Abstract

Knowledge management provides a budding class to decision making that itself rest on the bench of intellectual capital. However, the present study attempts to extract the relationship between intellectual capital and decision making in e-governance systems in Indian public sector. The study identified the moderating effect of knowledge management process on the relationship between intellectual capital and decision making. However, it showed that all what is required is an ideal combination of human, structural or relational capital with that of the various stages of knowledge management process for an effective decision-making. Consequently, the findings of the present study have practical contributions to the government organizations that may serve as a reference for government organization in the implementation of effective KM system for the decision-making in their work culture.

References

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(COMI).


Index Terms

Computer Science

Information Sciences

Keywords

Knowledge Management, Decision Making, Intellectual Capital, Moderation Effect, Human Capital, Structural Capital