Abstract of Doctoral Dissertation

Knowledge Management Practices in Information Technology companies in India: Perceptions of Employees[1]

NARESH KUMAR TALLAPALLI *

I. Introduction

KNOWLEDGE MANAGEMENT IS essentially about getting the right knowledge to the right person at the right time. Knowledge management in itself may not seem so complex, but it implies a strong tie to corporate strategy, understanding where and in what forms knowledge exists, creating processes that span organizational functions, and ensuring that initiatives are accepted and supported by organizational members. **Knowledge Management** may also include new knowledge creation, or it may solely focus on **knowledge sharing**, storage, and refinement.

It is important to remember that knowledge management is not about managing knowledge for knowledge's sake; the overall objective is to create value and to leverage, improve, and refine the firm's competencies and knowledge assets to meet organizational goals and targets. Implementing knowledge management thus has several dimensions including

i. Organizational: The right processes, environments, culture, and systems.
ii. Managerial: The right leadership, strategy, etc.
iii. Technological: The right systems, tools, and technologies - properly implemented
iv. Political: The support to implement and sustain initiatives that involve virtually all organizational functions; that may be costly to implement (both from the perspective of time and money); and which often do not have a directly visible return on investment.