結合ISM 與ANP構建知識管理系統評估模式

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摘要

Knowledge management system is the most important system for orienting the knowledge management in enterprise. The knowledge management system not only has the major knowledge base for knowledge sharing, but also has knowledge collecting, categorization, utilize for creating new knowledge. Constructing the knowledge management system until to apply the system, it could take a lot times to adapt the system, also, it could take a lots budget to build up. According to apply the system efficiency and effectiveness, this paper applies multi-attribute decision method (MCDM) to build an evaluation model to the knowledge management system for enterprises in order to evaluate its system. There are two phases' for building this evaluation model. In order to apply adapt and accuracy methodology, there are two phases used in this paper. Phase 1, this paper applied Interpretive Structural Model (ISM) to construct the causal relation between all the dimensions and criteria. Phase 2, applies the Analytic Hierarchical Process (ANP) to get the relative weights for all the dimensions and criteria. Finally, it is verified that the evaluation model could help KMS builders and relative experts to enhance the KMS lifecycle, and utility for all users.

關鍵字：Multi-Attribute Decision Method (MCDM), Knowledge Management System, Interpretive Structural Model (ISM), Analytic Hierarchical Process (ANP)