Abstract

Higher educational institutions (HEIs) create and apply knowledge during their processes and activities. The growth in the number of HEIs in India in the last decade has increased competition and the pressures for performing better. This has forced the institutions to recognize the need for knowledge management (KM) initiatives which is a key asset. The
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The purpose of the paper is to emphasize the need for knowledge management in higher educational institutions and to examine the impact of information technology (IT) based KM intervention. The paper explores the various the functional domains in HEIs and the indicators that determine these domains. The authors have evaluated the functional domains for IT based KM intervention and identified the perceived benefits. In order to reinforce the results, the authors have proposed a conceptual framework for the efficient capture, encapsulation, structuring, dissemination and employment of the organizational knowledge towards the organizational goals and objectives. If the framework is implemented, the authors feel it will result in enhanced transformation of organizational knowledge into decision making and actions.

Reference

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