

# Knowledge Management Activities in Ghanaian Businesses: Review of Literature

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## Abstract

*Research has shown the importance of Knowledge Management (KM) to many firms and businesses across the globe. The research is not limited to any size of an organization, even though literature favors larger companies as against smaller firms. Many companies have applied KM activities in various degrees and forms to improve their operations.*

*This paper aims to conduct a literature review of the various studies and articles on KM activities in Ghanaian businesses. In all, over twenty (20) papers were reviewed having consideration in KM practices and activities as the background for the review. The following key questions guide this study; what has been the literature on KM in Ghanaian Businesses? How have the various KM activities been applied, and in which sectors of the economy?*

*The review revealed interesting findings; key among them is that the papers are dominated by studies in the public sector and specifically in the service industry, accounting for over 50% of all the articles searched. It also came up that significant challenges confronting businesses in implementing KM are lack of available KM systems, lack of leadership support, and lack of awareness of KM practices. On the issue of the KM processes that dominated the studies, it revealed that over 70% of the studies focused on KM sharing or transfer. Finally, it identified that the application of KM activities results in several benefits including innovation and business competitiveness.*

**Keywords:** Knowledge Management, Knowledge management activities, Ghanaian Businesses