

The Effects of Implementation of Knowledge Management Agility in the Appliance Industry Country

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Abstract: Knowledge management is an endless process that is started by a simple meeting or conversation, it is formed in the employees' beliefs as a new method of life. The first steps of this process have been taken for a long time, but these have been forgotten like other areas of thought and performance. According to available models of knowledge management, the need of service sector to implementation of knowledge management, and lack of stable and clear framework to establish knowledge management, the main objective this research is to study the effective factors in implementation of knowledge management in Bam and Ofoq Pars Company to help the organization to be as a knowledge-based organization and provide the sustainable competitive advantage for organization. In the reliability test which is done by Cronbach's Alpha, it has been cleared that the statements of questionnaire and the tools are reliable (91.3%). In testing hypotheses by the simple linear regression, it has been cleared that all variables (creating knowledge, maintaining and keeping knowledge, knowledge transfer, using knowledge, and enriching knowledge) affect the implementation knowledge management and there is a significant correlation between them. In the main hypothesis test by the simple linear regression and correlation coefficient, it has be determined that the implementation knowledge management affects the alacrity of Bam and Ofoq Pars Company and there is a positive significant correlation between them.

Keywords: Knowledge, Knowledge Management, Alacrity.

Introduction

Today, human's knowledge and its effective management of this knowledge is the base of development. Study of experiences and the achievements of the pioneer organizations in the world indicates that this could not be achieved without creating, processing, developing, transferring, establishing, and disseminating of the organizational knowledge. Knowledge management is an endless process that is started by a simple meeting or conversation, it is formed in the employees' beliefs as a new method of life. The first steps of this process have been taken for a long time, but these have been forgotten like other areas of thought and performance (Chua, 2003). Knowledge management is to achieve the goals of organization by the optimal use of knowledge or the ability of organization in the use of spiritual capital (experience and personal knowledge of an individual) and the public knowledge to achieve the goals through the process such as creating knowledge, sharing knowledge and using it by technology. Knowledge management is the essential factor for the success of organizations in 21 century. Since the late 2010s, knowledge management as the new management method has been concerned in management texts and other depended areas. This method is the evolution of other management methods not the issue that has been invented accidentally to be implemented within six months (carneiro, 2001).

The successful organizations have found that knowledge is their important property, there are some fundamental rules of knowledge management in the employees and organization, and they consider knowledge management as the essential factor in the success of organization (Davenport, 1998). The main concern of this research is the lack of alacrity of Bam and Ofoq Pars Company of the service of this brand organization that has been determined in different periods, but no correct reaction has been made. Regarding the continuous change in the organization management and the need for considering services based on the expectations in country, no coherent activity has been accomplished in this area. It seems that by studying and identifying the factors affecting the establishment of knowledge management in Bam and Ofoq Pars Company, it is possible to create the continuous improvement in all structures. In present, knowledge is scattered and accessible for most of the activists in this system; it is possible to share the knowledge by identifying the effective factors in establishment of knowledge management in order to use this process for increasing the alacrity (De Jarnett, 1996).

It is necessary to do this research in Bam and Ofoq Pars Company because:

- ✓ The first and the most factors is the low level of accounting proceedings in recent months because of lack of alacrity in Company.
- ✓ The problems and managers' implicit knowledge are not documented.
- ✓ The identification, design, and implementation of knowledge management as the strategic management project of Bam and Ofoq Pars Company that should be executed by the research and development center.

Bam and Ofoq Pars Company intend to replace the current software by a new system. The replaced system has been evaluating for so many years, but it has not been utilized. This organization has paid a lot in this matter, therefore, it is necessary the educated employees efficiently train this system to the others and create positive attitude in them about the advantage of this new system compared to the current system; this nec.

The Research Objectives

- Determining the necessary infrastructures to create knowledge in order to implement knowledge management in B&O Co
- Determining the necessary infrastructures to save and retain knowledge in order to implement knowledge management in B&O Co
- Determining the necessary infrastructures to transfer knowledge in order to implement knowledge management in B&O Co
- Determining the necessary infrastructures to apply knowledge in order to implement knowledge management in B&O Co
- Determining the necessary infrastructures to enrich knowledge in order to implement knowledge management in B&O Co

The Research Hypotheses

H1: There is a positive relation between applying determined infrastructures to create knowledge in B&O Co and knowledge management implementation.

H2: There is a positive relation between applying determined infrastructures to save and retain knowledge in B&O Co and knowledge management implementation.

H3: There is a positive relation between applying determined infrastructures to transfer knowledge in B&O Co and knowledge management implementation.

H4: There is a positive relation between applying determined infrastructures to apply knowledge in B&O Co and knowledge management implementation.

H5: There is a positive relation between applying determined infrastructures to enrich knowledge in B&O Co and knowledge management implementation.

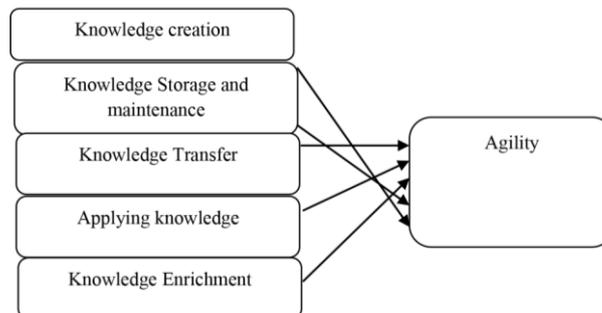


Figure 1. The Research Model.

Materials and Methods

The present research is an applied study using correlation-descriptive method. Each field study needs a model presenting the variables and their relations in the frame of appropriate analytical tool. According to the model of Quivy and Kampenhood, each variable is a concept which is divided into some dimensions and each dimension is divided into some features or components, and each component is divided into some branches which is the last level of concepts (variables) quantification.

Data Gathering Tools

The data has been gathered through interview and questionnaire using library and field methods in industry and Home Appliances. The questionnaire used in the study consists of two sections: the first section includes an attached letter containing some explanations about the research objective, the necessity of responding to the required information and the instructions on responding to the questions. The second section involves the questions of the questionnaires. The questionnaire entails 41 items based on Likert scale.

Statistical Population

The statistical population of the study involves 240 members of Director of Board members, managers, assistants, and some experts of B&O central office.

The sample size and sampling method

Sampling has been done using compound method (random stratified and clustering methods). The data has been gathered using questionnaires distributed among 148 people with respect to Morgan's table.

Analayze

In the present study, K-S test has been used to measure the data normality and with respect to the following results, it has been observed that the data of the study are normal, i.e. all the tested questions through K-S test are normal at the confidence level of 95%.

Table 1. Nnormal measurement.

Questionnaire items	Kolmogorov-Smirnov Z	Asymp. Sig. 2tailed	Questionnaire items	Kolmogorov-Smirnov Z	Asymp. Sig. 2tailed
1	2.943	0.000	22	2.290	0.000
2	2.678	0.000	23	2.286	0.000
3	2.231	0.000	24	2.573	0.000
4	4.268	0.000	25	2.244	0.000
5	2.030	0.000	26	2.63	0.000
6	2.508	0.000	27	2.454	0.000
7	2.204	0.000	28	3.081	0.000
8	2.762	0.000	29	2.151	0.000
9	2.280	0.000	30	2.325	0.000
10	2.75	0.000	31	2.188	0.000
11	4.278	0.000	32	3.001	0.000
12	3.018	0.000	33	2.567	0.000
13	2.125	0.000	34	2.225	0.000
14	2.151	0.000	35	2.558	0.000
15	2.326	0.000	36	2.55	0.000
16	2.198	0.000	37	2.647	0.000
17	3.001	0.000	38	2.554	0.000
18	2.662	0.000	39	2.998	0.000
19	3.002	0.000	40	2.145	0.000
20	2.557	0.000	41	2.324	0.000
21	3.005	0.000			0.000

Ranking test

Fridman test has been used to rank the variables of the study.

Table 2. Mean rank of variables.

Ranks	
	Mean Rank
To enrich knowledge	2.03
To apply knowledge	2.33
To save and retain knowledge	2.27
To create knowledge	3.86
To enrich knowledge	4.52

Table 3. Output of ranking test.

Test Statistics ^a	
N	148
Chi-Square	341.547
Df	4
Asymp. Sig.	0.000
a. Friedman Test	

According to table 2, the highest rank belongs to knowledge enrichment and the significance level is less than 5% (confidence level of 95%).

Discussion and Conclusion

To test the research hypothes, Sperman correlation coefficient has been used.

The first hypothesis: There is a positive relation between applying determined infrastructures to create knowledge in B&O Co and knowledge management implementation.

H_0 : There is no positive relation between applying determined infrastructures to create knowledge in B&O Co and knowledge management implementation.

H_1 : There is a positive relation between applying determined infrastructures to create knowledge in B&O Co and knowledge management implementation.

Considering the fac that the observed significance level is less than 0.05, the null hypothesis is rejected and there is ac orrelation between two variables ($r= 0.415$). So, it is concluded that there is necessary infrastructures to create knowledge in B&O Co for knowledge management implementation.

The second hypothesis: There is a positive relation between applying determined infrastructures to save and retain knowledge in B&O Co and knowledge management implementation.

H_0 : There is no positive relation between applying determined infrastructures to save and retain knowledge in B&O Co and knowledge management implementation.

H_1 : There is a positive relation between applying determined infrastructures to save and retain knowledge in B&O Co and knowledge management implementation.

Considering the fac that the observed significance level is less than 0.05, the null hypothesis is rejected and there is ac orrelation between two variables ($r= 0.423$). So, it is concluded that there is necessary infrastructures to save and retain knowledge in B&O Co for knowledge management implementation.

The third hypothesis: There is a positive relation between applying determined infrastructures to transfer knowledge in B&O Co and knowledge management implementation.

H_0 : There is no positive relation between applying determined infrastructures to transfer knowledge in B&O Co and knowledge management implementation.

H_1 : There is a positive relation between applying determined infrastructures to transfer knowledge in B&O Co and knowledge management implementation.

Considering the fac that the observed significance level is less than 0.05, the null hypothesis is rejected and there is ac orrelation between two variables ($r= 0.546$). So, it is concluded that there is necessary infrastructures to transfer knowledge in B&O Co for knowledge management implementation.

The fourth hypothesis: There is a positive relation between applying determined infrastructures to apply knowledge in B&O Co and knowledge management implementation.

H_0 : There is no positive relation between applying determined infrastructures to apply knowledge in B&O Co and knowledge management implementation.

H_1 : There is a positive relation between applying determined infrastructures to apply knowledge in B&O Co and knowledge management implementation.

Considering the fact that the observed significance level is less than 0.05, the null hypothesis is rejected and there is an correlation between two variables ($r= 0.354$). So, it is concluded that there is necessary infrastructures to apply knowledge in B&O Co for knowledge management implementation.

The fifth hypothesis: There is a positive relation between applying determined infrastructures to enrich knowledge in B&O Co and knowledge management implementation.

H_0 : There is no positive relation between applying determined infrastructures to enrich knowledge in B&O Co and knowledge management implementation.

H_1 : There is a positive relation between applying determined infrastructures to enrich knowledge in B&O Co and knowledge management implementation.

Considering the fact that the observed significance level is less than 0.05, the null hypothesis is rejected and there is an correlation between two variables ($r= 0.298$). So, it is concluded that there is necessary infrastructures to enrich knowledge in B&O Co for knowledge management implementation.

With respect to the results obtained from the study, it can be stated that information level of workers regarding ICDL, attention to documents and trainings, the level of technologies used in the firm, as well as periodical and case studies done in B&O Co have created an appropriate opportunity to implement knowledge management in the firm. Therefore, it can be concluded that developing these tools in B&O Co can be very effective to implement knowledge management thoroughly. The implementation with more information for workers and improvement of tools required for implementation lead to improving knowledge creation in the firm which indicates the mutual effect in the process.

Considering the results obtained from the research and the conditions existing in B&O Co, the following recommendations are presented:

1. Keeping on Kaizen committee sessions
2. Keeping on paraKaizen sessions (specialist sessions to investigate and resolve problems)
3. Re-establishing teaching-learning sessions
4. Reinforcing preventive maintenance committee
5. Re-establishing research and development units and increase activities
6. Holding justifying seminars and sessions regarding knowledge management as well as the necessity of implementing knowledge oriented thinking in the firm
7. Explaining knowledge management principles and depicting the image of knowledge oriented organization for workers in all levels of organizations
8. Enabling workers through continuous training of related sciences to promote organization
9. Encouraging workers of organization for team work and knowing its advantages
10. Creating organizational attachment in workers as human capital in action
11. Creating workers' access to informational networks and encouraging workers to participate in ICDL courses
12. Developing Kaizen philosophy (continuous improvement) in organization, especially regarding information technology

Conflict of interest

The authors declare no conflict of interest

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