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Programme : M.A.HUMAN RESOURCE MANAGEMENT

Course Title :KNOWLEDGE MANAGEMENT

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UNIT – II
KM Architecture

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Knowledge Management (KM) Architecture

Understanding Knowledge Capture, Codification, and Creation

Agenda

- ▶ - Overview of KM Architecture
- ▶ - Tacit and Explicit Knowledge
- ▶ - Technical and Cognitive Dimensions
- ▶ - Knowledge Creation: Ontological and Epistemological Modes
- ▶ - Knowledge Conversion Models (SECI and Spiral)

Introduction to KM Architecture

- ▶ - Definition of KM Architecture
- ▶ - Importance in organizations
- ▶ - Key components: People, Process, and Technology

Knowledge Capture and Codification

- ▶ - Definition and importance
- ▶ - Methods for knowledge capture: Interviews, Observations, Documents
- ▶ - Codification techniques: Manuals, Databases

Tacit and Explicit Knowledge

- ▶ - Tacit Knowledge: Personal, Context-specific (e.g., Skills, Experiences)
- ▶ - Explicit Knowledge: Documented, Easily shared (e.g., Manuals, Reports)

Characteristics of Tacit Knowledge

- ▶ - Embedded in individuals
- ▶ - Difficult to articulate
- ▶ - Requires interaction for transfer

Characteristics of Explicit Knowledge

- ▶ - Codified and transferable
- ▶ - Easily stored in systems
- ▶ - Examples in organizational context

Technical and Cognitive Dimensions

- ▶ - Technical Dimension: Tools and systems for managing knowledge
- ▶ - Cognitive Dimension: Mental models, Frameworks
- ▶ - Examples and relevance

Knowledge Creation

- ▶ - Ontological Dimension: Levels of individuals, groups, and organizations
- ▶ - Epistemological Dimension: Types of knowledge (e.g., tacit vs explicit)

Nonaka's Knowledge Creation Theory

- ▶ - Importance of interaction between tacit and explicit knowledge
- ▶ - Continuous process of knowledge sharing and refinement

Knowledge Conversion Models

- ▶ - Overview of SECI Model
- ▶ - Modes: Socialization, Externalization, Combination, Internalization

Socialization (S)

- ▶ - Sharing tacit knowledge through interaction
- ▶ - Techniques: Apprenticeship, Brainstorming

Externalization (E)

- ▶ - Converting tacit knowledge into explicit formats
- ▶ - Techniques: Documenting, Diagramming

Combination (C)

- ▶ - Merging explicit knowledge to create new knowledge
- ▶ - Techniques: Research, Data Analysis

Internalization (I)

- ▶ - Absorbing explicit knowledge into tacit understanding
- ▶ - Techniques: Training, Practice

SECI Model in Action

- ▶ - Real-world examples
- ▶ - Benefits in organizational knowledge management

Knowledge Spiral

- ▶ - Continuous process of knowledge creation
- ▶ - Expanding through interaction between levels
- ▶ - Individual → Group → Organization → Inter-organization

Importance of Knowledge Management Models

- ▶ - Benefits:
- ▶ - Improved decision-making
- ▶ - Innovation and collaboration
- ▶ - Challenges and considerations

Summary

- ▶ - Key takeaways from KM architecture and models
- ▶ - Importance of fostering a knowledge-driven culture