

Knowledge Management Systems and Practices and SME Growth

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Abstract

Knowledge proves to be a useful tools or resource in organization both small and large, and organizations have realized its usefulness in supporting business growth. The existence of knowledge by itself does not warrant business growth unless it is properly harnessed to attract the benefit that go with it, hence businesses including small and medium-size enterprises (SMEs) employing knowledge management (KM) activities in seeking to achieve organizational goals. The purpose of this paper is to conduct a preliminary review of varies studies and papers on KM practices and systems and how that it has been applied in SMEs resulting in growth. By this, the study was guided by three key questions being; what are the KM systems and practices that exist in SMEs and how that these practices and system are being applied for business growth? The review revealed interesting findings, key among them are that, SMEs like its larger counterparts employ varied strategies and approaches in deploying KM practices and systems. KM practices and knowledge management systems (KMS) have been identified as tools, mechanisms and systems that are used by organizations for business growth and organizational goal achievement. SMEs appreciation of KM has been viewed as undeveloped and fragmented compared to its large firm counterparts, with most of the knowledge activities still in the tacit realm. It was further identified that the implementation of KM activities result in several benefits or growth. These benefits or growth come in several forms including ability to innovate and be competitive, employee development resulting in customer satisfaction, increased sales, fewer losses, increased productivity and process improvements.

Keywords: SMEs, KM practices, KM systems, KM benefits and growth, KM performance

