



Conceptual Frame Work on Effect of Knowledge Management on Job Satisfaction in IT Sector

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ABSTRACT

Knowledge management has received a lot of attention recently in the workplace as more businesses learn about its potential benefits for increasing employee job satisfaction. The relationship between knowledge management and job satisfaction is examined in this abstract, emphasising the ways in which effective knowledge management techniques can increase workers' levels of job satisfaction. This study looks at the efficiency of knowledge management systems as well as some of the major factors, including communication, staff engagement, and leadership support. The abstract continues by giving some advice for firms wanting to raise employee job satisfaction through improved knowledge management practises.

Key words: Knowledge management, Job satisfaction

Introduction

From a knowledge-based approach, intangible means of production are the most important. Human capital, also known as the abilities, competencies, attitudes, and motivation of employees and how they use these abilities for the benefit of the firm, is defined as giving the knowledge-based perspective a lot of weight. As human intelligence is implicit, ingrained, and at least somewhat unique, it cannot simply be "captured and codified," making its management challenging. Creating, supplying, stimulating, and maintaining relevant information about the environment within an organisation is largely what knowledge management, according to some theories, entails. This is done in an effort to encourage and empower knowledgeable people to practise, share, and produce new information. The study looks into if and how knowledge management could increase workers' job happiness.

The process by which an organisation collects, arranges, communicates, and analyses its knowledge in a way that is easily available to employees is known as knowledge management. This information consists of people skills, training manuals, commonly asked questions, and technical resources. Data mining and a technique of operation to push information to users so they may quickly access it are both part of knowledge management. A knowledge management plan entails an analysis of corporate objectives and a detailed look at the instruments, both conventional and technical to meet a company's demands. Finding software to buy or construct that fits the context of the overall plan and motivates staff to use the system and share information is the difficulty of choosing a knowledge management system.

The fulfilment one feels while working is known as work satisfaction, and it serves as motivation. What matters is job satisfaction, not self-satisfaction, happiness, or contentment. Job satisfaction is connected to a person's whole relationship with the employer for whom he is paid. What is meant by satisfaction is simply having the sense that a goal or target has been reached. Job dissatisfaction leads to a lack of drive at work. When describing job satisfaction, the term "pleasurable emotional state emerging from the appraisal of one's employment as accomplishing or facilitating the fulfilment of one's job values" is often used. In contrast, job discontent is defined as "the unpleasant emotional state resulting from the sense of one's employment as irksome or obstructing one's quest".

Knowledge management

Knowledge management (KM) is a discipline that involves identifying, capturing, storing, sharing, and leveraging an organization's collective knowledge and expertise to improve performance, increase innovation, and gain competitive advantage. It encompasses a range of strategies, practices, and tools aimed at creating, organizing, and distributing knowledge assets within an organization.

KM involves the creation of a culture that values and prioritizes knowledge sharing and collaboration among employees. This can involve the implementation of various technologies and platforms, such as databases, wikis, and social networks, to facilitate communication and collaboration. Additionally, KM involves the development of processes and procedures for capturing and codifying knowledge, as well as the use of analytics and data mining to identify patterns and insights.

The ultimate goal of KM is to ensure that the right knowledge is available to the right people at the right time, enabling them to make better decisions, solve problems more effectively, and innovate more quickly. This can help organizations to improve their overall performance, increase productivity, and drive growth and success.

Job satisfaction

Job satisfaction refers to the degree to which an individual feels fulfilled and content with their employment and the work environment. It is a complicated and multifaceted idea that depends on a range of elements, such as job features, social dynamics at work, work-life balance, pay, and individual beliefs and expectations.

Many outcomes can be affected by job happiness, both for the individual and the organisation. When workers are happy in their positions, they are more likely to be engaged and productive, less likely to become stressed out or burnt out, and more likely to stick with the company. They might also be more imaginative and creative, which would help to produce fresh concepts and solutions.

Knowledge acquisition

Knowledge acquisition remains for authoritative practises went for a collecting data from extra-organizational sources. External networks Such collaborative arrangements are key sources of knowledge for a wide range of organisation. Clients are a crucial group from which information should be gathered. To be gained if the organisation is succeeded. For example, customer feedback systems, data mining, business intelligence and collaboration with partners and research institutions are typical of highly developed knowledge acquisition practices. Knowledge acquisition is a continuous and dynamic process. Knowledge acquisition includes the ability to devise original thoughts, bits of knowledge and arrangements and link it inside the organisation.

Knowledge sharing

Knowledge sharing is the process of exchanging information, ideas, and expertise between individuals, groups, or organizations with the goal of increasing understanding, solving problems, and promoting innovation. It involves the communication and dissemination of knowledge, skills, and insights through various means such as conversations, documents, social media, training programs, and knowledge management systems. The purpose of knowledge sharing is to facilitate learning and growth, foster collaboration, and improve decision-making and problem-solving capabilities.

Knowledge creation

Knowledge creation refers to the process of generating new knowledge or insights through various means such as research, experimentation, collaboration, and observation. It involves transforming information, data, and experience into new knowledge that can be applied to solve problems, improve processes, and create new products and services. Knowledge creation can be categorized into different types such as explicit knowledge creation, tacit knowledge creation, socialization, externalization, and combination. Overall, knowledge creation is an essential process that contributes to personal and organizational growth, innovation, and competitiveness.

Knowledge codification

Knowledge codification refers to the process of transforming tacit knowledge (i.e., knowledge that is difficult to articulate or transfer, and typically resides in people's minds) into explicit and structured knowledge that can be shared, communicated, and disseminated more easily. The goal of knowledge codification is to capture knowledge in a format that can be easily accessed, used, and applied by others. This may involve converting knowledge into various forms such as written documents, manuals, guidelines, videos, or other digital formats. Knowledge codification is often used in organizations to enable the transfer of knowledge from experienced employees to new hires, to improve processes and procedures, and to facilitate innovation and problem-solving.

Knowledge retention

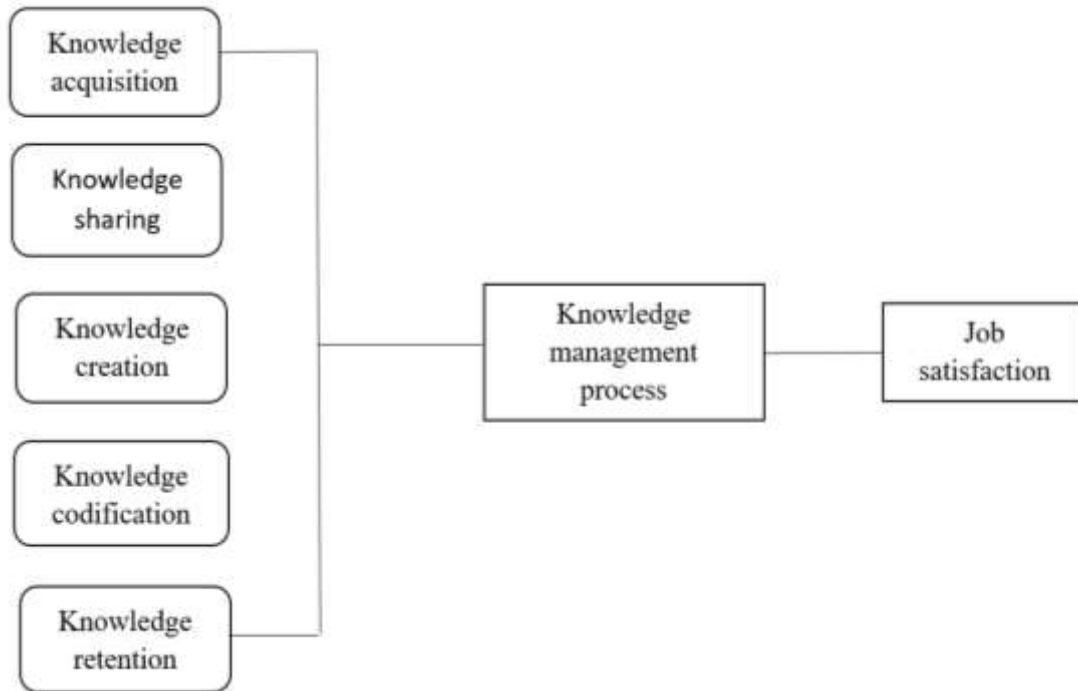
Knowledge retention refers to the process of retaining or preserving knowledge within an organization or individual. It involves ensuring that knowledge is not lost or forgotten over time, and that it is accessible and available for future use. Knowledge retention can take various forms, such as documenting knowledge, creating a knowledge management system, providing training and development programs, mentoring, and succession planning.

Objectives

1. To measure the variables of employee job satisfaction.
2. To identify the variables determining knowledge management.

3. To analysis the effect of knowledge management on job satisfaction.

Frame work



Hypotheses

- H1. Knowledge acquisition will have positive effect on job satisfaction.
- H2. Knowledge sharing will have positive effect on job satisfaction.
- H3. Knowledge creation will have positive effect on job satisfaction.
- H4. Knowledge codification will have positive effect on job satisfaction.
- H5. Knowledge retention will have positive effect on job satisfaction.

Research methodology

A quantitative research design would be suitable. This could involve collecting data from employees in different organizations that practice knowledge management, and comparing their levels of job satisfaction with those in organizations that do not practice knowledge management. The sample should be representative of the population of employees who work in organizations that practice knowledge management. Collect data using a standardized questionnaire that measures job satisfaction and knowledge management practices. The questionnaire should be validated and reliable.

Proposed work

Analyse the collected data using appropriate statistical methods, such as regression analysis, to determine the relationship between knowledge management and job satisfaction.

Conclusion

The results of this study analyse that IT employees get satisfied with their job with the help of knowledge management practice provided by the organization or not. To check whether it will help the employees to acquire new knowledge. And that acquired knowledge helped to get work satisfaction in their organization.

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