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A REVIEW OF CONCEPTS AND EXPLANATIONS OF MANAGEMENT

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Abstract

Currently, having information and knowledge management has transformed into a stable status creating dynamic progress and life domain in a creative organization, and even the capability to compete in the markets and business, depends to acquire, develop, and update individual and organizational knowledge. To some extent, it is considered as a capital not basic knowledge. Continuous changes of market knowledge cause the organization to have to be changed. The importance of knowledge is quite clear in industries. According to the importance of this issue, this study has reviewed the application of the knowledge management system in order to improve the thechnology govenance in idustries of the country.

Keywords: knowledge, knowledge management, technology, information, knowledge sharing.

INTRODUCTION

Knowledge maganment can promote the level of activities and reach to desired achievements with the integration of knowledge capitals of organizations and direct impact of concepts such as customer orientation, organizational learning, the promotion of organizational culture, leadership and smart decision making, process redesign, new knowledge production, and the conversion of subjective and objective knowledge to documented and explicit knowledge (Kebede, 2010). The organization cannot utilize these functions without having a knowledge management platform. So, it must be formulated effective policies in this regard (Xu & Quaddus, 2012). Information and Communications Technology (ICT) plays an important role to circulate and share knowledge and information in an organization. High-level companies obtain significantly more profits than their competetors in technology investments (Ojo et al., 2013). The companies with much more Infotmation Technology (IT) govennance follows epecific and similar strategy such as customer intimacy, have the profit more than 20% compared to other companies follows the same strategy with technology govenance of poor IT (Simonsson & Johnson, 2008; Kryukova, E. M., et. al., 2021; Khalid, M. U., et. al., 2020). Corporate govenance includes the ways in which management agents can be responsive to the determined goals for companies. The corporate governance focuses on the relationship between two groups including 1) stakeholders and 2) board members and top managers of ogranizations. Corporate governance activities ultimately contain effective efforts to lead and control the use of IT in an organization. Such efforts involve planning strategic IT in order to support business targets and formulate policies, procedures, and management structures required to achieve such goals. IT governance refers to subjects that the organization's

executive management needs to investigate and address them to control IT. Areas of IT governance, in the context of COBIT (Objectives for Information & related Technology), include strategic alliance, resource management, value delivery, and risk management.

RESEARCH METHOD

This study was performed analytically by library studies and reviews of books, theses, and published papers in the field of knowledge management and IT.

Theoretical Foundations

Knowledge:

Natural development is created after adding perception and memory to information. So, aggregation of primary information is generated by summarizing them more and more in knowledge. Thus, in this case, knowledge can be defined as insights resulting from information and data devided and effective in different ways and conditions. Knowledge is used to minimize collection and reading of information not increase access to information. Efficient knowledge helps to remove unwanted information and data. Knowledge is a perception and understanding resulted from am experience, aurgument, direct understanding, and learning. When people share their knowledge, knowledge of them increases, and combining each knowledge with another creates new knowledge. Rampersd states that knowledge is a function of information, cultures and skills.

Knowledge management

Knowledge management is a coherent systematic process which employs a proper combination of IT and human interaction to identify, manage, and share information capitals of an organization. These assets include information databases, documents, policies, and procedures. Moreover, they include both explicit and implicit knowledge of staff and use different and broad ways to capture, store, and share knowledge inside the organization.

Knowledge Management

The knowledge mamangement concept has been used practically but informally for a long run. Therefore, to understand better this concept, first of all, we must to review concepts of data, information, and knowledge as well as difference and relationshop between them. Neither data nor information; however, it is related to both concepts whose differences are not necessarily substantial, because they are merely different, hierarchically. Data, information, and knowledge are not the concepts to be used instead of each other. The conception of these terms and how to get from one to another, are very important to achieve success in scientific work (Vazifeh-Doost, 2014).

Knowledge management is a process that helps organization to find, select, organize, and publish necessary information. It is an expertise which is essential for activities such as problem solving, dynamic learning, strategic planning, and decision making.

Definitions and views of scholras related to knowledge management

Charles Armstrong: Knowledge management is an organizational activity that aims to create a technical and social environment, produce knowledge, and share with others.

Larry Prosak: Knowledge management is an effort to reveal hidden assets in minds and convert them into an organizational asset to be accessed by everyone in this organization.

Herbert St. Ango: Knowledge management means to create a kind of value of organizational hidden assets; we achieve to this goal when we value people and increase their abilities to produce, collect, and exchange knowledge.

Thomas Duport: knowledge management is to discover, organize, summarize, and offer information in a way that improves staff knowledge.

IT governanace

IT governanace is a subset theory of corporate governanace that focuses on IT, risk performance, and risk management. Interest in IT is due to contiuous requirement of organizations to focus on efforts to create value for organizational strategic goals. So, better management of staff is accountable to create this value in the best way for all stakeholders. This has evolved from scientific management, comprehensive quality management, quality management system principles, i.e. ISO 9001.

Conducted Research

Mohammadi et al. (2020) explored the role and impact of using ICT tools on performance evaluation of service organizations. The results show that there is a correlation between web services, smart business information, and ICT on human resource management of service organizations.

Movahedi, Hamzei, Mirkzadeh, and Naderi (2015), in an article entitled 'The role of IT components in knowledge management of Agricultural Jihad Organization staff of Kermanshah Province', concluded that there is a significant positive correlation and relationship between IT and knowledge management. It can be concluded that each of IT components affects knowledge management so that increase in each IT component affects knowledge management.

Amirkhani and Sadati (2015) conducted a systematic review such a case study of West Azerbaijan Governorate entitled 'Assesing the status of IT infrastructure for the establishment of knowledge management'. The results show that there is a significant relationship between IT status amd knowledge acquisition, knowledge utilization, knowledge sharing, knowledge development, knowledge maintenance, and overall establishement of knowledge management.

Changiz Delivand et al. (2021), in a paper studied Investigating the effective factors in measuring customers' credibility with a combined approach of data mining and multidisciplinary decision making.

Taghipour et al. (2016), in a paper studied Assessment of the Rlationship Between Knowledge Managment Implementation and Managers Skills (Case Study:Reezmoj System Company in Iran).

Taghipour et al. (2016), in a paper studied Analysing the Effects of Physical Conditions of the Workplace on Employee's Productivity (Including Case Study). Taghipour et al (2015) studied Risk assessment and analysis of the state DAM construction projects using FMEA technique. Taghipour et al (2020), studied Evaluating CCPM method versus CPM in multiple petrochemical projects. Taghipour et al (2015) studied Necessity Analysis and Optimization of Implementing Projects with The Integration Approach of Risk Management and Value Engineering. Tarverdizadeh et al.(2020), studied Predicting students' academic achievement based on emotional intelligence, personality and demographic characteristics, attitudes toward education and career prospects through the mediation of academic resilience.

Asemi, Zahedi, and Muslemi (2015), in a paper entitled 'Assessing the ICT role and its impact on knowledge management of Isfahan University students', conluded that statistical analyses show significant relationship between usage rate of ICT and that of knowledge management.

Nejatian, Ghasemi, and Mirghauri (2015), in a paper entitled 'Assessing the impact of knowledge management empowerment on the knowledge ctreation process', conducted a case study about selected cooperatives in Yazd province and cloncluded that trust, cooperation, and skill of IT staff affect positively the Knowledge Creation Process (KCP).

Taghipour et al. (2016) investigates the impact of ICT on barriers to knowledge sharing. The results of research show that there is positive and siginificant relationships between ICT impact on barriers to knowledge sharing in knowledge management.

Alvarez, Zamanillo, and Sieloreal (2016), in a paper entitled 'Is IT related to the establishment of knowledge management in small and medium-sized manufacturers?', stated that IT

tools such as the document management system, search engines, internet, intranet, office automation, and so on play an important role in the capability of the knowledge management establishment.

Mao et al. (2016), in a paper entitled 'IT, knowledge management capability and competitive advantage' concluded that effective use of IT affects knowledge management, positively and significantly. Also, knowledge management promotes the competitive advantage of the company.

Garcia Sanchez, Garcia Morales, and Bolivar Ramos (2015) presented a paper entitled 'Support of senior management for ICT and its impact on organizational performance thru acquisition, transfer, and utilization of knowledge. The results emphasized the mediating role of knowledge management (acquisition, transfer, and utilizarion of knowledge) related to knowledge management support for ICT and organizational performance.

Park et al. (2015), in a paper entitled 'ICT role in knowledge and innovation of users in the field of services' concluded that ICT expands knowledge boundaries and makes easier and cheaper access to them. So, it empowers them.

Rice et al. (2014), in their paper entitled 'knowledge management empowerment, KCP, and innovation performance' conducted an empirical study in ICT. The results show that the best way for Tunisian ICT companies is decentralized and low-recognition structures with IT support to ptomote knowledge creation through motivations, rewards, cooperation, trust, and learning. The findings also show that the KCP affects innovation performance of companies, significantly.

Trussan, Doherty, and Hislup (2014), in a paper entitled 'A knowledge exchange with ICT tools', concluded that some of conflicts and flawed processes must be disscused in a knowledge exchange.

Tarverdizadeh et al.(2020), studied Predicting students' academic achievement based on emotional intelligence, personality and demographic characteristics, attitudes toward education and career prospects through the mediation of academic resilience.

Conclusion

Organizations cannot utilize these functions without having a knowledge management platform. So, it must be formulated effective policies in this regard. ICT plays and important role in how to circulate and share knowledge and information in an organization. High-level companies gain many more profits than their competitors in technology investments. IT causes data to be processed accurately, inspection operation to be conducted to verify changes, possible mistakes to be corrected, accuracy to be promoted, and performance to be improved. According to the IT relationship to the automotive industry, managers and policy makers improves individual and organizational learning by increasing standardization, data sharing, and data quality to promote governance and action speed of various industry activities.

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