



PROPOSED METHODOLOGY FOR ASSESSMENT OF ORGANIZATIONAL MATURITY IN KNOWLEDGE MANAGEMENT - A CASE STUDY

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Knowledge management, organizational maturity, analysis of force field

ABSTRACT

This paper proposes the development of a methodology for assessment of Organizational Maturity in Knowledge Management. A methodology for assessing organizational maturity in knowledge management can help organizations to know their current stage of development, regardless of their lifetime, and from this knowledge to propose actions to achieve new levels of performance. With this purpose, the present study seeks to identify the dimensions that are considered important to the organizations in sense to have an effective knowledge management.

It is intended that this methodology can be applied in any knowledge-intensive organization, and that it can serve to the organization to assess its current state and define the future state, helping to devise strategies for reaching higher levels of maturity.

The developed methodology also proposes to identify the forces that restrain the advancement of the organization toward higher levels of maturity (negative forces) and those who have the ability to leverage the organization to achieve greater maturity (positive force). From this identification the organization can draw up plans to prevent the negative forces and take advantage of positive forces.

Finally, the Methodology will be implemented in a knowledge-intensive organization so that it can be validated both qualitatively and quantitatively.