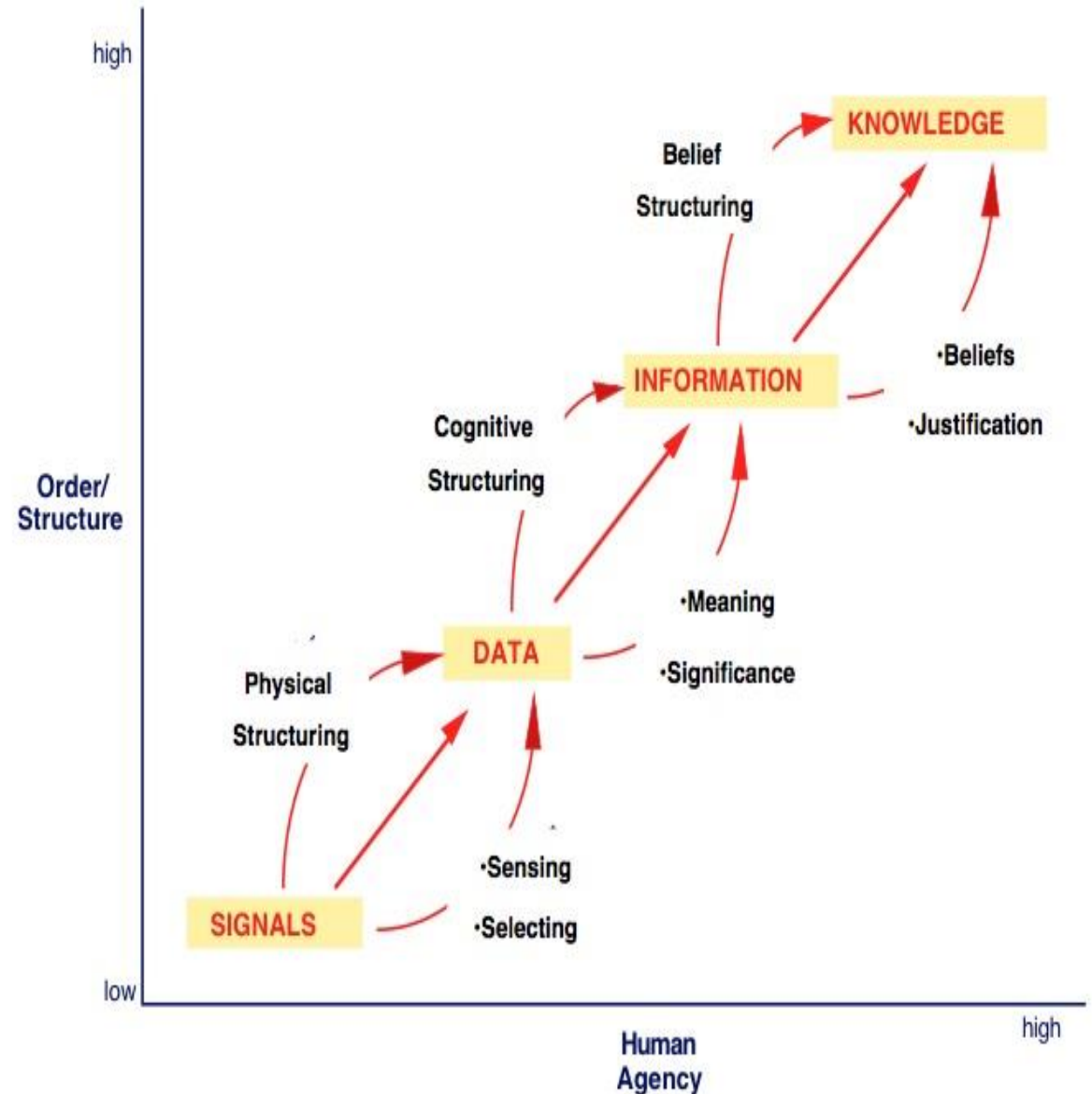
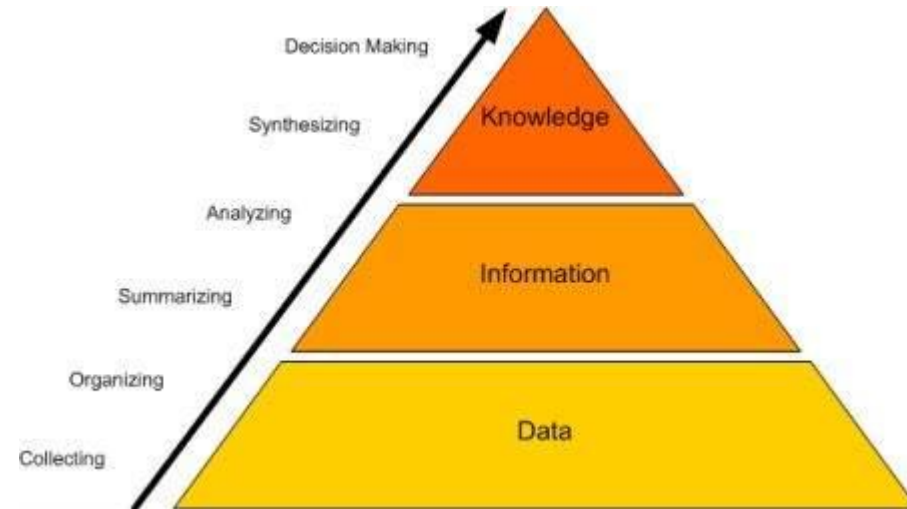


Figure 4.1 Data, Information and Knowledge (Choo 2006)

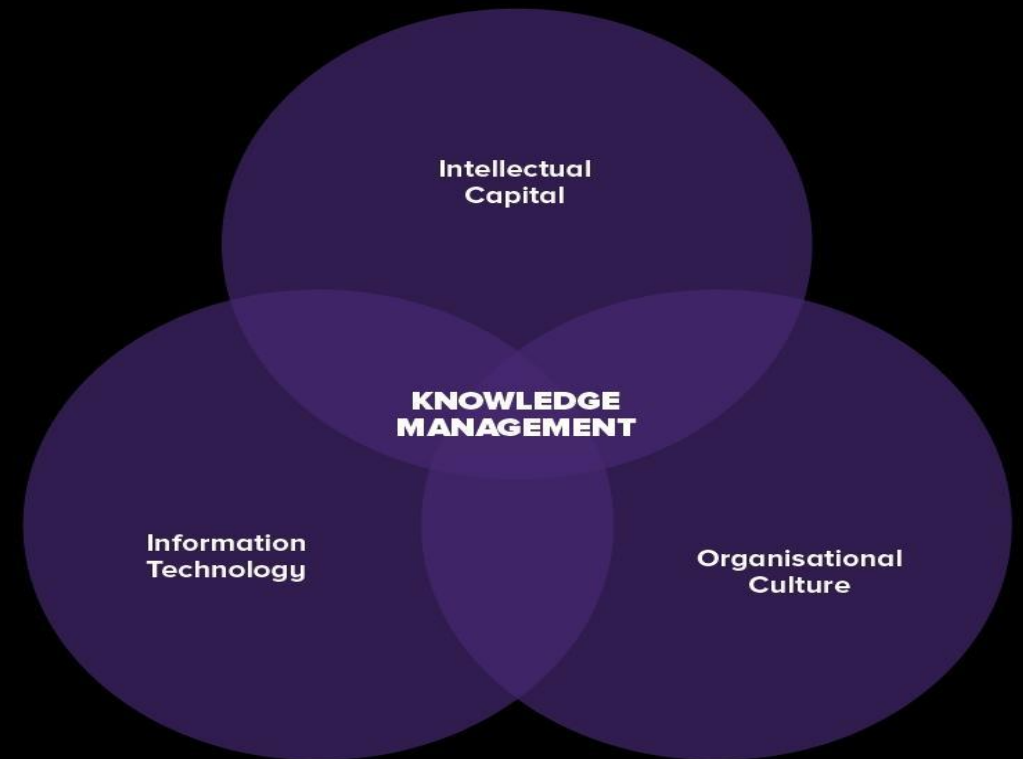
Knowledge Management

- ▶ We live in an information economy in which the major source of wealth and prosperity is the production and distribution of information and knowledge. An estimate 37 percent of the U.S labor force consists of knowledge and information workers.



Important Dimensions of Knowledge Management

- ▶ Knowledge is a firm asset
- ▶ Knowledge has different forms
- ▶ Knowledge has a location
- ▶ Knowledge is situational

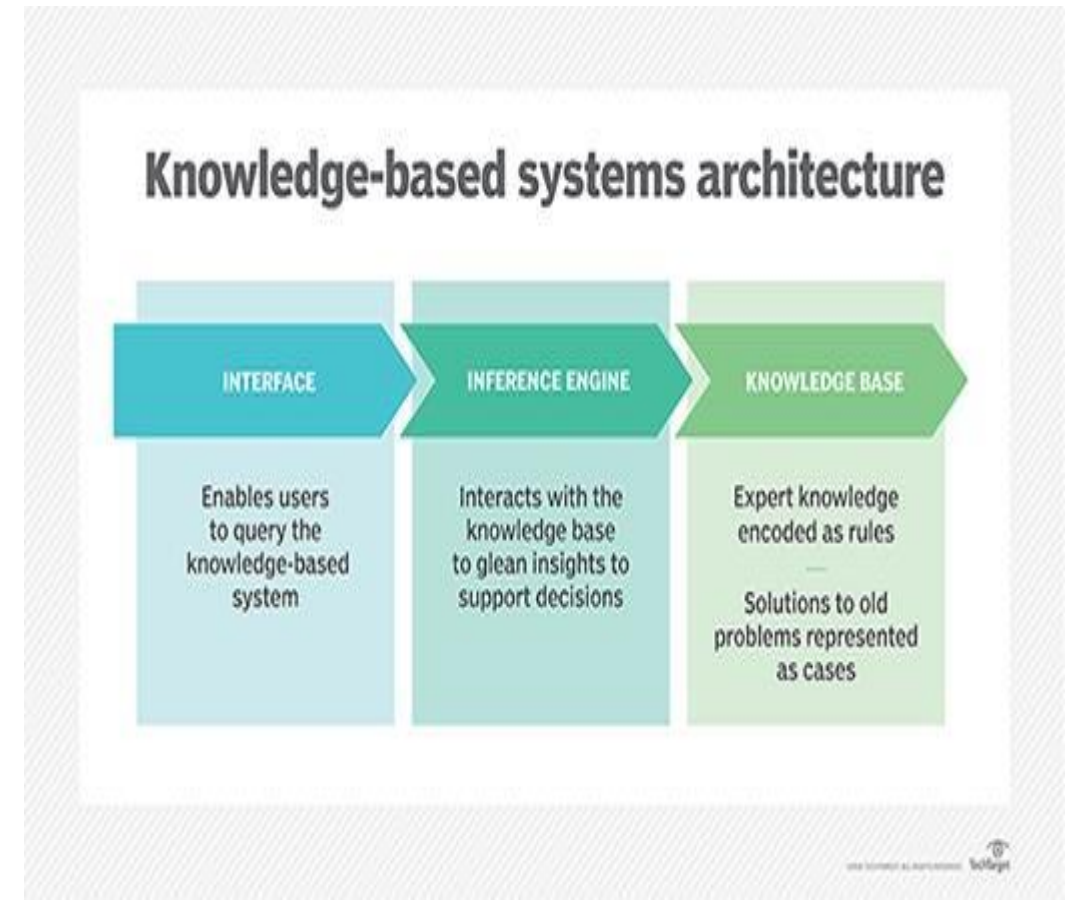


Knowledge is a Firm Asset

- ▶ Knowledge is an intangible asset.
- ▶ The transformation of data into useful information requires organizational resources.
- ▶ Knowledge is not subject to the law of diminishing returns as are physical assets.

Knowledge has Different Forms

- ▶ Knowledge can be either tacit or explicit (codified).
- ▶ Knowledge involves Know-how, craft and skill.
- ▶ Knowledge involves how to follow procedures.



Knowledge has a Location

- ▶ Knowledge is a cognitive event involving mental models and maps of individuals.
- ▶ There is both social and an individual basis of knowledge.
- ▶ Knowledge is “Sticky” (hard to move), situated (enmeshed in a firm’s culture) and contextual (works only within certain situations)

Knowledge is Situational

- ▶ Knowledge is conditional which means knowing when to apply a procedure is just as important as knowing the procedure (conditional)
- ▶ Knowledge is related to context; you must know how to use a certain tool and under what circumstances.

Knowledge Management and its Relation to Organizational Learning

- ▶ Organizations create and gather knowledge using various types of organizational learning mechanisms, through collection of data and careful measurement of planned activities.



Knowledge Management Value Chain

- ▶ Knowledge management increases the ability of an organization to learn from its environment and to incorporate knowledge into its business process.

The knowledge management value chain

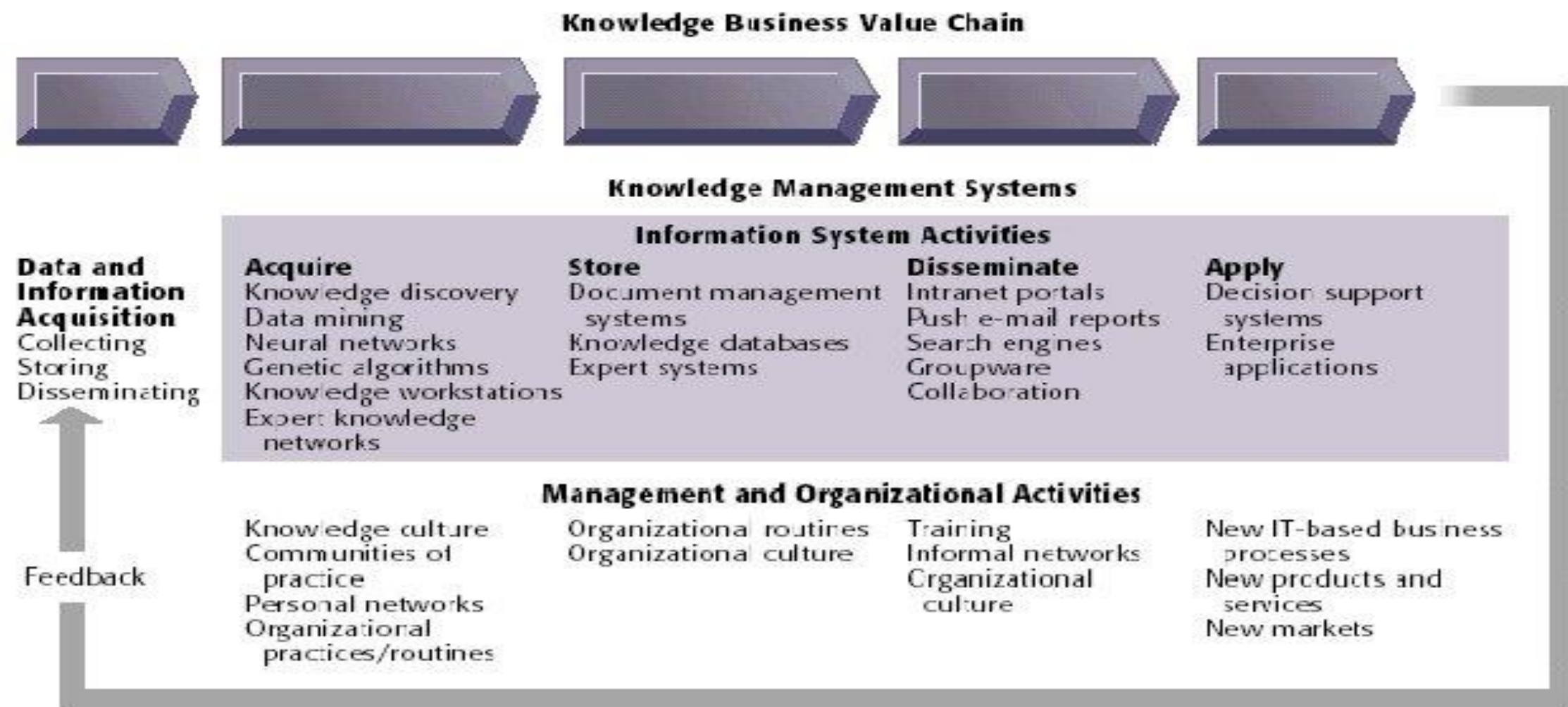


Figure 12-2

Types of Knowledge Systems

- ▶ Enterprise-wide knowledge management systems.
- ▶ Knowledge work systems.
- ▶ Intelligent techniques.

Enterprise-wide Knowledge Management Systems

- ▶ Includes general purposes.
- ▶ Integrated firm wide efforts to collect, store, disseminate and use digital content and knowledge.

Knowledge Work Systems

- ▶ Consists of specialized workstations and systems that enables scientists to discover and create new knowledge.

Intelligent Techniques

- ▶ They are tools for discovering patterns and applying knowledge to discreet decisions and knowledge domains.

Conclusion

- ▶ Knowledge management refers to the efficient handling of Information and resources within a commercial organization.
- ▶ Knowledge is a firm asset.
- ▶ Knowledge has multiple different forms.

REFERENCE

- ▶ Loudon, K.C. and Loudon, J.P., 2016 *Management information system*. Pearson education India

Thank you for
listening

HOPE YOU
ENJOYED