

Consensus-Oriented Analysis Model for Knowledge Management Failure Evaluation in Uncertain Environment

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Abstract : This study propose a framework based on the fuzzy T-Norms, T-conorm, a novel operator, and multi-expert approach to help organizations build awareness of the critical influential factors on the success of knowledge management (KM) implementation, analysis the failure of knowledge management. This study considers the complex uncertainty concept that is in knowledge management implementing capability (KMIC) and it is used by fuzzy logic for this reason. The contribution of our paper is shown with an empirical study in a nonprofit educational organization evaluation.

Keywords : fuzzy logic, knowledge management, multi expert analysis, consensus oriented average operator

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