

KNOWLEDGE MANAGEMENT PRACTICES IN ORGANIZATION IN NAIROBI-KENYA

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ABSTRACT

This study on the knowledge management practices in organizations in Nairobi Kenya discusses issues of knowledge management practices within profit and non-profit organization base in Nairobi. Knowledge is dynamic and recent time new branch of management called knowledge management (KM) has emerged. Knowledge focuses on achieving breakthrough in business performance through synergy of people, processes, technology, change management, uncertainty, and complexity. This incorporates the management of human capital, relationship capital and structure capital. Knowledge management has several areas that include knowledge management systems, knowledge practices, knowledge management broker and others. The study was concerned with knowledge management projects (KMP). Field research was undertaken in Nairobi for duration of two months: January-February 2008. A non-probability sampled method was used to collect data. The study purposively select 16 nonprofit organization and 53 profit organization translating to 69 organizations. Questionnaires, interviews and secondary data were utilized. Quantitative data was grouped into similar categories for analysis. Qualitative data was analyzed with descriptive statistics (simple statistical techniques) in order to determine frequency and percentages. These frequencies and percentages have been presented using tables and figures. Research found that most of the organizations do not utilize knowledge management practices and his contributions to failure within the organization. In fact most of the challenges faced in Nairobi, such as to create and implement knowledge management are organizational culture, organizational strategy and organization leadership. The study has made several recommendations to uplift organization within Nairobi.