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Programme: M.A.HUMAN RESOURCE MANAGEMENT

Course Title :KNOWLEDGE MANAGEMENT

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UNIT – VI

Recent Trends

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Knowledge Management: Trends and Developments

Recent Trends, ICT Tools, IT Governance, and Sectoral Insights

Overview

- ▶ • Recent Trends in Knowledge Management
- ▶ • Recent Developments in KM
- ▶ • ICT Tools for Knowledge Management
- ▶ • IT Governance in KM
- ▶ • Knowledge Management in Manufacturing
- ▶ • Knowledge Management in Service Sectors

Recent Trends in Knowledge Management

- ▶ • Increasing focus on artificial intelligence and machine learning in KM
- ▶ • Integration of KM with business intelligence and analytics

Recent Trends in Knowledge Management

- ▶ • Growing importance of organizational culture in KM adoption
- ▶ • Enhanced emphasis on knowledge personalization and customization

Recent Developments in KM

- ▶ • Advances in cloud-based knowledge repositories
- ▶ • Use of blockchain for secure knowledge sharing

Recent Developments in KM

- ▶ • Enhanced use of virtual and augmented reality for training
- ▶ • Social KM tools for improved collaboration

ICT Tools for Knowledge Management

- ▶ • Role of Information Communication Technology (ICT) in KM:
 - ▶ - Facilitating real-time knowledge sharing
 - ▶ - Automating knowledge discovery

ICT Tools for Knowledge Management

- ▶ • Popular tools:
- ▶ - SharePoint, Confluence, and Slack
- ▶ - Knowledge analytics platforms

IT Governance in Knowledge Management

- ▶ • Importance of IT governance:
 - ▶ - Ensuring KM aligns with organizational goals
 - ▶ - Protecting knowledge assets

IT Governance in Knowledge Management

- ▶ • Key principles:
 - ▶ - Accountability
 - ▶ - Risk management
 - ▶ - Compliance

Knowledge Management in Manufacturing

- ▶ • Benefits:
- ▶ - Streamlined operations
- ▶ - Innovation in product design
- ▶ - Reduced downtime

Knowledge Management in Manufacturing

- ▶ • Applications:
- ▶ - Knowledge-based production systems
- ▶ - Use of IoT for real-time data analysis

Knowledge Management in Service Sectors

- ▶ • Benefits:
- ▶ - Improved customer service
- ▶ - Enhanced service delivery
- ▶ - Knowledge-driven innovation

Knowledge Management in Service Sectors

- ▶ • Applications:
 - ▶ - CRM systems integrated with KM
 - ▶ - E-learning platforms for employee training

Challenges in Implementing KM Trends

- ▶ • Common challenges:
- ▶ - High implementation costs
- ▶ - Resistance to new technologies

Challenges in Implementing KM Trends

- ▶ • Strategies to overcome challenges:
- ▶ - Incremental adoption of tools
- ▶ - Focused training and change management

Future Directions in Knowledge Management

- ▶ • Anticipated trends:
 - ▶ - Increasing reliance on AI-driven insights
 - ▶ - Expansion of KM into niche domains

Future Directions in Knowledge Management

- ▶ • Organizational strategies:
 - ▶ - Establishing KM-focused roles
 - ▶ - Continuous learning culture

Case Study: KM in Manufacturing

- ▶ • Example: Toyota's knowledge-driven production system
- ▶ • Impact on innovation and efficiency

Case Study: KM in Service Sectors

- ▶ • Example: Amazon's use of KM in customer service
- ▶ • Leveraging AI and big data for personalization

Summary and Key Takeaways

- ▶ • Recap of key trends and developments
- ▶ • Importance of integrating KM with organizational strategy