



ARTICLE BY MOSTAFA SAYYADI - SENIOR MANAGEMENT CONSULTANT - THE CHANGE LEADER CONSULTING INC

REVOLUTION

TECHNOLOGY INCREASINGLY FACILITATES ORGANISATIONAL COMMUNICATION AND IMPROVES THE SEARCH FOR KNOWLEDGE AND WHEN INTEGRAL TO OPERATIONS ACHIEVES INCREASED REVENUES, BETTER SATISFACTION FROM EMPLOYEES AND CUSTOMERS AND MOST IMPORTANTLY ENHANCES LEADER EFFECTIVENESS.

Unquestionably, IT plays a critical role in integrating knowledge within companies. Leaders can also use information technology as communication mechanism manifestation and deployment and decision-aid technology. For example, communication technology provides the ways to enhance interactions among members and departments within a business. This type of technology eliminates the barriers of organisational communications, while improving the extent of knowledge sharing and access for all followers at various levels. Therefore, communication technology develops relationships - aggregates human capital into social capital - so as to provide further information and opportunities for all members and subsequently create valuable resources throughout an organisation. Furthermore, decision-aid technology develops cohesive infrastructures to store and retrieve information, enabling followers to create more innovative solutions to problems and managing operational risks. Ergo, information technology supports knowledge by enabling interactions and providing more comprehensive and effective solutions to solve problems.

Knowledge creation is highly dependent on developing organisational communications and interactions. Information technology overcomes space constraints in communication and promotes the depth and range of

information access and sharing within companies. More specifically, communication technologies can be employed to enhance the conversations and exchanges. Information shared through technology, it can positively

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contribute to knowledge management and sharing itself can develop more innovative climates and facilitate knowledge creation. So, communication technology is in itself an internal resource that develops and integrates organisational knowledge as the most strategic factor of competitiveness, informing on strategic and operational decision-making. As mentioned, decision-aid technology can also be considered a facilitator of the creation process, through providing the essential infrastructures to store and retrieve knowledge.

Information technology enhances learning and sharing, by providing access and stimulating new ideas and generation, transferring an individual's knowledge to other members and departments and improving capturing, storing and accumulating, aiming at achieving goals. KM has been a focal point of executive span of control, but has not been associated with information technology enough to make it an integral part of organisational success. However, IT is clearly a major factor for success and advances the current business literature, by offering novel insights into how information technology affects performance. Particularly, I feel that information technology enables KM and, without a grasp on these two tenets, executives are bound to fail. In addition, when knowledge management becomes increasingly valuable, information technology manifests as a catalyst to facilitate, transfer and simultaneously explores more innovative solutions to problems.

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