

THE IMPACT OF KNOWLEDGE MANAGEMENT ON INDIVIDUAL CAPABILITIES OF EMPLOYEES

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Abstract

The population of the research staff of the Melli Bank in Ardebil. Stratified random sampling was used to select the samples. so first all the employed people exploited then using Morgan table randomly 264 people was selected. To gather information on the theoretical background of theoretical and applied literature the library method was used, as well as in the field of data collection questionnaire was used which its reliability obtained 0/84. For data analysis, descriptive statistics (measures of central tendency and dispersion) and inferential statistics in regression coefficients were used. The results of hypothesis testing showed that there were significant effects of knowledge management on employee's individual capabilities, so that all the variables of knowledge management are involved in individual capabilities forecasting.

Keywords: *knowledge management, individual capabilities, employees*

Introduction

Knowledge management is a comprehensive approach to outlining broad vision for the organization and it focuses on the creation and use of knowledge and ultimately achieves organizational effectiveness (Hiscock, 2004). Marwick (2002) argues that knowledge management can enable organizations to improve their usual practice of conscious performance coupled with creativity. Knowledge management aims to discover new perspectives on learning, knowledge creation and development of inland and overseas competition to approach the ongoing debates in the contemporary world. In fact knowledge management is a process that organization by logical and rational assets and their knowledge bases do create value (Sanosus, 2002). Creating values from these assets includes what employees should know and their skills, partner's knowledge and even rival's knowledge in order to achieve better functions.

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Knowledge management is getting the right knowledge to the people in the better decision-making and performance. For this reason, many organizations have has changed priority of financial management and resource management to knowledge management (Amreet, 2001). The actual functionality of bank employees and enabling them to perform better in banking requires knowledge management in organizations. Bank staff should to develop a stable track between new features and new services in knowledge management capabilities and personnel management. It should be noted that bank managers do not have extra time to spend for employees skills and capabilities so diary responsibilities has put on the employees burden and bank employees can do the works better if they have developed their skills and functionality (Ruth, 2006).

Unfortunately, according to the importance of knowledge management in organizations in Iran due to the following reason this mechanism is not taken seriously; organizational goals Being vague, lack of proper definition of the relationship between work and personal relationships, lack of appropriate performance evaluation system, the lack of definition of appropriate indicators to measure productivity.

Given the government emphasis on the benefits of knowledge management capabilities, as well as the main framework of this study, the relationship between knowledge and capabilities of the individual employee, this study followed up with a closer look at this topic in Melli Bank branches in Ardabil province to answer the question: What is the role of capabilities of individual employees in the development of knowledge management and what is the effect of knowledge management on development of employees?

Methodology

The population of the research staff of the National Bank of Ardebil. Stratified random sampling was used to select the samples.so first all the employed people exploited then using Morgan table randomly 264 people was selected.

To gather information on the theoretical background of theoretical and applied literature the library method was used, as well as in the field of data collection questionnaire was used which its reliability obtained 0/84.

In order to analyze the information obtained from the questionnaires collected data were analyzed using SPSS. For data analysis, descriptive statistics (measures of central tendency and dispersion) and inferential statistics in regression, Pearson correlation coefficients were used.

Results

Knowledge management is a significant impact on the Capabilities of individual employees. Table (1) regression analysis to predict individual capabilities vary based on knowledge management and its components.

Table 1: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.509 ^a	.259	.248	25.23492

In multivariable regression equation to determine the coefficient of determination (R^2) and the weight of each variable (Beta) a collection of independent variables enter in the equation. Moreover, in order to determine the contribution of each variable in the explanation of the dependent variable the multivariate regression model was used.

The above Table is stating that 25% of the variation is expected in individual capabilities of the Knowledge management.

Table 2: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	56852.384	4	14213.096	22.320	.000 ^b
	Residual	162384.305	255	636.801		
	Total	219236.688	259			

The above table indicates the significance of the overall regression model (Sig=0/000) and in general we can say knowledge management explained individual capability. Next, the effect of each individual component of knowledge management assessed forecasting capabilities.

Table (3) predicts individual capabilities based on knowledge management component.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	33.140	4.369		7.586	.000
	Externalization	3.005	.575	.525	5.224	.000
	Combination	.042	.387	.013	.108	.014
	Internalizing	.547	.729	.072	.749	.045
	Socialization	.096	.641	.017	.149	.033

As shown in Table (3) the knowledge management variables are involved in predicting the ability of the individual capability. With The description of the external variable affect more than other variables the individual ability.

Conclusions and Recommendations

Descriptive results show that 23.8 percent of respondents are under 30 years of age, 49.2% between 31 to 40 years, 25.4 percent in the range of 41 to 50 years and 1.6 over 50 years, Also, 78.8% of men and 21.2 percent of the total respondents and 22.6% of the respondents' level of education was Diploma, Associate Diploma 29.4 percent, 33.1 percent MS and 14.9 percent of is BS. 26.5% of respondents have less than 5 years of professional experience, 27.9% of 6 to 10 years, 17.6 percent of 11 to 15 years, 14.2 percent were 16 to 20 years and 13.7 percent more than 20 years of experience.

The results of hypothesis testing showed that there were significant effects of knowledge management on employee's individual capabilities, so that all the variables of knowledge management are involved in individual capabilities forecasting. The results of this research are in accordance with Daneshvar (2005), and externalization variable has more effect on the individual capabilities than others.

Based on statistical analysis and confirmed hypothesis following suggestions are offered:

- Employees to use the Web and networks to identify and encourage their work tasks.
- To learn necessary Knowledge to predict the duration of the program of work.
- To learn Knowledge in the field of technical work.
- Ability to identify problems and analyze the problems and finally to solve the problem on their own.
- To target for goals and determine the long-term prospects for all.
- Sense of responsibility to others (superiors, managers, clients).
- Create Confidence and certainty in decision making and problem solving in them.
- To acquire needed skills or other matters of finance and accounting and computer.

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