



EMPLOYEE KNOWLEDGE MANAGEMENT WITH REFERENCE TO BSIT SOFTWARE SOLUTIONS PVT LTD

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ABSTRACT

If a company wants to be competitive, innovative, and productive in today's market, it needs employee knowledge management (EKM) to make the most of its workers' expertise. The abstract delves into the topic of effective EKM in business contexts, including its importance, challenges, and approaches. EKM is a systematic approach to achieving organizational objectives via the systematic discovery, collection, sharing, and use of employee knowledge. The objective is to make the most of the company's intellectual capital by doing things like acquiring, developing, sharing, and employing information. A major obstacle to EKM is the fact that much of the knowledge that employees gain is tacit and so difficult to communicate. To address this obstacle, strategies are needed that facilitate informal information exchange and collaboration among workers. These strategies might take the shape of mentoring programs, communities of practice, and knowledge-sharing platforms. The advent of knowledge repositories, intranet portals, and AI-driven systems has revolutionized EKM, allowing organizations to more effectively collect, organize, and disseminate information.

INTRODUCTION

Knowledge management allows companies to consolidate all pertinent data into one place, hence eliminating information silos. Businesses are safeguarded against the potential loss of employee-accumulated data in this way. Formal education and practical experience both contribute to a person's or group's knowledge. Information like this is derived from data, which is essentially raw facts and figures with some extra context thrown in.

There are three types of knowledge: explicit, tacit, and entrenched. But the two most important distinctions are explicit and tacit.

- Information provided directly. Books, files, folders, papers, databases, and how-to videos are just a few examples of the numerous formats that codified information may take. A knowledge management system is ideal for extracting and organizing this kind of information.
- Understood data. An intuitive source provided this data. Consistently helpful for accomplishing far-off goals, it is the product of much practice and expertise. This method of data transfer is difficult as it relies on only one person. Since there is no easy way to extract tacit knowledge, the onus of documenting it in written or video form is on the knowledge-holder. This is in contrast to explicit information. Knowing when to

begin a sales presentation and how to improve as a leader are examples of tactics.

- Prenatal knowledge. Data like this is a part of any company's culture, manuals, processes, and structures. Organizations have it embedded in them, both formally (via management initiatives) and informally (through the other two types of knowledge's usage and application). The significance of a certain strategy to a business's operations is not readily apparent, even while there are transparent sources for embedded data. Knowledge is essential for any business. Without recording information, it will be difficult to make decisions, learn from mistakes, and develop new products. Knowledge management is an approach that may be used to gather, organize, and share your company's expertise with both internal and external stakeholders.

Academics and businesses alike have taken an interest in the concept of knowledge management, which has been around for some time. Knowledge management initiatives are being influenced by changes in data storage and new technology.

Developing a Knowledge Management system that suits your company's needs is no easy feat and requires meticulous attention to detail. Get a good grasp of your system's architecture, potential obstacles, and appropriate tools before you put it into action. The goal of knowledge management is to ensure that everyone on your team has access to the same



high-quality information, rather than limiting it to a small group of people who have specialized knowledge. Making better use of the data currently there in their domain would make it simpler for businesses to achieve their objectives. They promote an environment of continuous learning and open communication throughout the organization. Systems and techniques needed to establish effective KM processes are all a component of Knowledge Management. People, processes, and tools are all involved.

The Significance of Knowledge Management Knowledge Management is essential for managing and understanding the flow of information in your firm. The lack of information management solutions is already putting a lot of strain on knowledgeable staff. When your staff needs advice, they will usually ask their more seasoned coworkers for it. Meanwhile, skilled employees will probably spend more time helping out their colleagues, which might lead to a decrease in their own productivity. Using information management, you can control the flow of knowledge inside your company instead of relying on a disorganized system. To put it simply, an effective system guarantees that the appropriate individuals can access timely and accurate information.

Additionally, knowledge management is crucial since it can: Collect Crucial Information No matter what industry your product is in, your company should be the go-to place for any and all product-related questions. You may collect valuable information from a lot of places with the aid of data management. The next stage is to make resources, such as articles and videos, available so that individuals may address their problems. Effortlessly Make Accessible Knowledge Resources Making sure your staff and clients have access to the resources they need is the first step. However, getting there isn't exactly a walk in the park. Research often takes up more than 12 hours of an employee's week. Knowledge management may let your team get resources from a central place. No longer will workers have to sift through messages and inboxes to get the data they want. Promote an Environment That Values Knowledge

The concept of knowledge management is still in its infancy. As with any fresh perspective on business, this new idea isn't without its share of challenges. Making the perfect environment is the biggest challenge. Knowledge should be seen as a competitive advantage by your team. If you can improve the flow of information, you can change your employees' views on knowledge resources. It could also help solidify the idea that data and collaboration are as valuable as any other tool for doing business.

Help Acknowledge the Worth of Seasoned Employees Even highly competent people have trouble seeing their own worth. They may be asked to take on more tasks by their bosses without any indication of gratitude or recognition. A high rate of employee turnover, which might drive up expenses, is a natural outcome. Companies that encourage employees to share what they know often have better-informed workers overall. Therefore, your workers may confidently share their insights without feeling overwhelmed. Doing so will show your informed team members how much you value their contributions and honor their efforts. Acquiring, disseminating, and making good use of information are all part of knowledge management. Helping businesses better integrate their knowledge resource discovery, collecting, evaluation, retrieval, and sharing processes is the primary goal of this field of study. The word "resources" may mean everything from paperwork and databases to policies and processes and even the untapped knowledge of employees. One of the main goals of knowledge management is to collect and share information so that all workers may benefit. By studying and using the knowledge life cycle, several companies have enhanced their data warehousing, knowledge integration, data mining, imaging, and knowledge warehousing as well as their systematic document management. To succeed, important information must be disseminated accurately and promptly. At first glance, this may not seem to be a big deal. However, it really requires knowing where and how data is being used, developing procedures that span departments, and getting everyone on board with new projects. Peter Drucker argues that knowledge management is primarily concerned with assisting businesses in maximizing their knowledge resources in order to gain a competitive advantage. It could include creating new information in addition to archiving, trading, and improving what already exists. Our ultimate goal is to use, enhance, and generate value.

Any knowledge strategy worth its salt will use the company's overall goals as its compass. To satisfy strategic and tactical goals, it is essential to manage, exchange, and produce appropriate knowledge assets. Cultural Factors in the Workplace: Cultural factors in the workplace impact employees' propensity to share information, their level of openness to new ideas, the environment in which knowledge is formed, and the degree to which they interact with one another. Prior to implementing knowledge management, a corporation should ensure that the necessary policies, procedures, and infrastructure are in place. Support from knowledgeable and experienced upper-level managers is essential for knowledge management. A company's need to establish a chief knowledge officer, knowledge managers, knowledge directors, and countless more similar positions is up for debate.



Technical Foundation: The company has established and implemented efficient systems, procedures, and technologies for the preservation and delivery of knowledge.

In order to improve organizational learning, knowledge management focuses on providing the appropriate resources, including people, structures, teams, and culture. Regarding the value and uses of the knowledge it creates, its storage and access solutions should reflect that. This includes controlling who may access what and when. A method for evaluating, applying, enhancing, and eliminating organizational knowledge should be part of it, along with certain short-term and long-term features.

Strategic Knowledge Management:

A lot of companies are reevaluating their organizational structures to find better ways to use data in their overall plans. At this point in time, gaining a competitive edge is mostly dependent on gathering, sharing, and using information. When companies don't combine their business strategy with their knowledge resources, they miss out on opportunities to build a competitive edge. While I weigh my alternatives for enhancing their long-term objectives via the utilization of their organization's data. A better grasp of the present, preparation for the future, and the acquisition of a competitive edge via the use of their organization's information assets are all part of their objectives. Half or more of Europe's top practice organizations have knowledge management as one of their strategic objectives, according to a recent benchmarking analysis by the American Productivity and Quality Centre.

Corporate America is still hiring people with a long-term perspective who can understand the link between data and strategic management. Common job titles for those involved in knowledge management include specialist, administrator, manager, chief knowledge officer, director of knowledge management, and so on. Through the roles they fill and the finances they supply, businesses show their concern for knowledge management and how it aligns with their corporate strategy.

Research Gap

Although knowledge management methods are used by many businesses, there is a lack of information about which strategies work best in various types of organizations. The effects of these methods on organizational performance and innovation, as well as the variables that contribute to their success or failure, may be the subject of future research. Finding out how well and how practically these technologies work to enhance knowledge management procedures might be the subject of future research. When it comes to information sharing in the workplace, cultural and social factors are major factors.

How workers' information sharing practices are impacted by cultural variations, social networks, and interpersonal connections might be the subject of future research. Organizations may benefit from knowledge management techniques that are more successful when they take into account these elements and adapt them to their own cultural and social settings.

Objective of the study

- To gain an understanding of how knowledge management practices are implemented in the organization.
- To identify any obstacles or problems with these practices.
- To analyse the factors that impact knowledge management.
- To assess how these practices affect organizational performance.

Research Methodology

Data gathered from Primary Source and Secondary Source of Data. Primary source of data is collected from the primary data through survey with structured questionnaire and observations

Research Design: Exploratory Design

Sampling Design: Convenience Sampling

Sampling Procedure: Simple Random Sampling

Sample Size: 154

Analytical Tool: Structured Questionnaire

Secondary Source of data is gathered from the data available in the Textbooks, Journals, Websites etc.

Limitations of the study

- Time is the major Constraint of the research
- The respondents' responses may not have been collected at the optimal time for analysis
- The reliability of the results for decision-making may be compromised
- The results for one division of the company may differ from those for another.

LITERATURE REVIEW

Examining the Role of Knowledge sharing on Employee Performance with a mediating effect of Organizational learning by J. Ranjan Meher & Rohita Kumar Mishra, (March 2021):

In today's knowledge-based economy, intellectual capital is essential for every organization that wants to survive and prosper. Businesses are always looking for innovative methods to teach their personnel so they can remain ahead of the competition. The main goal of this study is to determine the relationship between knowledge sharing and enhanced employee performance. This study also includes a mechanism for evaluating employee performance. Strategy, procedure, and blueprint Primary and secondary



sources were also used to compile the data for this study. In the course of researching this piece, 354 different IT organizations in India were polled. In order to analyze the data, moment structure analysis and statistical software for the social sciences (SPSS) version 23 were used. Using route analysis, we looked at how each independent and mediated influence affected the dependent variable. Findings To back up the theoretical concept, this study presents actual evidence. Organizational intelligence (OI), cultural norms, and the flow of knowledge inside and across organizations are the most important considerations. The main element impacting the worker's output is learning inside the organization.

Knowledge Management and Employee Performance:

A Systematic literature Review by Samuel Partogi Hasudungan Sinaga, Erna Maulina, Iwan Sukoco, (May 2020): There has been a deluge of rigorous literature evaluations on the topics of knowledge management and, broader, employee performance in the last decade. This research aims to examine previous works that have addressed the relationship between knowledge management and productivity in the workplace. This study is motivated by a desire to understand the effects of knowledge management on worker productivity. Gaining a comprehensive understanding of knowledge management trends, methodologies, practices, and applications is the primary objective of this study, which strives to improve employee performance.

Knowledge Management Practices and the Focus on the individual by Isabel Rechberg and Jawad Syed, (July 2014):

In order to determine the level of importance that businesses put on people, this article examines how they are currently managing knowledge management (KM). To research the interpretation, processing, and management of knowledge, as well as the role that humans play in these processes, it defines and evaluates four essential KM practices—technology, organizational culture and structure, communities of practice, and human resource practices. This research shows that present KM processes might be improved by shifting the focus to the role of individuals via an individual-centric approach to KM design and implementation in businesses.

Examining the impact of Top Management Support on Employee Creativity through the mediating role of knowledge management and absorptive capacity by Sawasn Al-Husseini, (May 2023):

This study aims to explore the connections between top-level management support and employee creativity via knowledge management processes (acquisition and sharing) and absorptive capacity. It draws on the knowledge-based viewpoint and social exchange theory to form an understanding of these interactions. In order to gauge

management support, knowledge management, absorptive aptitude, and originality, 284 academics and researchers from research centers in Iraqi public institutions had their opinions recorded. Using AMOS for structural equation modeling, we discovered that top management support, knowledge management approaches, absorptive aptitude, originality, and absorption all had positive connections. In order to foster an environment that promotes learning and sharing—which increases absorption capacity and, in the end, employee creativity—the study's findings stress the vital relevance of support from senior management. Knowledge management and absorptive capacity are critical in boosting employee creativity, according to empirical data gathered from Iraqi academics and researchers.

Factors Influencing the effectiveness of Knowledge transfer among Employees in Building construction firms in Abhuja, Nigeria by Bilkisu Ali-Gombe, Ogbabu Donald. O, Nasir Isiyaku Tsanyawa, (July 2021):

In order to stay afloat in today's competitive construction industry, organizations must ensure effective project delivery. The study's overarching goal is to identify the factors influencing the effectiveness of knowledge transfer within Abuja, Nigeria's construction industry. Registered building construction professionals were asked to fill out a well-structured survey on the issue of knowledge transfer in the construction industry. Managerial staff members such as quantity surveyors, construction workers, engineers, architects, and estate appraisers were surveyed. Only 136 of the 380 surveys were really returned with the requested information. The study showed that the most significant factors influencing knowledge transfer in these firms were employees' attitudes toward leadership, organizational principles, training, communication, availability, and access to ICT. The study's findings imply that top executives should understand the value of knowledge management in accomplishing business goals and should act accordingly when it comes to imparting their expertise.

Knowledge Management by Harun Pinjari, Shivagond nagappa Teli, Abdul Razak Honnutagi, (March 2017):

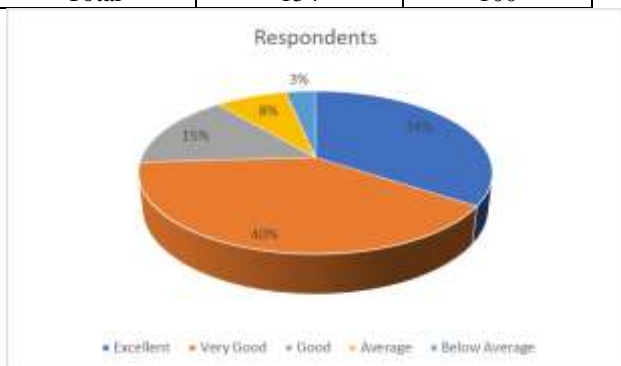
Knowledge management is crucial for companies to survive in today's advanced economy. By demonstrating how knowledge management may be combined with manufacturing and quality management to enhance the whole process, reduce costs, and raise quality, this article highlights the need of knowledge management in order to maximize available resources. This article explores several knowledge management-integrated approaches, including Six Sigma, PDCA, and DMAIC, for improved implementation and improved quality processes.

DATA ANALYSIS AND INTERPRETATION

1. Rate the BSIT Company Knowledge Management System

- a. Excellent b. Very Good c. Good d. Average
e. Below Average

Particulars	Respondents	Percentage
Excellent	53	34
Very Good	61	40
Good	23	15
Average	12	8
Below Average	5	3
Total	154	100



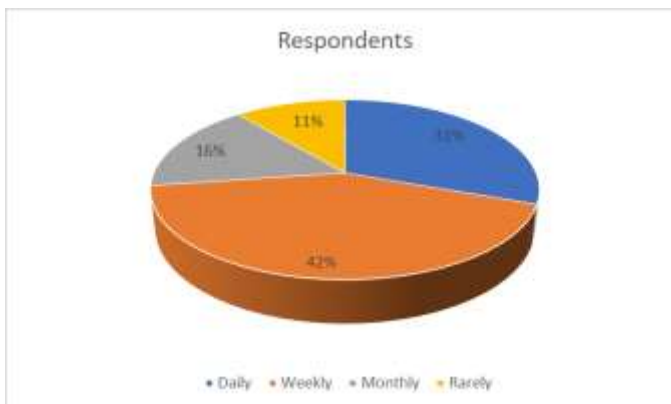
Interpretation

The above data showcase that, 34% of the respondents says Company's Knowledge Management System is Excellent, 40% of the respondents says Very Good, 15% of the respondents says Good, 8% of the respondents says Average, 3% of the respondents says Below Average.

2. How often does your company access the knowledge management system for work relation information

- a. Daily b. Weekly c. Monthly
d. Rarely

Particulars	Respondents	Percentage
Daily	47	31
Weekly	65	42
Monthly	25	16
Rarely	17	11
Total	154	100



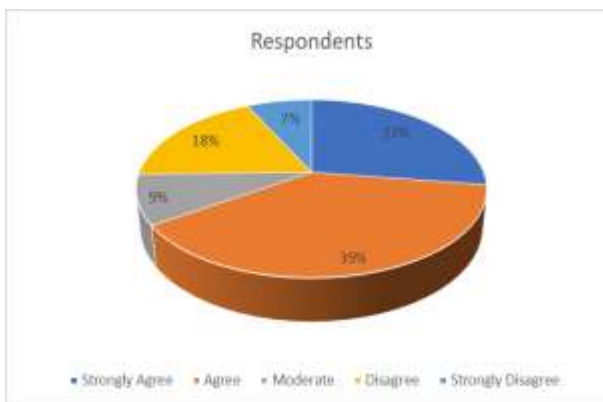
Interpretation

The above data showcase that, 31% of the respondents says company access the knowledge management system for the work relation information on daily basis, 42% of the respondents says weekly basis, 16% of the respondents says Monthly Basis, 11% of the respondents says Rarely.

3. Is Company's Knowledge management system is fair and useful to the company's growth

- a. Strongly Agree b. Agree c. Moderate
d. Disagree e. Strongly Disagree

Particulars	Respondents	Percentage
Strongly Agree	42	27
Agree	59	38
Moderate	14	9
Disagree	28	18
Strongly Disagree	11	7
Total	154	100



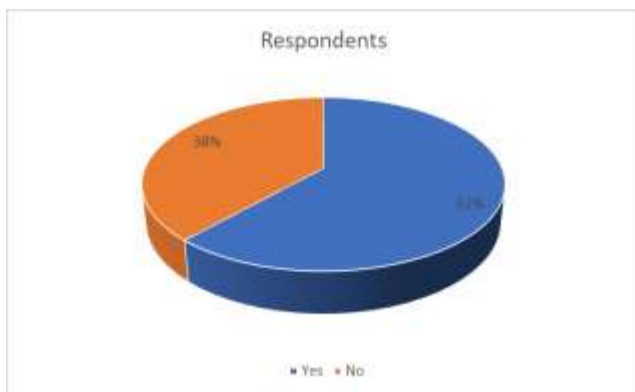
Interpretation

The above data showcase that, 27% of the respondents strongly agree that existing knowledge management system is fair and useful of the company's growth, 38% of the respondents agree, 9% of the respondents are in Moderate, 18% of the respondents disagree for the above statement, 7% are strongly Disagree.

4. Does the company’s knowledge resources have given you the useful information for completion of your task

a. Yes b. No

Particulars	Respondents	Percentage
Yes	95	62
No	59	38
Total	154	100



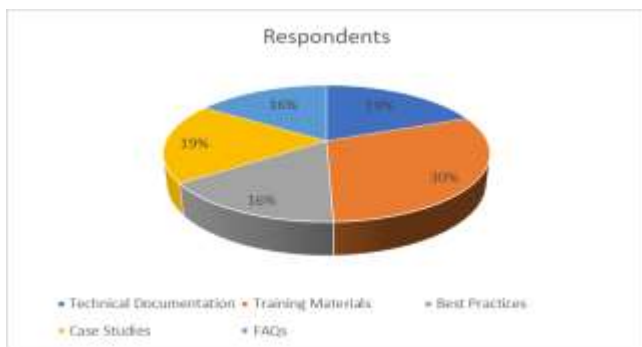
Interpretation

The above data showcase that, 62% of the respondents says Yes company’s knowledge management system as given the useful information to complete the task, 38% of the respondents says No.

5. What knowledge resources does you use the most frequently within the system (Select that all which is applicable)

a. Technical Documentation b. Training Materials c. Best Practices d. Case Studies e. FAQs

Particulars	Respondents	Percentage
Technical Documentation	34	19
Training Materials	54	30
Best Practices	28	16
Case Studies	34	19
FAQs	28	16
Total	178	100



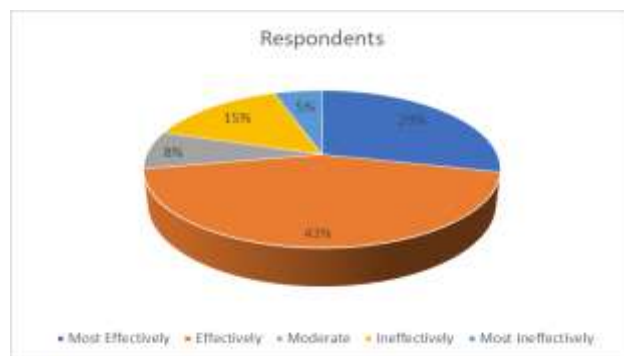
Interpretation

The above data showcase that, 19% of the respondents says technical documentation knowledge resource as used most frequently within the system, 30% of the respondents says Training Materials, 16% says Best Practices, 19% of the respondents says case studies, 16% Says FAQs

6. How effectively does the knowledge management system in helping to perform the job task efficiently

a. Most Effectively b. Effectively c. Moderate d. Ineffectively e. Most Ineffectively

Particulars	Respondents	Percentage
Most Effectively	44	29
Effectively	67	44
Moderate	12	8
Ineffectively	23	15
Most Ineffectively	8	5
Total	154	100



Interpretation

The above data showcase that, 29% of the respondents says knowledge management system in company is helping to perform the job is Most Effectively, 44% of the respondents says Effectively, 8% of the respondents says Moderate, 15% of the respondents says Ineffectively, 5% of the respondents says Most Ineffectively.

FINDINGS

- BSit Private Limited is adopting effective employee knowledge management practices as most of the respondents felt satisfied.
- The company is assessing and evaluating its employee knowledge on a regular bases.
- The Organisation is Conducting regular training for enhancing employee knowledge for overcoming the barriers of employee knowledge management practices.
- It can also be observed that organisational performance is directly linked to employee knowledge and organisation is taking necessary steps to upgrade the skill set of the employees.



- Over all it can be observed that BSit Private Limited is following strong employee knowledge management practices and making the employees ready to meet the market requirements.

SUGGESTIONS

- Make it easier for users to find what they need by improving search capabilities and streamlining the user experience.
- Encourage personnel to contribute regularly and update it to ensure that material is up-to-date and useful.
- Train employees thoroughly so they can make effective use of the knowledge management system and help those employees who may need assistance.
- Set up recognition or reward schemes to motivate employees to provide the system their expertise.
- Make sure employees have a channel to share their thoughts and ideas on the knowledge management system.
- Combine the knowledge management system with the regular operations of the workforce to increase the availability and usability of critical information.
- To promote staff collaboration and knowledge sharing, start team-based projects, have open conversations, and organize sharing sessions.
- It is important to regularly audit the knowledge management system to ensure that all information is accurate, up-to-date, and organized correctly.
- Give employees the freedom to pick their own settings and options so they can personalize their knowledge management experience.
- Keep in mind that knowledge management is an ongoing process, and always be on the lookout for ways to improve and tweak the system based on feedback and changing business needs.

CONCLUSION

Knowledge management is the engine that drives success in today's fiercely competitive business environment. It's vital for fostering innovation, boosting efficiency, and staying afloat. Based on their feedback, the employees at BSit Software Solutions have identified several strengths and weaknesses in the present knowledge management system. If BSit Software Solutions wants to take its knowledge management to the next level, it can simplify the user interface, make it easier to update and contribute, offer thorough training and support, incentivize contributions, integrate with workflow, foster collaboration, conduct frequent audits, customize the experience, and promise to always improve.

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