

A Qualitative Analysis of the Perceptions of Knowledge Management Practices in a Public Utility Organisation

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Abstract

This study aims to determine what procurement professionals think are important and inspiring parts of an organisation's Knowledge Management (KM) plan. This study completed the indicated goal with one case study. Semi-structured interviews were used to collect data and analyse it using content analysis. The primary motivations for implementing Knowledge Management were managerial concern and dedication to a knowledgeable staff. This study found that respondents had average management expertise. The study also found that senior management should commit to comprehensive knowledge management methods and believed to commit to them to support worker empowerment. More resources are needed to train and teach Knowledge Management strategies to enhance commitment.

Keywords: knowledge management; supply chain; supply chain management; public utility organization

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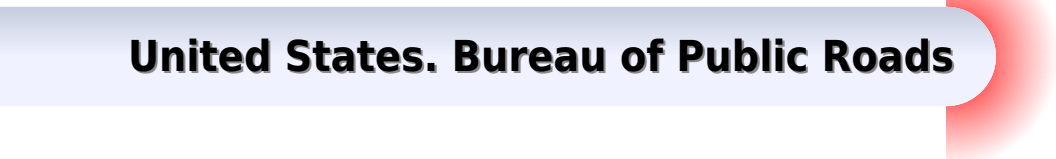
A knowledge management system can find, transmit, socialise, measure, and expand internal information to meet strategic goals (Hislop et al., 2018). Knowledge management systems allow businesses to respond swiftly to market changes and requests without haggling with third parties for correct data. In order to avoid strategic value and third-party knowledge leakage to rivals, sensitive information may need to be kept within the organisation. A knowledge management system helps organisations use strategic information to compete in the global knowledge economy.

Knowledge management is crucial to an organisation's success. A knowledge management system will increase today's business organisation. It may improve corporate structure, including talent acquisition, HR management, procurement, and supply chain management. The supply chain is the network of firms, people, technology, activities, information, and resources that carry a product or service from manufacturing to usage (Gokhan & Needy, 2010). Successful supply chain results, including efficient and effective product transportation, need seamless coordination of information and interactions across all participants. Knowledge management in the supply chain sector is becoming an integral part of sustainability plans at all levels of government and business, locally and globally. As socioeconomic development and the market environment have altered, organisations' competitive tools have advanced from quality,

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