

Model of Knowledge Management System for Improvement the Organizational Innovation

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Abstract. Organizations consider the knowledge as a very important resource in recent years, so they have been using a different information technologies and techniques in aim to improve their knowledge management processes in terms of effectiveness and efficiency. This results with a competitive advantage. Some information technologies and techniques don't lead to the preferred effects. This paper analyses the influence of the model on the one organization effectiveness criteria, the improvement of the number of innovation.

Keywords: knowledge management, knowledge management system, information technologies, information techniques, organizational innovation

1. Introduction

Some of the trends, as globalization of the economy, changes in organizations working environment today, large amount of information in decision-making on the one hand and dealing with large amounts of information on the other, and the fluctuation of employees, impose the need for a different way of managing the organization and its processes.

Today organizations puts their focus on organizational knowledge rather than on material resources and increase their efforts to maximize knowledge utilization in order to cope with global trends, improve its business processes, make effective decisions, improve the quality of their products/services and increase their effectiveness. The successful management of organizational knowledge leads organizations one step further in their work and it is an important factor in gaining and maintain a competitive advantage. According to Liebowitz knowledge management "is the process of creating value from intangible organizational capital" [Liebowitz, 1998]. In most cases the goal of knowledge management is to combine customer knowledge and processes knowledge (know-how). Knowledge management focuses on several key elements: acquiring new knowledge from external sources; generating new knowledge in the organization; standardizing of existing knowledge in the form of procedures and protocols; transforming individual knowledge into collective; facilitating its use and its incorporation in business processes. It is a complex activity consisting of many processes. According to Alavi and Leidner [Alavi & Leidner, 2001] knowledge management consists of four processes:

