PREFACE

Knowledge traveled long journey to enhance the phrase ‘Knowledge sharing is power’ as most appropriate corporate phrase applicable today than ‘Knowledge is power’ as quoted in 16th century by author and philosopher, Sir Francis Bacon. Today, without encouraging and facilitating corporate environment by sharing of knowledge, talents and skills, the strategic goals of organization will remain only in papers and files. Knowledge and Knowledge Management Practices are the truly dynamic duo for checking the success scale of future organization. The success of organizations in the future will effectively depend on their ability to harness the power of knowledge for the all around development of organization.

Knowledge Management activities are continuously entertained all around the organizations for creating competitive edge for respective organizations irrespective without calling their name as such since so many decades. KM contains activities related to identify, create, acquire, map, capture, convert, evaluate, store, retrieve, use and share the knowledge assets. KM literature reports that the KM practices have been adopted and are in used by several industries. Hence, there exists an opportunity to study the tools related to KM practices in Indian IT sector. Present work is an attempt to fill the gaps in the contemporary research on KM practices. The motivation for this research to understand some of the complexities in the KM practices in Indian IT organizations.

This work has been carried out in four stages.

In the first stage, the literature review has been carried out.

In the second stage, a survey of Indian IT industries is carried out, using a structured questionnaire, to gauge the status and readiness of Indian IT industries to embrace KM practice tools.

In the third stage, fourty eight hypotheses based on the seventeen major aspects of KM practice tools designed and tested after the consultation of industry experts, CKOs and with the subject related experts. This analysis brings out some of the important differentials and similarities among various IT organizations by using KM practicing tools.

In the fourth stage using Interpretive Structure Modeling (ISM) technique, a set of directly related variables of KM practice tools are structured into a comprehensive systemic model. The model so formed portrays the structure of KM practice tool system, in an analytically designed pattern implying graphics as well as words. ISM methodology helps to impose order and direction on the complexity of relationships among different variables of a KM practice tools system.

The scope of present work is limited to Indian IT industries, generally involved in the IT consulting services, business process outsourcing services (BPO), information technological enabled services (ITES), software, hardware and networking services,
product design and system security services, application development and maintenance services, package implementation and IT education services. Usable responses have been collected from 95 IT organizations. The analysis of questionnaire has been carried out for sectorial analysis as well as overall understanding of IT industry in the context of knowledge management practice tools. The work has addressed to questions such as: checking tools, technology enablers used for particular tool, obstacles used for practice tools, competitive priority, obstacles for success for particular tool's process, obstacles for introducing new ideas for particular tools facilitation in the organizations etc.

Though the responses of the survey was just 14.62%, which is considered low and therefore a limitation of the present work. The research provides a panorama of Indian IT industries as regards to the adoption of using KM practice tools in India. Limitation of present work, recommendations and suggestions and scope for future research has also been discussed.

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