

# **SYNOPSIS**

## **KNOWLEDGE MANAGEMENT (KM)**

### **ABSTRACT**

Knowledge management (KM) is a process that deals with the development, storage, retrieval, and dissemination of information and expertise within an organization to support and improve its business performance. Organizations are realizing that knowledge is a crucial resource for organizations and it should be managed judiciously. Organizations need to harness knowledge not only to stay competitive, but also to become innovative. KM requires a major shift in organizational culture and a commitment at all levels of a firm to make it work. Through a supportive organizational climate, ideally, through effective KM, an organization can bring its entire organizational learning and knowledge to bear on any problem, anywhere in the world, at anytime

## **INTRODUCTION**

### **HUMAN RESOURCE MANAGEMENT**

A wonderful creation of man brought significant and paradigm shifts in our day-to/day life. The people make or mar the organization. According to L F Urwick “Business houses are made or broken in the long run not by markets or capital, patent or equipment by men” managing men has become a task of trauma. As it is said, by father of psychologist Sigmund Freud that, “beats are better than some men”. Sometimes we find such men in the organization and managing these men is a task. Managing this task is Human Resource Management.

An organization is nothing without Human Resource. Of all the resources manpower is the only resources, which does not depreciate with the passage of the time. The term Human Resource is a resource like any natural resources (i.e.) management can get and use the skills, knowledge, ability etc. Through the development of multi-facets, skill tapping and utilizing them again and again by developing a positive attitude among employees. From the view point of the organization Human Resource Management is the process of efficiently getting activities completed with and through other people.

In the process of glamorous globalization Human resource management was heralded as “a new era of human people – oriented employment management” and derided as a “blunt instrument to bully workers”. But the former proved a value and this value stabilized and strengthen the Silicon Valley and Silicon Valleys of India. Human Resource Management concerned the human side of the management of enterprises and employees relations with their firm.

The employees of a company i.e. its Human Resources are understood in and used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work. Human Resource Management sees employees as assets to be used strategically through their close involvement with the organization and by raising employee's levels of commitment to the aims and requirements of the firm's. Now a day's employees are encouraged to welcome change, to be innovative, quality conscious and flexible.

### **Knowledge Management: An Eye Opener**

The new millennium is in the midst of explosive change witnessing intense competition amongst the domestic as well as the international players. Little wonder then KNOWLEDGE MANAGEMENT is fast emerging as a core strategy that organizations worldwide are adopting to manage and leverage organizational knowledge, for sustainable business advantage. In this world of rapid change, we have to create new knowledge and ideas constantly. We get that by looking at what we know, and applying it to what we do not yet know.

The changes taking place in the world economy have made knowledge management a business necessity, at least for large multinationals that operate on a global scale, or hope to. Managing your company's knowledge more effectively and exploiting it in the market place is the latest pursuit of those seeking competitive advantage?

The organizations that are driven by knowledge are the ones that will succeed. The combination of global reach and speed compels organizations to ask themselves, "what do we know, who knows it, what do we not know that we should know?"

This paper describes in a nutshell, that the organizations can attain maturity in KM only through healthy coexistence of technology, processes and people.

## **What is Knowledge Management?**

Knowledge Management is a process that helps organizations find, select, organize, disseminate and transfer important information and expertise necessary for activities such as problem solving, dynamic learning, strategic planning and decision-making.

“ If money is your hope for independence, you will never have it. The only real security a man will have in this world is a reserve of knowledge, experience and ability”.

**Henry Ford**

To define knowledge management we have to pull apart the two parts of that term.

## **Knowledge**

Knowledge is part of the hierarchy made up of data, information, knowledge and wisdom. Data are raw facts. Information is facts with context and perspective. Knowledge is information with guidance for action. Wisdom is understanding which knowledge to use for what purpose.

## **Need of the Study**

The purpose of knowledge management (km) is to deliver value to an organization. The goal of KM is to harness knowledge resources and knowledge capabilities of the business to enable the organization to learn and adapt to its changing environment. Therefore, KM practices aim to draw out the tacit knowledge people have acquired, what they carry around with them, what they observe and learn from their experience, rather than what is usually explicitly stated. The knowledge executive process is about acquisition, creation, packaging, and application or reuse of knowledge.

## **Objectives of the Study**

1. To study the effectiveness of KM at edlogix solutions pvt ltd.
2. To study the perception of employees on the basis of job profile towards KM.
3. To study the Organizational effectiveness and improving its opportunity enhancement.
4. to measure the satisfaction levels of employees towards KM.

To offer some suggestions for effective KM.

## **Research Methodology**

### **Research design:**

The research used for this study of Knowledge management is descriptive in nature. This design is adopted to portray the attitude of the respondents regarding different dimensions of Knowledge management.

### ***Sample design:***

The respondents were selected by random sampling. The survey was conducted for a period of 45 days at **Edlogix Laboratories**.

### **Sample size:**

The total sample size of 50 respondents were taken, which includes all the employees of Edlogix Laboratories. They were interviewed personally.

Coverage:

### **The respondents are from**

- ❑ **Department:** Human resource, Engineering, Finance, Quality Assurance, Quality control, R&D, SH&E, Production, Ware House, Security & Administration.
  
- ❑ **Employee Level:** All levels of people were considered for the survey (Senior Managers, Assistant Managers, Head of the departments and workers).

## **Methodology**

### **Primary Data:**

The primary data is collected from

### **Interviews:**

Interviews are conducted on concerned officials in the organization. This was done to extract the information pertaining to the study not available in the books, records and other sources.

### **Questionnaire:**

The term questionnaire usually refers to a self-administered process whereby the respondent himself reads the question and records his answers without the assistance of an interviewer.

The questionnaire is a standard form for recording answers may be undertaken either by the interviewer or by the respondents, as the methods of data collection require.

The main thrust of a questionnaire is that it is a schedule of questions. It is not static and fixed in a wider sense. Different respondents may interpret the questions differently, but they should reserve the basic theme and purpose of data collection.

**The questionnaire of the Knowledge Management contains questions regarding:**

- Creative thinking and Idea Generation
  
- Team and Team Work
  
- Motivation
  
- Training and Development
  
- Incentive System

Such questions help the organizations to work on establishing strong and effective climate.

A well-structured questionnaire was developed to extract information about the matters of relevance a primary questionnaire was developed and tested on respondents it was revived and tested again. The Final Questionnaire is a result of such interactions. The questionnaire was personally administered to people working for Edlogix Laboratories.

**Secondary Data:**

The secondary data is collected from

Internal sources:

To trace the origin, growth and performance of Edlogix Laboratories, the respective annual reports and internal circulars were utilized. Even the official records of human resource department and various printed materials were referred to extract the information.

### ***External sources:***

The secondary data is also collected from different sources.

- PerfECT: ‘Performance Enhancement and coaching tool’.
- Magazines like Elixir, Tejas, Aspire and SOFTWARE News.
- The official website of Edlogix.

### **Observation:**

For having a broader and accurate idea about the implementation of Knowledge-based activities in the organization, observation method has been used. By observing the employees who participated in the training activities and other activities we could analyze and see the impact and resourcefulness of Knowledge management in the organization.

### **Data Analysis and Interpretation:**

Data is analyzed and interpreted using statistical methods like pie diagrams

### **Scope of the Study**

The study involves analyzing Knowledge management in Edlogix Software Solutions Pvt. Ltd. The scope of the study is limited to the information gathered from the company only.



One major influence on KM activities is the scope in which they are performed. Generally it seems desirable to take into account as much knowledge and parts of the organization as possible. But KM should always start small, i.e. with pilot projects, and then be widened after operation in a small scope has shown 35 successful This serves a number of purposes. Firstly, it ensures that if something goes wrong the impact is not very big. Thus, this approach gives space for mistakes – and such have to be expected. It secondly allows one to think about the larger scale while planning the pilot operation. This makes it possible to e.g. start influencing cultural issues identified in the analysis. This can have effects also outside the defined scope and can be seen as a preparation for further KM activities. As cultural influence is a matter of long-term activities, this seems desirable. Knowledge Management is found, and primarily explained within the context of Service Transition, it is a process used by all elements of the Service Lifecycle to improve the decision making that occurs. What is not considered to be within the scope of Knowledge Management is the detailed Configuration Item information that is captured and maintained by Service Asset and Configuration Management (but is interfaced with the same tools and systems). It will help the organization for faster development of new technical approaches. The study is help to Check to see how current technology will match technical requirements of the proposed KM system.

## **Limitations of the Study**

- Few respondents were reluctant while answering the questions
- Lack of time and other resources as it was not possible to conduct survey at large level
- It was difficult to interact with the employees as they are busy with their work.
- Limited time span for carrying out study

## **CHAPTERISATION**

**Detailed/final Project Report will include the following chapters**

### **CHAPTER –I**

- Introduction
- Significance of the study
- Need of the study
- Objective and scope of study
- Methodology
- Limitations
- Scope

(Details of methodology used in studying and collecting the data and issue will be described)

### **CHAPTER –II**

- Literature review
- Theoretical study

### **CHAPTER –III**

- Industry & company profile

### **CHAPTER –IV**

#### **Analysis of the topic & Interpretation**

(Descriptive work on the topic, this chapter will include analysis and interpretation of data tabulation and categorization)

### **CHAPTER –V**

- Recommendation
- Bibliography
- Appendix

# **Bibliography**

- ❖ PerfECT
- ❖ Elixir
- ❖ Tejas
- ❖ Aspire
- ❖ Software industry news news
- ❖ Knowledge management-  
ICFAI Journal

## **Websites**

- ❖ [www. HR-guide.com](http://www.HR-guide.com)
- ❖ [www. edlogix.com](http://www.edlogix.com)