

KNOWLEDGE MANAGEMENT IN ORGANISATIONS

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INTRODUCTION

- Survival of any organization in this millennium is all about ensuring that you have the best people with the right skills to do the job.
- Any product or better technology can only put one firm ahead of the rest for a short time. A firm needs more than that, it needs quality people. This comes only through professionalism, talent hunt, uncompromising selection, training and development and knowledge management

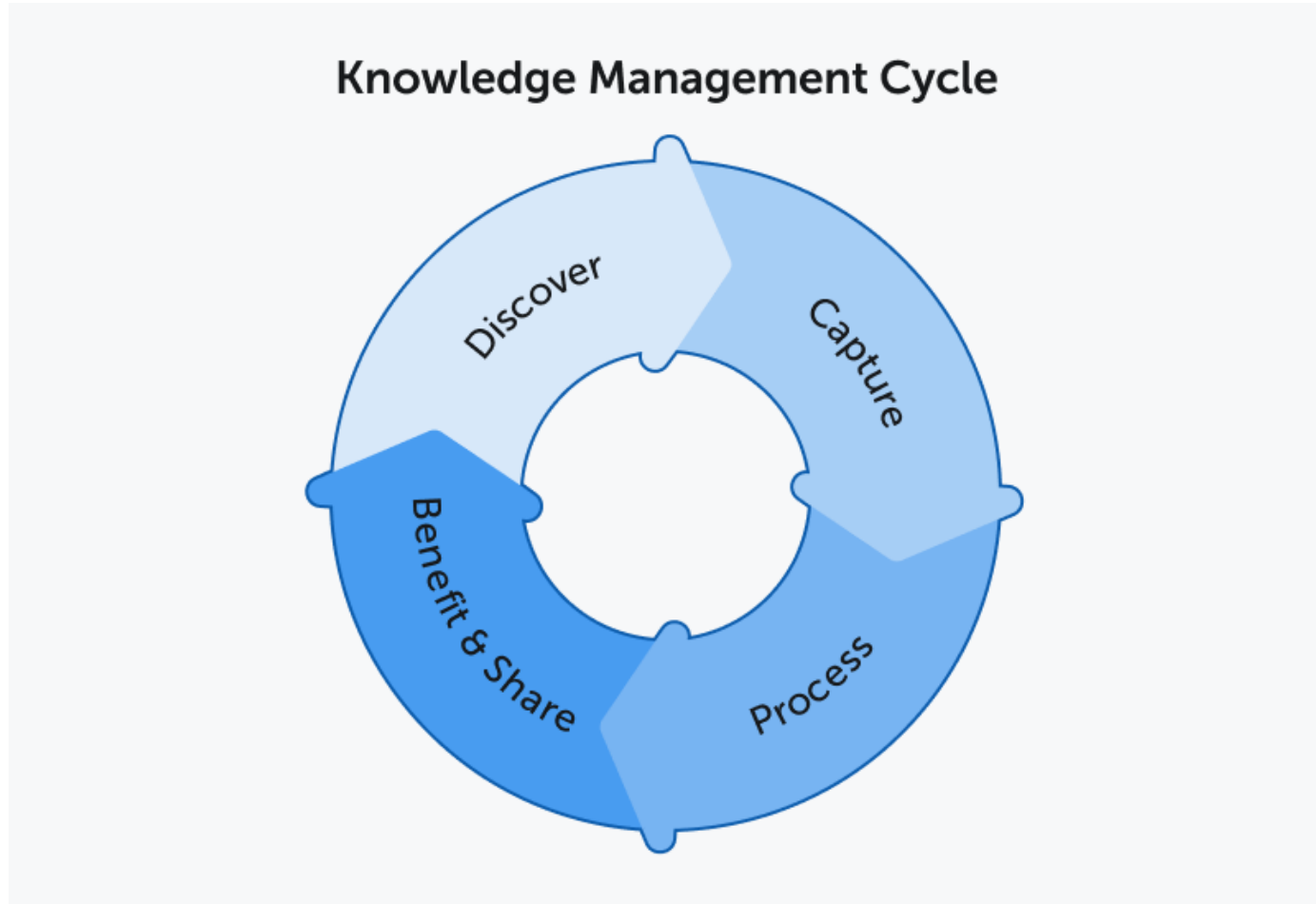
BASIC DEFINITION

- **Knowledge management (KM)**” is the collection of methods relating to creating, sharing, using and managing the [knowledge](#) and information of an organization. -It refers to a multidisciplinary approach to achieve organisational objectives by making the best use of knowledge.”
- ***Knowledge management*** is the conscious process of defining, structuring, retaining, and sharing the knowledge and experience of employees within an organization.
- The primary goal of knowledge management is facilitating the connection of staff looking for information, or institutional knowledge, with the people who have it.
- With practical knowledge management in place, organizations can spread information and raise the level of expertise held by specific individuals or teams to improve the efficiency of their practices.
- It often refers to training and learning in an organization or of its customers. It consists of a cycle of creating, sharing, structuring, and auditing knowledge to maximize the effectiveness of an organization’s collective expertise.

Types of knowledge

- The information knowledge management covers can generally be broken down into **three main types**:
- 1. ***Explicit knowledge*** is knowledge and information that can be easily codified and taught, such as how to change the toner in a printer and mathematical equations.
- 2. ***Implicit knowledge*** is knowledge that explains how best to implement explicit knowledge. For example, consider discussing a task with an experienced co-worker. They may provide explicit steps detailing how to complete the job. But they may also use their understanding of the situation to consider different options and decide the best approach for your given circumstances. The experienced employee utilizes and shares their implicit knowledge to improve how the team operates.
- 3. ***Tacit knowledge*** is knowledge gained through experience. Therefore, it is more intuitive and less easy to share with others. Examples of tacit knowledge are “know-hows”, innovative thinking, and understanding body language.

Knowledge Management Process



Knowledge management methods

- **1. Tutoring & training, communities of practice, and Q&A**
- **2. Documentations, guides, guidelines, FAQ, and tutorials**
- **Forums, intranets, and collaboration environments**
- **4. Learning and development environments**
- **5. Case studies**
- **6. Webinars**

Knowledge management systems

Knowledge management systems are IT solutions that allow for the storage and retrieval of the information stored within the company, allowing for better collaboration and more efficient problem-solving.

Types

- **Feedback database**
- **Research files**

Drivers of Knowledge Management

- ▶ **The Economic Meltdown.**
- ▶ **Climate Changes.**
- ▶ **Globalization- Knowledgeeering Economy.**
- ▶ **Global Insecurity**
- ▶ **Demographic Changes**
- ▶ **Competition.**
- ▶ **Failure of State Services**
- ▶ **Dissatisfaction with the current state of affairs.**

Benefits of knowledge management

- Reduced time to find information
- Reduced time for new staff to become competent
- Reduced operational costs
- Improved customer satisfaction
- Improved bid win/loss ratio

Knowledge management in practice

Knowledge management in practice can be separated into **three** main areas:

- **Accumulating knowledge**
- **Storing knowledge**
- **Sharing knowledge**

By accumulating and storing the staff's knowledge, companies hold onto what has made them successful in the past. In addition, sharing this information throughout the organization informs staff of past approaches that improve performance or better inform new strategies.

To achieve the goal of knowledge management, companies have to enable and promote a culture of learning and development, creating an environment where employees are encouraged to share information to better the collective workforce.

THE CHURCH NEEDS IS PROFESSIONALS AS LEADERS

- ▶ Who use their influence at the right times for the right reasons;
- ▶ Who take a little greater share of the blame and a little smaller share of the credit;
- ▶ Who lead themselves successfully before attempting to lead others;
- ▶ Who continue to search for the best answer, not the familiar one;
- ▶ Who add value to the people and organization they lead;

THE CHURCH NEEDS LEADERS Cont.

- ▶ Who work for the benefit of others and not for personal gain;
- ▶ Who handle themselves with their heads and handle others with their hearts;
- ▶ Who know the way, go the way, and show the way;
- ▶ Who inspire and motivate rather than intimidate and manipulate;
- ▶ Who live with people to know their problems and live with God in order to solve them;
- ▶ Who realize that their dispositions are more important than their positions;
- ▶ Who mold opinions instead of following opinion polls;

THE CHURCH NEEDS LEADERS

Cont.

- ▶ Who understand that an institution is the reflection of their characters;
- ▶ Who never place themselves above others except in carrying responsibilities;
- ▶ Who will be as honest in small things as in great things;
- ▶ Who discipline themselves so they will not be disciplined by others;
- ▶ Who encounter setbacks and turn them into comebacks;
- ▶ Who follow a moral compass that points in the right direction regardless of the trends.

ENDING QUOTE

- A CHURCH WITHOUT DEVELOPED PROFESSIONALS AS LEADERS HAS NO FUTURE. ONE IS NOT SUCCESSFUL WITHOUT A SUCCESSOR.THIS COMES ONLY THROUGH THE PRACTISE OF PROFESSIONALISM AND KNOWLEDGE MANAGEMENT



REFERENCES

- Wikipedia
- Valamis Learning Solutions