

**Creating a Success for
Organisation Through
Knowledge Management:
A Study on Institutions of
Higher Learning**

by

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Abstract

The twentieth-century has seen the emergence of knowledge society where acquisition and application of knowledge has been key competitive factors in the knowledge economy. Institutions of higher learning, a backbone of our country in producing intelligent and knowledgeable workers, need to embark seriously on knowledge management, order to become a successful organisation. Institutions of higher learning are knowledge house, thus organisation, production and dissemination of knowledge are important activities in order to become a successful organisations. Knowledge management is the key success factor of today's business activities. This paper documents and discusses knowledge managment practices in institutions of higher learning. It describes how institutions of higher learning create a success through knowledge management. With knowledge being a major driving force, in the knowledge economy era, it is expected that emphasis on knowledge creation development, organisation and leveraging will continue to be prime focus for a long time. In the future, knowledge management is likely to help organisations to create competitive advantage, thus helping organisations to boost profits and productivity.

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CHAPTER 1

INTRODUCTION

1.0 Purpose of Study

The twenty-first century has seen the emergence of knowledge society where acquisition and application of knowledge have been key competitive factors in the knowledge economy. Leaders of successful organizations are consistently searching for better ways to improve companies' performance. This has led to the introduction of knowledge management concept. The concept of knowledge management has arisen because the development of technology has reached a point where this might be possible and financially feasible (Gumbley, 1998). This issue of knowledge management has beginning to take shape for so many discussions and forums today.

Organizations today are facing various challenges and obstacles, to succeed, thus they need a competitive advantage, for them to compete in today's challenging world. As for institutions of higher learning, a backbone of our countries in producing intelligent workers, they need to take a lead in understanding and applying the knowledge management concept, for them to be a successful organization. Thus the purpose of the study is to find out and understand how institutions of higher learning create a highly successful organization through knowledge management.

1.1 Objective

In an increasingly competitive world of business today, it is clear that a lot of knowledge is required to cope with complexity, to provide value-added services, to encourage innovation. Due to the highly competitive and complexity of the business world today, organizations need to have a value-based knowledge