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Platform Technologies

**Artificial Intelligence and Knowledge Management: A Partnership between Human and AI**

Abstract Emerging artiﬁcial intelligence (AI) capabilities will likely pervade

nearly all organizational contours and activities, including knowledge management

(KM). This article aims to uncover opportunities associated with the implementa-

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retrieval, sharing, and application of knowledge. We then propose practical ways to

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systems based on the components of people, infrastructures, and processes.

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**Introduction**

**Knowledge Management System (KMS)** Knowledge Management has been a key discipline for over 30 years that explains how knowledge is created, developed, retained and applied within an organization or country and enables innovation and learning from past knowledge (Soto-Acosta, 2014). Knowledge Management (KM) is also a multidisciplinary field. KM encompasses psychology, epistemology, and cognitive science. The goals of KM are to enable people and organizations to collaborate, share, create, use and reuse knowledge. Understanding this KM is leveraged to improve performance, increase innovation and expand what we know both from an individual and organizational perspective.

**Artificial Intelligence (AI)** In simple definition, AI refers to the introducing of intelligence in machines to provide the capability of performing tasks which would normally require the human mind. AI can be a technique for using data in an efficient manner to allow understanding to the human providing the data (Ghosh, et al., 2018).

[Artificial intelligence](https://www.sciencedirect.com/topics/computer-science/artificial-intelligence) (AI) is about to change in a good way how people use technology. Artificial intelligence can also help eliminate subjectivity by collecting data from past employees who had similar jobs and making targeted questions for hiring managers ([Abraham et al., 2019](https://www.sciencedirect.com/science/article/pii/S2666307423000232#bib0001)).

Knowledge management (KM) is a prominent resource for sustainable competitive advantage in organizations. Individual knowledge and knowledge sharing are main aspects of knowledge management for organizational achievement in the information age (Geofroy & Evans, 2017; Witherspoon, Bergner, Cockrell, & Stone, 2013).

**REVIEW OF RELATED LITERATURE**

This presents a review of related literature and studies which the researchers found relevant to their study.

AI offers tools & mechanisms to make learning possible for computers or machines where it enables machines to learn, interpret and employ information to execute tasks along with assessment of knowledge that can be transmitted to individuals to upgrade decision-making (Liebowitz, [Citation2000](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

Artificial intelligence is overlooked by many KM practitioners and theoreticians and is one of the essential keys to constructing blocks for the development, improvement, furtherance, and advancement of Knowledge Management (Wu & Hu, [Citation2018](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

By definition, ‘knowledge is acquired and memorized facts and relationships between them, it is information which within itself includes values, attitudes and ideals; knowledge and skills that have an influence on human behavior and are subject to changes’ (p. 834) (Litvaj & Stancekova, [Citation2015](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

‘It is the way we assimilate information that leads to knowledge creation. The industrial age automated humdrum manual tasks using machines and left humans to perform knowledge work of higher value’. The scientific age seeks to eliminate the burden of information and knowledge from human beings as well, leaving them with creative work and other intelligence. Artificial Intelligence and Machine Learning, including the analysis of organizational networks and the development of industry networks, are proving to be essential business tools (Chen & Liu, [Citation2016](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

One of the important key building blocks for the development and advancement of knowledge management is artificial intelligence, which has been overlooked by several knowledge management practitioners and theorists (Liebowitz, [Citation2001](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)). Knowledge management attempts to combine various concepts disciplines like artificial intelligence, organizational behaviour, human resources management, and information technology (Bai & Li, [Citation2020](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

Machines can improve human competencies and create new experts (Busch, [Citation2008](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)). Companies would have to redesign and update the flows, expertise, and tasks of knowledge workers, to completely use AI to their advantage (Bai & Li, [Citation2020](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

Knowledge workers are people who use non-routine cognitive processes to think, resonate, create, evaluate, and apply insights to a given situation. The ongoing objective of Artificial Intelligence (AI) is to improve it to the extent where it matches the capabilities of the human mind, and in certain cases (computation and memory), to exceed the proficiencies of the human mind (Pereira & Santos, [Citation2013](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976)).

To start exploring these new possibilities, companies will need to distribute their spending on AI accordingly as they would have to reimagine how experts and computer systems communicate or interact, to get the best value out of both their systems and their knowledge workers (Yeşil & Hırlak, [Citation2019](https://www.tandfonline.com/doi/full/10.1080/1331677X.2022.2058976?fbclid=IwAR3EQx74Cgg824Tbqnm9nejSM4Cg7pqWcr6-l10Nbc0KCELES_edtHC1lXk)).

**Conclusion**

The goal of KM is to connect knowledge workers with the right set of knowledge resources or people, at the right time, to make better decisions ([O’Dell & Davenport, 2019](https://www.sciencedirect.com/science/article/pii/S0007681322000222#bib42)).  Artificial intelligence (AI) is becoming more and more ingrained in our daily lives as a result of technology's rapid advancement. Artificial intelligence (AI) has completely changed many industries and how people live, work, and connect. Examples of this include virtual assistants on smartphones and sophisticated algorithms that power intricate decision-making processes. Artificial intelligence is rapidly improving and getting better at many "human" tasks like customer service, language translation, and illness diagnosis. Nevertheless, the relationship between humans and AI is one of cooperation rather than domination or replacement, which has enormous potential to influence our future.

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