

13

DEBRIEFING KNOWLEDGE MANAGEMENT INTERVENTIONS

The Role of Technological Design and Organisational Fit

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Abstract: Knowledge has been recognised as the most strategically significant resource an organisation can employ to improve operations' performance. Since then, the management of knowledge became a necessity for contemporary business organisation. Information Technology (IT) was the driver of the changes incurred by the new practice, as it encompassed current thinking for actualising Knowledge Management (KM). Our claims concentrate on the role of the technological design and the organisational situations in the shaping of a KM intervention. We define KM intervention as the organised actions, both organisational and technical, needed to put KM in use. In this realm, we propose a framework of thinking about KM and demonstrate its technical design visualisation. Finally, the implementation of this framework in a bank organisation manifested the practices of technological internalisation for KM.

Keywords: Knowledge Management, Work Practice, IT adoption

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