Abstract

In this present era of technology, organizational knowledge is the only source of long term sustainable competitive advantage. This has attracted the interest of organizations towards knowledge management and knowledge management system. Quality of KMS plays a vital role in satisfaction of Knowledge user. It is not only the amount of use of KMS is important but its quality is more important along with its usage. This study aimed at identifying the several key drivers for developing quality of knowledge management system and examining their relationships with satisfaction of knowledge users. This study thus set to investigate the quality of KMS in the context of STMicroelectronics (India). A questionnaire survey was conducted to test the proposed KMS Quality model. The study found that KMS quality drivers such as knowledge quality, system quality and service quality of KMS were significantly related to the
Knowledge user satisfaction. The result of this study reveals that quality of KMS and satisfaction of knowledge user are significantly related to each other. The proposed result will be of value to researchers and practitioners interested in designing, implementing, researching, and managing KMS and can serve as a foundation for future studies.

References

- Davenport, T. H. and P. Klahr, Managing customer support knowledge.
Enhancing Satisfaction of Knowledge User through Quality of KMS: An Empirical Study


Index Terms
Keywords

Knowledge  Knowledge Management  Knowledge Management System  Quality System Quality

Service Quality

Knowledge Quality