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KNOWLEDGE MANAGEMENT SYSTEMS

Introduction The issue of knowledge management systems has probably always been the most discussed and debated topic within knowledge management (KM). Even though knowledge management systems are not the most important part of KM (with some arguing that they are not even absolutely necessary), this is still the subject that generates most interest.

The purpose of this study is to define and to describe in details the issue of knowledge management systems.

Setting the task The tasks were set in order to understand where and in what forms knowledge exists.

Presentation of the main material The overall objective is to create value and

leverage and refine the firm's knowledge assets to meet organizational goals.

Implementing knowledge management thus has several dimensions including:

Strategy: Knowledge management strategy must be dependent on corporate strategy. The objective is to manage, share, and create *relevant* knowledge assets that will help meet tactical and strategic requirements.[1]

Organizational Culture: The organizational culture influences the way people interact, the context within which knowledge is created, the resistance they will have towards certain changes, and ultimately the way they share (or the way they do not share) knowledge.

Organizational Processes: The right processes, environments, and systems that enable KM to be implemented in the organization.

Management & Leadership: KM requires competent and experienced leadership at all levels. There are a wide variety of KM-related roles that an organization may or may not need to implement, including a CKO, knowledge managers, knowledge brokers and so on. More on this in the section on KM positions and roles.

Technology: The systems, tools, and technologies that fit the organization's requirements - properly designed and implemented.

Politics: The long-term support to implement and sustain initiatives that involve virtually all organizational functions, which may be costly to implement (both from the perspective of time and money), and which often do not have a directly visible return on investment.

In the past, failed initiatives were often due to an excessive focus on primitive knowledge management tools and systems, at the expense of other areas. While it is still true that KM is about people and human interaction, KM systems have come a long way and have evolved from being an optional part of KM to a critical component. Today, such systems can allow for the capture of unstructured thoughts and ideas, can create virtual conferencing allowing close contact between people from different parts of the world, and so on.[2]

Knowledge management systems refer to any kind of IT system that stores and retrieves knowledge, improves collaboration, locates knowledge sources, mines

repositories for hidden knowledge, captures and uses knowledge, or in some other way enhances the KM process.

Conclusions Knowledge is a very huge and important asset with each individual, especially with the big businesses as well as the small and medium enterprises. With the strong and clearly knowledge management system, it also help the firm to minimize the unnecessary faults as well as make lead to the better performance. Manager is the one who have the importance task in the company. Based on the existing data of knowledge, he/she have to use his/her skills to analyzing, understanding and leading the others to the best way. Furthermore, the manager should have the influence with the employees and staffs in the company. On the other hand, the manager has to make the friendly and comfortable environment to help them work in the good condition. Moreover, the company must have the suitable compensation policies that commensurate with their contributions in company. When doing so, it will boost the motivation of employees in the firm to update their knowledge and learn the new things everyday to have the better contribution in the future.

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