

INTRODUCTION TO KNOWLEDGE MANAGEMENT

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ABSTRACT

The concept of "knowledge" is an old term and not new, knowledge is human accompanied since open consciousness and evolved with the levels of primitive accompaniment to the depth and breadth of his mind until I got to what it now is but the new in this. The concept is the magnitude of its effect economic and social life and human growth. Certainly, the tremendous progress and development of information technology in the present century, which is the greatest change in human life, which enabled man to control nature, so that the factor of evolution in the field of knowledge more influential in life than among other physical factors.

KEYWORDS: *Knowledge, Information, Technology, Human Growth, Decision-Making*

INTRODUCTION

The Importance of Knowledge

One of the most important elements of the success of the institutions is their ability to catch up with the latest variables and maintain their ability to compete and stay in the market under the revolution in the era of information technology. The enormous accumulation and accessibility of information has led to an urgent need to organize and manage this information and organizations must use their full balance of collective intelligence to make the most of it in achieving the strategic objectives of enterprises and their use to support decision-making.

Although there is an increasing interest in the concept of knowledge management, there is no specific definition of it, which is defined as those processes that assist organizations in generating, selecting, organizing, using, disseminating, and finally transforming important information and experiences that the organization possesses and which are necessary for various administrative activities Problems, learning, and strategic planning. A process through which institutions create value from their intellectual elements based on knowledge in order to achieve best practices.

The concept of knowledge management provides information and is made available to all employees of the organization and its beneficiaries, based on maximizing the information available in the organization and the individual experiences inherent in the minds of its employees. Therefore, one of the most important features of the application of this concept is the optimal investment of intellectual capital, and turn it into a productive force that contributes to the development of individual performance, and raise the efficiency of the institution.

The US administration sees the world, "Peter Drucker" The world is already dealing with knowledge industries whose ideas, products, raw materials and the human mind are their tools, to the extent that knowledge has become the main component of the modern economic and social system.

There is no doubt that IT plays a central role in knowledge management programs through its ability to accelerate the production and transfer of knowledge. Knowledge management tools help to collect and organize knowledge of groups to make this knowledge available through participation. The one who witnessed this century, which is the biggest change in human life which enabled man to impose his control over the nature, so that evolution has become a factor in the knowledge of the most influential in life, among other factors, physical One of the most important elements of the success of the institutions is their ability to catch up with the latest variables and maintain their ability to compete and stay in the market under the revolution in the era of information technology. The enormous accumulation and accessibility of information has led to an urgent need to organize and manage this information, and organizations must use their full balance of collective intelligence to make the most of it in achieving the strategic objectives of enterprises and their use to support decision-making.

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Definition of Knowledge Resources

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The definition defines the sources of knowledge as vessels, and this brings out the human element, which many researchers have pointed out to be an important source of knowledge as we shall see later.

While he knew it Carrillo & Gaimon (2004: 1504) as: "All assets, capabilities, organizational processes, company attributes, information and knowledge controlled by the Company "He said.

This definition, although comprehensive and collective, did not refer to the human element as well. It was limited to internal sources by saying that He said.

Al-Taher (2012: 75) defined the source of knowledge as: "that source that contains or collects knowledge "He said.

From the previous definitions we can know the source of knowledge as: everything that contains or provides knowledge. We believe that this definition is comprehensive and general, under which all the divisions and types of sources of knowledge come into being, and through which we can begin to review the divisions of our sources of knowledge.

Divisions of Knowledge Sources

In the past few years, the sources of knowledge have diversified and the information and communication revolution has played a major role in facilitating knowledge transfer and access. However, the human element remains the basic source of knowledge (see, 2012). Learning, experience and intelligence define the limits of knowledge for individuals (Taher, 2012). Referring to the division of sources of knowledge, Abdul Rahman points out (2017) indicates that there is almost agreement between researchers despite the diversity of sources of knowledge to classify these sources into internal and external sources.

DIVISIONS AND TYPES OF KNOWLEDGE SOURCES

First, the Division of Knowledge Resources into Implicit Sources of Knowledge and Sources of Knowledge

It is clear that this division depends on the division of knowledge itself, based on the types of knowledge: implicit phenomenon, the sources of knowledge were divided, and even the literature that cited this division (model, 2017; daytime, 2017) did not address the source itself, but talked about implicit knowledge and knowledge Phenomenon (2017) indicates that implicit knowledge is present in the procedures and experiences of individuals and is difficult to share, while the apparent knowledge can be expressed in words and numbers, which facilitates their participation. In this context, Narhari (2017) points out that implicit knowledge is inherent in the minds and behavior of individuals, which is dependent on experience and difficult to transfer through technology. The explicit or explicit knowledge is knowledge that materializes and is capable of publishing, distributing.

Second, the Division of Knowledge Resources into Human Knowledge Assets, Structural Knowledge Assets and Knowledge Assets of the Market

The Met Wally (2010) section identifies knowledge sources into three main categories, as follows:

- Human knowledge assets. The following types are included: the workers' experiences, abilities, skills, and creative abilities.
- Structural knowledge assets, which fall under the following types: administrative systems, patents, standards, training workshops, regulations of the organization.
- The knowledge assets of the market, and fall under the following types: knowledge about partners, knowledge about customers, knowledge about industry.
- In this division, we note the absence of technology from divisions and species, despite the fact that technologies are of great importance in this field, especially in the transfer, storage and sharing of knowledge.

Third, Division of Knowledge Sources to Employees, Industrial Production, and Regulatory Entities

Knowledge lies in several sites or sources, divides them (Fernandez & Sabherwal 2010) to three main sections:

- Employees or persons, and here they may be individuals or group.
- Industrial production, under which the following types: technologies and systems used, practices, organizational routines, and knowledge repositories.
- Organizational entities, with the following types: FAO organizational units, FAO itself, and the relationship between FAO components.

This division is good and comprehensive and covers the most important sources such as individuals, techniques and organizational components; however, it does not take the source of knowledge for the organization into account, and the importance of the source site is not unknown. The source within the organization is easier to access than the source outside the organization.

Fourth, Division of Knowledge Resources to Individuals, Technology, and Organization

Al-Tahir (2012) cited the following division of knowledge sources (Fernandez, 2004):

- Individuals and groups within and outside the Organization.
- Technology, including stores and knowledge repositories.
- Organizations, and under which departments and units fall within the organization or in the competing organizations.
- This division is similar to the previous division. The same applies to the previous division. The individual within the organization can be reached more easily and quickly than the person outside the organization.

Fifth, the Division of Knowledge Resources into Internal and External Sources

Researchers have divided the sources of knowledge into internal sources and external sources, and Abdul Rahman points out (2017) indicates that the sources of internal knowledge are the organization's strategies, experiences and abilities to benefit from the learning of individuals and groups, while the sources of external knowledge are the external environment surrounding the organization. For further clarification, we will address each section in further explanation and review of the types below:

- Internal sources of knowledge, internal sources are concentrated in the accumulated skills and experience of the members of the organization on different topics, and in the ability of the organization to benefit from the learning of its members (Radwan, 2015). Tacit knowledge is one of the most important internal sources, including the beliefs, experiences, memories and memoirs of individuals (Hijazi, 2014). Internal knowledge sources include the following types of strategies: organizational strategy, internal conferences, classroom learning, electronic libraries, dialogue, and internal processes of individuals (increases, 2014). Radwan (2015) adds the following types: internal research, internal patents.
- External sources of knowledge, those sources that are in the surrounding organization environment, and falls under this section the following types: sector in which it operates the organization, the Internet and Intranet, libraries, competitors, suppliers, customers organization, universities, scientific research centers, patent foreign invention (increases, 2014). Radwan (2015) adds the following types: hiring experts, participating in external conferences, the media such as newspapers and television, the social, economic and technological trends surrounding the organization, and information about customers, suppliers and competitors.

Based on the previous review of internal and external sources of knowledge, we can say that any source containing or providing knowledge within the organization can be counted among the types of internal knowledge sources as well as for sources outside the organization.

Based on the review of the previous sources of knowledge, we note that each division has a specific angle and a vision that differs from the other, and we also note that some of them have been widely accepted and spread, while others have not been spread. Here we record our appreciation and respect for each effort. Internal and external sources; for the following reasons: logical division, its association with the economy and trends in modern business management, and flexibility, where we can add other types under this division when the necessary conditions are met.

CONCLUSIONS

From the previous definitions we can know the source of knowledge as: everything that contains or provides knowledge. We believe that this definition is comprehensive and general, under which all the divisions and types of sources of knowledge come into being, and through which we can begin to review the divisions of our sources of know.

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