

A Performance Evaluation Model for Knowledge Management

王麗幸, 謝玲芬, 林立弘

Technology Management

Management

lfhsieh@chu.edu.tw

Abstract

The process of converting individual knowledge into the organizational knowledge is a very huge task. Therefore, a knowledge management information system (KMIS), which could integrate all the processes of knowledge collecting, storing and sharing, is essential for all enterprises. The purpose of this paper is to explore the evaluation criteria and then build an evaluation model for KMIS for a non-profit R&D organization in Taiwan. Based on the idea of Delphi Method, the Analysis Hierarchy Process (AHP) is also applied in this paper. The results of this paper could give feedback to system builders, executives and experts who are devoting themselves into KMIS.

Keyword : knowledge management, knowledge management information system (KMIS), Analysis Hierarchy Process (AHP), performance evaluation