

عنوان مقاله:

Providing a New Model for Evaluating the Knowledge Management (KM) Performance of Iranian Companies with the Integrated Approach of Balanced scorecard (BSC) and MCDM Methods (Case Study of Masjed Soleiman Oil and Gas (Exploitation Company

محل انتشار:

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نویسندگان:

Iman Abdolakhani - *Department of Industrial Engineering, Masjed-Soleiman Branch, Islamic Azad University, Masjed- Soleiman, Iran*

Shahab Gozinzadeh - *Department of Political Science and International Relations, Shahreza Branch, Islamic Azad University, Shahreza, Iran*

Davoud Ghandalipour - *Department of Industrial Engineering, Masjed-Soleiman Branch, Islamic Azad University, Masjed- Soleiman, Iran*

Golara Chaharmahali - *Department of Industrial Engineering, Masjed-Soleiman Branch, Islamic Azad University, Masjed- Soleiman, Iran*

Mitra Mohebbi - *Department of Law, Masjed-Soleiman Branch, Payame Noor University, Masjed-Soleiman, Iran*

خلاصه مقاله:

Performance improvement requires measurement. So, a suitable framework should be proposed to measure the organization's status in terms of knowledge management (KM). KM must be measured to successfully implement other KM processes. Accordingly, this study provided an algorithm to evaluate the KM performance of Iranian companies. The steps of the proposed algorithm were identifying KM key success factors, determining the degree of importance of the key success factors mentioned in various references, modeling a balanced scorecard (BSC), developing a qualitative framework for evaluating KM performance, and quantitatively evaluating KM performance through the integrated approach of DEMATEL-AHP and VIKOR. ۴۶ key factors were identified by implementing the algorithm. After categorizing the factors under different perspectives of the BSC, factors with a lower degree of importance under each category were removed. The BSC was then modeled according to the results. Finally, the KM performance of different units of the studied company was quantitatively evaluated. The results showed that the quality control unit has the best KM performance among different units. The project control, inventory control, construction engineering, and cooler shop units were ranked next, respectively. Practical recommendations were then made.

کلمات کلیدی:

.evaluation, knowledge management (KM), DEMATEL, AHP, VIKOR

لینک ثابت مقاله در پایگاه سیویلیکا:

