

Achieving and Sustaining Organisational Performance, the Effect of Knowledge Management Systems

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Abstract

Knowledge and learning are essential to organizational success (Pandey and Dutta, 2013). Many factors could be attributed to the achievement and very importantly the sustenance of organisational performance. For effective management of knowledge, a good knowledge management system is key and incredibly significant.

Purpose of Study

The purpose of this paper is to conduct literature research on the subject area of organisational performance and how it is affected by knowledge management systems.

Scope of Study

This paper focused on available literature that explores how organisations achieve good performance in various set key performance indicators of their industries. Literature in various areas of organisational performance was explored.

Methodology of the Study

This research paper reviewed relevant literature in articles, journals and books of the subject area. The keywords were used to search various websites for articles and journals for review. Literature on the relationship between knowledge management and organisational performance and subsequently, literature that explores the relationship between knowledge management systems and organisational performance was the key focus.

Findings & Outcome

The study shows that the knowledge-based view of the firm, in terms of organisational performance holds but the success thereof or otherwise hinges on the availability of other factors or enablers such as the organisational culture, managerial support are required for knowledge management, and for that matter, knowledge management systems to have a positive effect on the organisational performance.

Keywords: Knowledge, Knowledge Management, Knowledge Management Systems, Organisational Performance

