

A Study on a Knowledge Management Performance Evaluation Model and System Development based on Fuzzy Set Theory

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ABSTRACT

The knowledge-based economy time is coming, and the creation and dissemination ways of knowledge is different from the past. At first, the core of running business is becoming from financial intensive to technology intensive and gradually developing to knowledge intensive. However, the knowledge itself can't be measured. We must evaluate and investigate through activities of knowledge management process. During the performance evaluation process, many influence factors must be considered such as company's core competencies, information technology development, business process and environmental uncertainty. It is also involved ambiguity occurred by human subjectivity. Therefore, performance evaluation model of knowledge management is proposed in this study by combining Fuzzy Delphi with Fuzzy AHP. And then developing an on-line performance evaluation management system based on this model is to measure the KM results of knowledge intensive organizations. Finally, a numerical example at the end of this study is given to demonstrate the procedure for the proposed method.

Keywords : Knowledge Management, Measuring Performance, Fuzzy Set Theory, On-line performance evaluation management system

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