KNOWLEDGE MANAGEMENT
BCA VI SEM
UNIT IV
KNOWLEDGE MANAGEMENT SYSTEM

Knowledge Management (KM) is the process of creating,capturing,organizing, sharing and using knowledge.

It helps organizations improve efficiency, decision-making and innovation.

KM treats knowledge as a valuable organizational asset.

TYPES OF KNOWLEDGE

- Tacit Knowledge
  - Personal experience, skills, ideas
  - Difficult to document
- Explicit Knowledge
  - Documents, manuals, reports
  - Easy to store and share

CONCEPT OF KNOWLEDGE MANAGEMENT SYSTEM (KMS)

A Knowledge Management System (KMS) is an IT-based system that supports:

- Knowledge creation
- Knowledge storage
- Knowledge retrieval
- Knowledge sharing

It integrates people, processes and technology.

OBJECTIVES OF KMS

- Capture organizational knowledge
- Improve decision-making quality
- Promote collaboration and learning
- Encourage innovation
- Reduce loss of expertise

STRUCTURE OF KNOWLEDGE MANAGEMENT SYSTEM

Main Components:

1. Knowledge Sources
2. Knowledge Repository
3. Knowledge Processing
4. Knowledge Distribution
5. Users

KNOWLEDGE SOURCES

- Employees and experts
- Organizational documents
- Databases and reports
- External sources (customers, competitors)
- Includes tacit and explicit knowledge

KNOWLEDGE REPOSITORY

- Central place to store and manage knowledge

- Examples:
  - Databases
  - Document Management Systems
  - Data Warehouses

- Ensures easy access and retrieval

KNOWLEDGE PROCESSING

- Knowledge acquisition
- Classification and indexing
- Validation and updating
- Maintenance of knowledge base

KNOWLEDGE DISTRIBUTION

- Sharing knowledge across the organization using:
  - Intranet portals
  - Emails and discussion forums
  - Collaboration tools
  - Meetings and training sessions

USERS OF KMS

- Managers
- Employees
- Teams
- Decision-makers
- Experts and analysts

TECHNIQUES OF KNOWLEDGE MANAGEMENT

- Knowledge Capture
- Knowledge Sharing
- Knowledge Creation
- Knowledge Application

KNOWLEDGE CAPTURE TECHNIQUES

- Interviews with experts
- Observation
- Documentation
- Expert systems
- Data mining

KNOWLEDGE SHARING TECHNIQUES

- Communities of practice
- Workshops and seminars
- Training programs
- Intranet portals
- Team meetings

KNOWLEDGE CREATION TECHNIQUES

- Brainstorming sessions
- Innovation labs
- Research & development
- Learning and experience sharing

KNOWLEDGE APPLICATION TECHNIQUES

- Decision Support Systems (DSS)
- Expert systems
- Best practice databases
- Problem-solving tools

APPRECIATION (ADVANTAGES) OF KMS

- Improves organizational efficiency
- Enhances innovation
- Better and faster decision-making
- Promotes learning culture
- Reduces duplication of work

Critical assessment of techniques used in Knowledge Management Systems (KMS)

for knowledge management:

1. Knowledge Capture Techniques

- **Methods:** Interviews, documentation, observation, expert systems
- **Strengths:**
  - Helps preserve tacit and explicit knowledge
  - Reduces dependency on individuals
- **Limitations:**
  - Tacit knowledge is difficult to capture accurately
  - Time-consuming and may lead to incomplete data

2. Knowledge Storage (Repositories / Databases)

- **Methods:** Data warehouses, document management systems
- **Strengths:**
    - Centralized access to information
    - Easy retrieval and long-term storage
- **Limitations:**
    - Information overload can occur
    - Requires regular updating and maintenance

3. Knowledge Sharing Techniques

- **Methods:** Intranets, collaboration tools, communities of practice
- **Strengths:**
    - Encourages teamwork and innovation
    - Improves organizational learning
- **Limitations:**
    - Cultural barriers may restrict sharing

- Lack of motivation or incentives among employees

4. Knowledge Retrieval Systems

- **Methods:** Search engines, indexing, AI-based recommendation systems
- **Strengths:**
  - Quick access to relevant information
  - Improves decision-making speed
- **Limitations:**
  - Poor indexing leads to irrelevant results
  - Over-reliance on technology can ignore human insight

5. Knowledge Codification

- **Methods:** Converting tacit knowledge into explicit formats (manuals, SOPs)
- **Strengths:**

- Standardization of processes
- Easy to distribute and reuse

- **Limitations:**
  - Loss of context and depth
  - Not all knowledge can be codified effectively

6. Use of Artificial Intelligence & Data Mining

- **Methods:** Machine learning, predictive analytics
- **Strengths:**
  - Identifies patterns and insights from large data
  - Supports strategic decisions
- **Limitations:**
  - High implementation cost
  - Requires skilled personnel and quality data

LIMITATIONS OF KMS

- High implementation cost
- Resistance to change by employees
- Difficult to capture tacit knowledge
- Requires continuous updating and maintenance

CONCLUSION

•Knowledge Management Systems are essential in modern organizations.

•They help in effective use of knowledge for competitive advantage.

•Proper planning and support are needed to overcome limitations.