

## **ETHICAL, LEGAL AND MANAGERIAL ISSUES**

### **ETHICAL ISSUES**

Ethical issues in knowledge management is a key issue to be addressed. Especially in the case of who owns knowledge is an imperative area to be addressed. Organizational knowledge comes from individuals in the organization and over the years the knowledge is embedded in the process, system and products/ services. This creates conflict between individuals contributing to knowledge and the organization.

- Moreover, the knowledge management process of acquiring, refining, maintaining, and disseminating knowledge needs to be done through ethical conduct. The organizations are in a situation to protect data from theft. The loss of data will reduce the chances of the organization to be in the row of competitive advantage. The conflict arises because of an imbalance in
  - the rights of individual and organization
  - decision-making problems among executives, managers and data handlers.
  - individual and moral judgment differences
- Knowledge management system in the organization can promote or inhibit deontological values. Deontological values talk about the morality of an action whether it is good or bad under a series of rules rather than based on the consequences of the action.
- An ethical perspective includes deontology, virtue and consequentialist. Various knowledge management processes in organizations such as knowledge creation, knowledge storage, knowledge transfer and knowledge application are checked from an ethical perspective.
- For example, the process involved in knowledge creation where freedom of expression and availing equal opportunity to contribute are the enablers of knowledge creation. Moreover, knowledge gatekeeping is an important activity where proper, conscientious, and relevant creation of knowledge is needed.

#### **WEB LINK: LEGAL AND ETHICAL ISSUES IN KNOWLEDGE MANAGEMENT**

<http://www.ericmackonline.com/ica/blogs/emonline.nsf/dx/legal-and-ethical-issues-in-knowledge-management>