Impact of Knowledge Management System on Knowledge Centric Organization Productivity

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Introduction

Knowledge has been referred to as a key organizational asset (Lee et al., 2009) and its management as a result, falls into the highest priority of the organization (Goa et al., 2014).

In order for companies to utilize the knowledge, a knowledge management system has to be implemented to capture, store, and assign the existing.

This process is vital to existence of the knowledge-centric organizations; as the primary source of business is the individual’s knowledge which functions as an asset in such companies (Zack, 2003).
KNOWLEDGE MANAGEMENT SYSTEMS (KMS)

Knowledge management system is one of the aspects of information system which in essence, manages the knowledge in the organization. Hence, this system is developed in order to support and augment the organizational processes of creating, storing, retrieving, assigning, and applying the knowledge (Lee et al., 2009).

KMS is developed for the purpose of supporting organizational KM behavior. It contributes to a great extent, in transformation of the existing knowledge to create new knowledge within the organization. Damodaran and Olphert (2000), also highlight the importance of KMS in enabling the organizational learning through a process of accruing the knowledge and making it available for the employees of the organization.
KNOWLEDGE CENTRIC ORGANIZATION

��识中心组织在其本质中，其策略的制定基于他们所知以及所创造的知识。通常，这些公司通过集中识别竞争对手落后的地方来获得竞争优势，这也提供了一个公司能力及其执行任务能力的概览（Kyte, 2005）。

知识中心组织可以通过许多特征来区分，但其中最与众不同的特征是其对员工专业知识的依赖，相较于生产行业和服务行业，前者可以利用其他资产如财产、固定设备、流动资本（Makani, 2012）。

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KMS & KNOWLEDGE CENTRIC ORGANIZATION

- KMS in its very core is the process of managing organizational knowledge via employment of information systems; the process is responsible for support and enhancement of the knowledge creation, knowledge retrieval, knowledge transfer, and its application (Goa et al., 2014).

- Throughout the study of Knowledge centric organization, management of knowledge has been highlighted as a key to unlocking the knowledge creation and knowledge transfer in order for organizations to be able to create a competitive advantage (Kyte, 2005). It is also highlighted by (Makani, 2012) that the creation and application of knowledge in knowledge centric organizations are innovation and creativity where creativity is generation of knowledge and innovation is referred to implementation of the knowledge and ideas gathered.
PRODUCTIVITY

Productivity in broad-spectrum, evaluates output comparative to input and it is an essential feature of economic development and growth (Oecd, 2001), it also contribute to creation of a strategic advantage (Damodaran and W. Olphert, 2000).

In the economic context, productivity is viewed as an indicator of efficient allocation of resources; it chiefly focuses on the amount of resources spent on a specific period of time and the amount of goods produced in the same timeline via a ratio.

The measures of productivity ratio is subjected to change and modification based on the industry they are employed in and their specific requirements (Poeter, 1980; Alavi and Leidner, 2001).
The relationship between knowledge management system and productivity has been subjected to empirical studies which exposes the impact that knowledge managements systems have on performance and productivity of the firms (Alavi and Leidner, 2001), the impact KMS has on productivity in knowledge centric organizations has been greatly understudied (Kuo et al., 2011).

(Moos et al., 2013) Suggested that a well-designed KMS should be consistent with the users’ favored style of work, which will satisfy their needs in work practices and further improve their productivity. Knowledge worker being one of the main factors playing role in knowledge centric organizations, could potentially contribute to overall productivity of the organization. KMS is particularly supportive in knowledge identification which in turn can influence the innovation process in the firms (Zack, 2003).
This research aims to investigate the relationship between knowledge management systems, and Knowledge centric organization; furthermore, this research intends to examine the relationship between knowledge centric organization and productivity in Malaysian manufacturing organizations. Moreover, knowledge management system is the independent variable, knowledge centric organization along with productivity are the dependent variables.

The data collection will be conducted by employing a quantitative approach via a survey questioner. The questioner is then constructed and is sent to the executive panel and managers of the organizations through email. The unit of analysis of this study is the organization, however the executives and managers are targeted as respondents due to their knowledge of organization.
Hypothesis

- $H_1$: There is a significant relationship between Knowledge Management systems and Knowledge Centric Organization.

- $H_2$: There is a significant relationship between Knowledge Centric Organization and Productivity.
RESEARCH MODEL

Knowledge management system → Knowledge centric organization → Productivity
Conclusion

This research brings light to the context of knowledge management systems in knowledge centric organizations towards the productivity in Malaysian manufacturing firms. This study contributes to the literature of Knowledge management system in knowledge centric organizations and productivity in such firms. Effective use of KMS in such organizations can potentially increase the productivity as the knowledge becomes more accessible to employees of the organizations. Findings of this study can bring fresh insights to the managers of knowledge centric organizations by introduction of strategies that can be driven from the use of KMS that would ultimately contribute to the firm’s productivity.
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