**Knowledge management systems in organizations**

Name

Institution

Course

Instructor

Date

**Knowledge management systems in organizations**

**Description**

In today's changing environment, businesses have seen ongoing development as a consequence of knowledge management. Thus, today, employment is based on people's knowledge rather than their abilities in many commercial companies. As a result, using, sharing, and developing knowledge inside a commercial organization is seen as a critical activity. In simpler words, knowledge administration is recognizing, recording, preserving, and sharing the data and experiences of competent workers inside a company. It is critical to managing important knowledge since it contributes to an institution's value creation. Dalkir (2013) defines content management as developing systems and methods for acquiring and sharing intellectual property. It aims to boost valuable, practical, and valuable information while also promoting personal and team development. Additionally, it has the potential to optimize the worth of an institution's intellectual capital across varied roles and locations.

**Selected company**

Saudi Telecom Business is a significant communication organization in Saudi Arabia, providing mobile, online, and other network services. The corporation serves household and corporate clients with mobile and landline applications and Web and other communication services. Under Arab Undersea Cables Corporation, STC manages the Jawal and Hatif systems and a submarine transmission cable link between Saudi Arabia and Sudan in Africa (Saudi telecom company, n.d). The firm earns the bulk of its revenue in Saudi Arabia, where it is headquartered.

**KMS of the selected company**

Businesses are comprised of a database with an intuitive search feature and system productivity parameters that are monitored to decide how current information will reach the system. When required, the query engine tool locates the appropriate information. Processes aid in the extraction of content and have also been implemented to generate new content. Saudi Telecom Company seeks to exceed expectations while maintaining a culture that values teamwork, dedication, respect, honesty, and innovation. The knowledge governance system plan is to maximize mobile capability, provide wholesale solutions, redesign home communication, acquire enterprise clients, restructure the internal architecture, and improve operational efficiency.

**Techniques to disseminate knowledge**

Saudi Telecom Company has improved its knowledge governance systems by establishing a specialized and operational unit to monitor the efficiency of its services. It has also increased the effectiveness of their marketing setting and technologies, such as web marketing. The organization guarantees that its systems are constantly updated and have a reporting framework to track consumer replies. Additionally, it examines and optimizes their systems' effectiveness and sets procedures that entail the best techniques and management to ensure an effective system (Lin & Tseng, 2005).

**Major challenges**

Saudi Telecom Company's hurdles in establishing knowledge governance systems include catching up with new technology, which is inconvenient at first but eventually provides possibilities. Providing sufficient protection for its material and also for the revenue generated by its clients. Assuring validity by providing easily accessible meta-data, and finally, appointing an expert to manage the institution's knowledge.

**Recommendation**

Saudi Telecom Company could embrace the following advice to get a competitive boost and strengthen their knowledge governance mechanisms: invest in human capital and have experienced workers capable of handling innovations and solutions. Additionally, the organization should be adaptable to change and foster innovation to produce and challenge concepts. Another piece of advice is that the company participate in teamwork since this fosters employee trust. Additionally, implement a performance-based compensation system in which workers are compensated depending on their accomplishments. Employee engagement in decision-making enables them to offer proposals for choices impacting their job. It raises consciousness and engagement to knowledge control as a result of the large number of individuals participating.

**Conclusion**

Businesses have witnessed continued growth as a result of knowledge management in today's shifting atmosphere. Thus, hiring in many commercial companies today is focused on people's expertise rather than their talents. Among the businesses impacted by knowledge, the administration is Saudi Telecom, a prominent communications firm in Saudi Arabia that provides network services. Regrettably, the organization is having difficulty keeping up with emerging technologies. However, the organization may use adaptability to transition and invention processes to generate and challenge ideas and promote cooperation.

**References**

Dalkir, K. (2013). *Knowledge management in theory and practice*. Routledge.

Lin, C., & Tseng, S. M. (2005). The implementation gaps for the knowledge management system. Industrial Management & Data Systems <https://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.615.8108&rep=rep1&type=pdf>

Saudi telecom company. (n.d). *SAUDI TELECOM COMPANY*. Dnb. <https://www.dnb.com/business-directory/company-profiles.saudi_telecom_company.7ad86a0070c3ae6f316840e578c94a5d.html>