

## **ALIGNING KM IN ORGANIZATION**

### **INFORMATION COMMUNICATION TECHNOLOGY AND KM**

Information Communication Technology (ICT) plays a major in knowledge management activities. It is critical for all the activities of KM.

#### **Factors affecting the use of ICT in KM activities**

##### ***1.Need for infrastructure***

The KM activities require the setting of needed infrastructure in the organization to capture knowledge. Tacit knowledge capture from employees has to be translated into a codified form which requires facilities in the workplace in the form of IT tools and technologies. Besides, knowledge transfer is possible only when IT tools are available in enough quality and quantity.

##### ***2.Involves huge cost***

The setting up of facilities in the workplace for knowledge capture, storage and transfer needs huge costs. Also, the maintenance and proper use of these facilities are required for employees to carry out this task in an efficient way.

##### ***3.Less expertise of employees with IT***

Employees having IT knowledge need to be checked for parallelism with the requirement of the KM system. So additional cost and time for training employees are needed.

##### ***4.Need for quicker adaption***

Employees who resist change in the organization need to be educated about the benefits of using IT and the dire need to adapt quickly. Learning among the employees has to be quick to meet the demands of KM initiatives.

##### ***5.Challenge to change to newer ways***

Employees have the fear of job loss, risk of designation change, change in work activities etc. bring a psychological barrier to adapt to new ways of carrying out roles. This challenge can be handled through proper communication about the use of ICT for work activities to support KM.

#### **WEB LINK: GAMIFICATION OF KNOWLEDGE SHARING BETWEEN EMPLOYEES**

<https://www.youtube.com/watch?v=bSaiYwrgDRk>