Investigating the Effectiveness of Knowledge Management Systems in Enhancing Organizational Learning and Innovation

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ABSTRACT

This study explores how Knowledge Management Systems (KMS) enhance organizational learning and innovation. Using a mixed-methods approach—surveys and interviews—the research identifies that effective KMS usage leads to improved knowledge sharing, decision-making, and innovation capabilities. It also highlights key challenges and best practices in implementation. The findings provide actionable insights for organizations seeking to improve their knowledge management processes.

Keywords: KMS, organizational learning

I. INTRODUCTION

In today's knowledge-based economy, managing information effectively is crucial. KMS play a vital role in capturing, storing, and sharing knowledge to support learning and innovation. Organizations need to understand how to leverage KMS to stay competitive and adaptive. This research investigates the impact of KMS on organizational processes and outcomes, aiming to bridge the gap between theory and practice.

II. RESEARCH METHODOLOGY

A mixed-methods design was used:

- Quantitative: Surveys measured KMS usage, learning, and innovation levels.
- Qualitative: Interviews with employees and managers provided detailed insights.
- Sample: Diverse industries and organizational sizes ensured broader relevance.
- Data were analyzed using statistical and thematic methods for comprehensive insights.

III. FINDINGS

- Positive Impact: KMS improved decision-making, learning, and collaboration.
- Innovation Enabler: Tools like collaborative platforms and knowledge repositories accelerated idea generation.
- Challenges Identified: Resistance to change, lack of leadership support, and technical difficulties limited effectiveness.
- Best Practices:
    - Leadership involvement
    - Clear KMS strategy
    - Training and user-friendly systems
    - Integration with business processes

IV. LIMITATIONS

- Small and specific sample limits generalizability.
- Data based on self-reporting may involve bias.
- Cross-sectional design doesn't capture long-term KMS impact.

V. CONCLUSION

KMS significantly contribute to organizational learning and innovation when implemented strategically. Organizations should:

- Promote a culture of knowledge sharing.
- Invest in training and change management.
- Continuously evaluate KMS effectiveness.
- Integrate KMS into daily workflows.