

KNOWLEDGE MANAGEMENT SYSTEMS: ENABLING ORGANIZATIONAL LEARNING AND INNOVATION

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ABSTRACT

Knowledge Management Systems (KMS) facilitate the collection, organization, and dissemination of knowledge within organizations. This article explores KMS frameworks, benefits, and challenges, emphasizing their role in promoting organizational learning, innovation, and competitive advantage.

Keywords: Knowledge Management Systems, Organizational Learning, Knowledge Sharing, Innovation, Information Systems, Decision Support, Knowledge Retention

INTRODUCTION

Knowledge Management Systems integrate technology, processes, and culture to capture, store, and share organizational knowledge. KMS enhances decision-making by providing access to expertise, best practices, and lessons learned. Applications include collaborative platforms, knowledge repositories, and decision support systems.

Challenges include user adoption, knowledge quality, and system integration. Organizations that successfully implement KMS experience improved innovation, faster problem-solving, and better strategic alignment. A culture of continuous learning combined with effective technology adoption is essential for maximizing KMS benefits.

CONCLUSION

Knowledge Management Systems empower organizations to learn, innovate, and make informed decisions. By capturing and sharing knowledge effectively, KMS strengthens organizational capabilities and supports sustained competitive advantage.

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