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A STUDY ON IMPACT OF KNOWLEDGE MANAGEMENT ON EMPLOYEE'S PERFORMANCE WITH SPECIAL REFERENCE TO IT SECTORS ERNAKULAM

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ABSTRACT

The goal of every organization is to manage their knowledge successfully. A firm's knowledge management strategy should reflect its internal competitive strategy. The strategy chosen should create value for the firm's customers, turn a profit for the firm and focus on how the firm's employees deliver on the value, differentiation, and speed. The objective of the study is to analyse the impact of Knowledge Management on employees performance. The study focus on various benefits of adopting Knowledge management in an organisation. The Hypothesis were drawn which give an insight into the role of Knowledge management in employees performance the study also analyse the relationship between Knowledge Management and employees years of experience. Data were collected from 50 employees from different IT sectors in Ernakulam. The study shows that knowledge Management will affect the performance of the employees. The study concludes that Knowledge Management is effective for smooth functioning in an organisation which creates knowledge sharing among employees.

KEYWORDS

employees performance, knowledge acquisition, knowledge creation, knowledge management, knowledge sharing.

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INTRODUCTION

Today, most experts believe that organizations should look for effective ways to disseminate organizational knowledge among various levels of manpower throughout the organization. Hence, they have begun extensive efforts by creating basic changes in their attitude and organizational strategies to use and manage knowledge in all working and organizational aspects systematically. One of the factors influencing knowledge management success which should be considered in making strategy is organizational structure. Many organizations decide to set aside the traditional management which is based on the hierarchies of authorities and try to engage all members of the organization and individuals in the current affairs completely.

Knowledge management efforts typically focus on organizational objectives such as improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organization. Knowledge management must therefore create/provide the right tools, people, knowledge, structures (teams, etc.), culture, etc. so as to enhance learning; it must understand the value and applications of the new knowledge created; it must store this knowledge and make it readily available for the right people at the right time; and it must continuously assess, apply, refine, and remove organizational knowledge in conjunction with concrete long and short term factors.

REVIEW OF LITERATURE

Pawlowski and Bick (2012) The findings of the study revealed development knowledge management framework trying to stimulate discussion and initiating a broad initiative working towards global knowledge management for identifying the job performance. **Rono (2011)**, effective knowledge management may be an important source of achieving long term sustainable competitive advantage. The effective management of knowledge has been described as a critical ingredient for organization seeking to ensure sustainable strategic competitive advantage. **Adhikari (2008)**, revealed that the roles of knowledge management programs and knowledge creation and transfer for increasing the effectiveness of organizational performance. **Katuwal (2011)**, knowledge management enhances productive capacity of human resources and improves individual lives to enrich wider society. **Almudalal (2012)** investigated the implementing of KM in The Palestinian Governmental Institutions, and its impact on organizational performance. Study revealed a significant relationship between the availability of KM implementation infrastructure and the level of performance. **Fonceca (2011)** concluded that Knowledge Management has been recognized as a crucial component of a proactively managed organization. The purpose of the study was to investigate and study the implementation strategy and the initiatives of the Human Resource towards Knowledge Management. **Zack (2009)** investigated the organizational impact of Knowledge. The study revealed that Knowledge Management practices were found to be directly related to organizational performance which, in turn, was directly related to financial performance. There was no direct relationship found between Knowledge Management practices and financial performance.

STATEMENT OF THE PROBLEM

This study seeks to investigate knowledge management effect on employees' performance in an industry as complexity and dynamic stimulating factor of an industry and stimulus power enhancement in increasing knowledge application with the aim of strengthening employees' performance power.

OBJECTIVES

1. To analyze impact of knowledge management on employees performance.
2. To study the tools used to increase knowledge management.
3. To analyze the benefits of implementing knowledge management.

HYPOTHESIS

H0: There is no significant relationship between experience and improvement in employee performances.

H0: There is no significant difference between knowledge Sharing and impact on employees performance.

RESEARCH METHODOLOGY

The primary data are collected from the respondents of IT sector Ernakulam through questionnaire method in Google form. The population of the study includes employees from various IT sector. Out of this 50 employees are being selected as sample for the study. The Sampling tools used for the study are percentage, Likert scale, chi square, ANOVA.

RESULTS & DISCUSSION

TABLE 1: GENDER OF RESPONDENTS

Gender	No. of respondents	Percentage
Male	24	48%
Female	26	52%
Total	50	100%

Source: Primary Data

INTERPRETATION

Table 4.1 reveals that 52% of respondents are female and 48% are male.

TABLE 2: EXPERIENCE OF RESPONDENTS

Experience	No. of respondent	Percentage
0-1 years	20	40%
1-2 years	11	22%
2-4 years	13	26%
4-8 years	3	6%
8 above	3	6%
Total	50	100%

Source: primary data

INTERPRETATION

Table 4.6 shows that about 40% of respondent are having experience is 0-1 years, 26% of respondent having is 2-4 years, 22% have 1-2 years, 6% have 4-8 years and another 6% of respondent have experience above 8 years.

TABLE 3: KINDS OF KNOWLEDGE MANAGEMENT PRACTICES EFFECTIVE FOR ORGANIZATION

Practices	N	Mean	Std. Deviation
knowledge acquisition	50	1.7400	.44309
knowledge sharing	50	1.9800	.14142
knowledge creation	50	1.9400	.23990
knowledge codification	50	1.6400	.48487
knowledge retention	50	1.5000	.50508

Source: primary data

INTERPRETATION

From table 4.8 it is clear that majority of the respondents were of the opinion that knowledge sharing with mean value (1.9800) is the kind of knowledge Management practices to be followed for the effective organization, knowledge creation with mean 1.9400, knowledge acquisition with mean 1.7400.

TABLE 4: BENEFITS OF IMPLEMENTING KNOWLEDGE MANAGEMENT

Benefits	N	Minimum	Maximum	Mean	Std. Deviation
Better and faster decision making	50	3	5	4.48	.544
Quick problem solving	50	3	5	4.10	.580
Increased rate of innovation	50	2	5	3.90	.707
Employee growth and development	50	3	5	4.12	.558
Better communication	50	2	5	4.26	.694
Increases operation efficiency	50	2	5	4.00	.782
Benchmark against competitors	50	1	5	3.90	.886

Source: Primary data

INTERPRETATION

The above table shows that majority of the respondent strongly agree with the benefits of implementing knowledge management. In the opinion of respondents "Better and faster decision making" with the mean value of 4.48, better communication with mean 4.26 and employee growth and development with mean value 4.12 are the main benefits of implementing knowledge management.

TABLE 5: TOOLS TO BE USED FOR INCREASE KNOWLEDGE MANAGEMENT

Tools	N	Minimum	Maximum	Mean	Std. Deviation
Connecting people with information and knowledge	50	2	5	4.34	.717
Connecting people with people	50	2	5	4.20	.670
Organization improvement	50	2	5	4.02	.795
Learn Before, during and after	50	2	5	4.30	.678
Become a knowledge Owners	50	3	5	4.18	.629
Knowledge mapping	50	1	5	3.92	.752

Source: Primary data

INTERPRETATION

The above table shows tools to be used for increase knowledge management. "Connecting people with information and knowledge" with the mean value of 4.34, learn before, during and after with mean 4.30 and connecting people with people are the tools to be used to increase knowledge management. They are agreeing with all other statements having mean value more than 3.

HYPOTHESIS 1

H0: There is no significant relationship between experience and improvement in employee performances

H1: There is significant relationship between experience and improvement in employee performances

TABLE 6: CHI-SQUARE TESTS

Particulars	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.969a	4	.290
Likelihood Ratio	3.886	4	.422
Linear-by-Linear Association	1.560	1	.212
N of Valid Cases	50		

Source: Primary Data

INTERPRETATION

Table 4.17 interprets that since the significant value at 5% level of significance is greater than 0.05 the null hypothesis is accepted. That is there is no significant relationship between experience and improvement in employee’s performance due to Knowledge Management

Hypothesis 2

H0: There is no significant difference between knowledge Sharing and impact on employees performance.

H1: There is significant difference between knowledge sharing and impact on employee’s performance.

TABLE 7: ANOVA

Particulars		Sum of Squares	df	Mean Square	F	Sig.
Retain knowledge in company	Between Groups	.000	1	.000	.000	1.000
	Within Groups	13.520	48	.282		
	Total	13.520	49			
Develop cooperation and trust	Between Groups	.720	1	.720	2.009	.163
	Within Groups	17.200	48	.358		
	Total	17.920	49			
Knowledge sharing	Between Groups	.180	1	.180	.302	.585
	Within Groups	28.640	48	.597		
	Total	28.820	49			
Learn something new every day	Between Groups	.080	1	.080	.183	.671
	Within Groups	21.040	48	.438		
	Total	21.120	49			
Reduces mistakes by sharing best practices	Between Groups	.020	1	.020	.048	.828
	Within Groups	20.000	48	.417		
	Total	20.020	49			
Helps to take corrective actions	Between Groups	.320	1	.320	.719	.401
	Within Groups	21.360	48	.445		
	Total	21.680	49			
Increases employee productivity	Between Groups	.020	1	.020	.043	.837
	Within Groups	22.560	48	.470		
	Total	22.580	49			
Helps to work more efficiently	Between Groups	.080	1	.080	.150	.700
	Within Groups	25.600	48	.533		
	Total	25.680	49			
Employee get motivated for better performance	Between Groups	.000	1	.000	.000	9
	Within Groups	21.680	48	.452		
	Total	21.680	49			

Source: primary data

INTERPRETATION

Since the significant value at 5% level of significance is greater than 0.05 the null hypothesis is accepted. There is no significant difference between knowledge Sharing and impact of knowledge management on employees performance.

FINDINGS

1. About 48% of respondents are male and 52% are female.
2. Most of the respondents are having experience 0-1 years, only 6% of respondent are having experience above 8 years.
3. 50% of respondent opinions that are knowledge sharing is the best knowledge management practices to be followed
4. Majority of the respondent strongly agree with the benefits of implementing knowledge management. “Better and faster decision making” with the mean value of 4.48,
5. Majority of respondents are strongly agreed with the Tools to be used for increase knowledge management. “Connecting people with information and knowledge” with the mean value of 4.34
6. The null hypothesis is accepted. That is there is no significant relationship between experience and improvement in employees performance due to Knowledge Management
7. The null hypothesis is accepted. There is no significant difference between knowledge Sharing and impact of knowledge management on employees performance.

SUGGESTIONS

1. It’s important to understand that knowledge management isn’t a one-time affair.
2. Every organization should understand their Key business drivers so as to reduce cost and expenses while implementing Knowledge Management.
3. Organisations should attempt to collect and distribute all knowledge in the organization
4. Many organizational cultures do not reward the sharing of knowledge. To make KM successful, every organization must reward their employees. New incentives need to be put in place
5. Before managing knowledge effectively, IT Sector needs a platform where that knowledge can be captured and curate. Organizations should build a user-friendly and flexible system is an essential foundation.
6. IT Sectors should grow their Audience. They should aim to change behavior and make knowledge sharing part of the culture.

CONCLUSIONS

Knowledge management is essential for storing and sharing insight relative to your organization, as well as the industry. From correct procedures for setting up a new user through to an information and communication technology asset register, this important information should be safely stored and managed. Effective knowledge management assists with both small and big projects, helping with faster response times and efficiency. Allowing easy transition of other team members also protects your organization against a gap in services if a key team member also is lost. Knowledge management allows for consistency when responding to issues or making changes. By having a process of storing vital information, documentation or even checklists, appropriate action can be taken to resolve issues. Knowledge management provides the tools for team members to acquire a thorough understanding of any intricacies in your systems.

LIMITATIONS

1. The respondent's interpretations of questions were different due to their varying levels of knowledge. Hence there is a possibility of bias.
2. Loyalty of the respondents to a particular service provider might have influenced their responses.
3. Time was a major limitation for the study.
4. Difficulty in the data collection due to lack of responses from respondents.

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