ABSTRACT

This study is an insight into the KM practices of the Indian B schools and shows three dimensions of KM:

i) Knowledge Gathering

ii) Knowledge Creation, and

iii) Knowledge Diffusion.

Each dimension is further divided into three aspects:

i) Individual

ii) Organisational, and

iii) Technological.

Researchers, academicians and administrative staff from different universities and their affiliated institutions situated in Delhi – National Capital Region (NCR) are surveyed for studying KM system in Indian context. Principal Components Analysis (PCA) approach has been employed to find out the mechanism and structure of knowledge management. This study investigates how three dimensions of knowledge process are influenced by different factors. Knowledge sharing is a common factor in all the three standards. Factors affecting knowledge dissemination are analyzed through the PCA and the results put forward some countermeasures and suggestions to promote the knowledge management process in Indian B-Schools.

The study emphasizes the urgent need for improvement in organizational culture, adaptation of advance technology in Indian B school. Knowledge management process must be followed by an
action to make the whole process of knowledge creation valuable, which can be done by sharing knowledge via conferences, seminars, technical training, sharing individual experiences. These events can prove to be helpful in upgrading teaching-learning process and enhancing communication among academia. The paper might suffer from small sample bias due to the fact that respondents belong to B-schools from Delhi-NCR Our results, however, can be generalized under assumptions of common characteristics and uniform educational structure across the country.

The study provides practical implications for knowledge management process and how it is helpful for the academia. The study contributes largely by identifying important factors having influence on knowledge sharing and diffusion process. The study places importance to the knowledge management which has significant impact on enhancing the quality of teaching and learning in Indian B-schools. Knowledge management process is dependent on knowledge sharing which can be upgraded by improving three aspects (individual, organizational and technological) of knowledge. It manages see-through sight for the knowledge sharing criteria adopted by faculty across B-schools in India.

Results of this study also dwell on the fact that researchers and academicians are more concern with the individual aspects of KM rather than organizational and technological aspects. In many organisation, people and their interaction create knowledge and promote the flow of the same. For maintaining the KM system in any organisation, technology should be improved through good use of e-mail function and design of website require to plan and maintain and interaction with internal and external database.