

Maximizing the Efficiency of Knowledge Management Systems

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Abstract : The objective of this study was to propose strategies to improve the efficiency of Knowledge Management Systems (KMS). This study highlights best practices from various industries to create an overall summary of Knowledge Management (KM) and efficiency in organizational performance. Results indicated eleven best practices for maximizing the efficiency of organizational KMS that can be divided into four categories: Designing the KMS, Identifying Case Studies, Implementing the KMS, and Promoting adoption and usage. Our findings can be used as a foundation for scholars to conduct further research on KMS efficiency.

Keywords : artificial intelligence, knowledge management efficiency, knowledge management systems, organizational performance

Conference Title : ICKMIS 2023 : International Conference on Knowledge Management and Information Systems

Conference Location : Honolulu, United States

Conference Dates : May 11-12, 2023