

## **KM MATURITY MODELS AND KM SYSTEM APPLICATION**

### **KM SYSTEM IN VARIOUS SECTORS**

Knowledge management has found its play in almost all sectors. The level of penetration of KM in every sector will vary but the impact it has made in every sector is appreciable.

#### ***KM in the hotel industry***

KM system is built around systems to provide the products/ services considering their needs and requirements through categorization and distribution of knowledge. The services in the hotel industry are based on personnel and therefore the perception of these personnel need to be managed for the successful implementation of KM.

Various reasons why KM is needed for the hotel industry

1. KM is seen as a long-term strategic field.
2. Plenty of theatres where knowledge is stored that needs to be tapped
3. Integrated KM system that links all the systems where knowledge is stored and taken for utilization.

#### **Knowledge management process in the hotel industry**

##### ***1. Accessing key knowledge spots***

The hotel industry operates across national boundaries. The understanding of cross-cultural knowledge is needed for hotel operations. One of the strategies is to focus on brand building that requires refinement in recruitment strategy. At the first, operations details are collected from domestic hotel owners, recruitment agents and government officials. In the second level, expatriate managers work with higher-level national and local governments about its brand and reputation.

##### ***2. Evaluating skills of the domestic labour market***

The skill of the employees are upgraded and recruiting skilled employees became the focus. The existing employees' skills are retained to avoid knowledge leakage and retention incentive that improved staff loyalty.

### *3. Developing employees' knowledge*

For developing employees' knowledge and then to make employees' to be loyal to the company, organizational culture to share tacit knowledge and code the tacit knowledge is carried. Moreover, trust and productivity are aimed to a greater extent. The supply chain knowledge was also given importance and ensured to be coded and transferred among employees.

### *4. Managing employee satisfaction and commitment*

Internal promotional strategies are implemented to retain experienced employees. This also improved employee satisfaction and commitment towards the job and organization.

### **WEB LINK: Knowledge management at AEI**

<https://www.knowledge-architecture.com/ka-connect-talks/the-evolution-of-knowledge-management-at-aei>