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Zahid B. Zamir

Delaware State University, zzamir@desu.edu

DaeRyong David Kim

Delaware State University, dkim@desu.edu

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The Effect of Quality Dimensions on KM

TREO Talk Paper

Zahid B Zamir
Delaware State University
zzamir@desu.edu

DaeRyong David Kim
Delaware State University
dkim@desu.edu

Abstract

There have been many research studies on the topic of the information systems success model since 1992 when DeLone and McLean (1992) came up with their IS success model. DeLone and McLean revised and modified their initial model based on suggestions proposed by many IS researchers. In the new reformulated model proposed by DeLone and Mclean (2003), quality has three dimensions: Information quality, systems quality, and service quality. Use and User satisfaction are closely interrelated. Quality dimensions play an important role in sharing and capturing knowledge in an organization. The antecedent variables of interest in this research are from DeLone and McLean (2003) updated IS success model.

Knowledge Management (KM) is evolving into a strategically important area for most organizations. Broadly, KM can be viewed as the process by which organizations leverage and extract value from their intellectual or knowledge assets. Knowledge has been described as information combined with experience, context, interpretation, and reflection (Kulkarni, Ravindran, & Freeze, 2007). A fundamental part of knowledge management is to spread and make knowledge accessible and usable within or between chosen organizations (Paulin & Suneson, 2012). Paulin and Suneson (2012) also argued that in aiming for efficient knowledge management, the search for correct choices of methods and steps is crucial and there should be no ambiguity about the aim when fundamental concepts are used. The knowledge management variables are consistent with Zamir (2019) model. Zamir (2019) studied the impact of the sub-processes of knowledge capture and knowledge sharing on employees' outcomes using a purposive sample from the financial services firms in Bangladesh. This study is driven by the fact that organizations in Bangladesh have started deploying knowledge management programs and as mentioned by Wasko & Faraj (2005) very often, technology solutions are pushed while ignoring the human elements of knowledge management. The purpose of this study is to explore the effect of different quality dimensions on the subprocesses of knowledge capture and knowledge sharing using the purposive sample from the financial services firms in Bangladesh. The partial least squares (PLS) approach using Smart PLS will be used to test the research model. Using the bootstrapping algorithm of PLS, the structural model will be tested to see whether it is statistically significant. The inferential analysis will be used to reject or accept the null hypothesis. The research questions studying the relationships between Quality dimensions and knowledge capture, knowledge sharing and user satisfaction will be established using standard statistical measures. Reliability and validity tests will be conducted for each construct with measures. The authors of this study expect the findings of this research to show whether subprocesses of knowledge capture and knowledge sharing are predicted by the quality dimensions and whether there is a need for the researchers and practitioners concerned with employees' satisfaction to pay more attention to all the subprocesses or any specific subprocess of knowledge capture and knowledge sharing. Knowledge capture and sharing are particularly critical when there is an issue of knowledge continuity and at the core of knowledge continuity is about communication, that is, employees need to understand just what it is that they know, that others need to know, and why this content needs to be shared with their peers (Field 2003; Beazley, Boenisch, and Harden 2003). To remain competitive in a very competitive world, knowledgeable and adaptable employees are important resources. The authors are hoping that the findings of this research will delineate the need for management or organizations to adopt knowledge capture and sharing techniques, practices, and nurture knowledge management culture through appropriate mechanisms and technologies to improve employees' satisfaction. The authors also believe the findings of this research will have some important theoretical and practical implications that will impact both the academic and practitioners within the knowledge management community.