

Abstract

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Locating Performance Measurement (PM) in Knowledge Management (KM) Framework

Purpose – The paper aims to propose a new knowledge management (KM) framework that locates the performance measurement (PM) process. Design/methodology/approach – This is an exploratory basic research, including a focus group interview of 10 academic experts in the field of operation management. Findings – This paper represents a valid KM conceptual framework that includes most of the elements affecting KM as reviewed in literature, in order to achieve effective organizational performance. Research limitations – Because of the chosen research approach, the research results may lack generalizability. Therefore, researchers are encouraged to test the proposed conceptual framework further. Practical implications – This paper offers a new KM framework by locating PM as a complete process within it, that will enhance organizational opportunities for a better organizational learning to achieve a successful organizational performance. Originality/value – Previous studies on KM still lack locating performance measurement process in KMS. Thus, this paper combines elements that influence the success of KM initiatives and locate performance measurement (PM) within KM framework to improve organizational performance. Keywords: Knowledge Management, Organizational Performance, Performance Measurement Article Type: View point paper