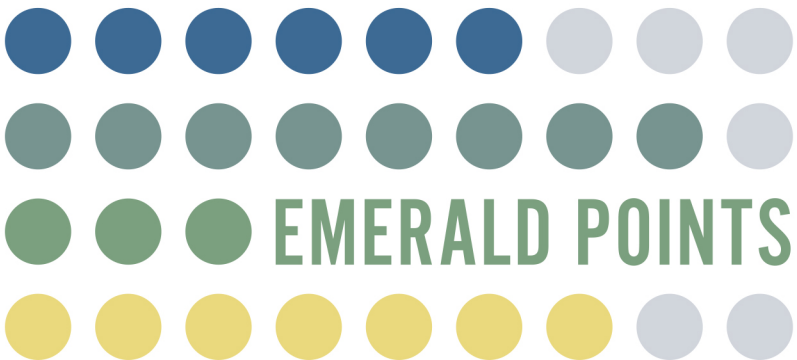


KNOWLEDGE MANAGEMENT PHILOSOPHY

Communication as a Strategic Asset
in Knowledge Management

Jon-Arild Johannessen



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KNOWLEDGE
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PHILOSOPHY:
COMMUNICATION AS
A STRATEGIC ASSET IN
KNOWLEDGE
MANAGEMENT

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PREFACE

The book is divided in two parts. Part I deals with the philosophy of science for Knowledge Management. In Part I, there are two chapters. Both chapters conceptualise at an abstract level the philosophy for Knowledge Management.

Part II is named the philosophy for Knowledge Management aimed at theory development

PART I PHILOSOPHY FOR KNOWLEDGE MANAGEMENT

The problem we investigate in Chapter 1 is that we lack a language for a systemic philosophy for Knowledge Management. Without a language communication is impossible. The question asked in Chapter 1 is: what constitutes a philosophy for Knowledge Management? The purpose is to elaborate on a philosophy for Knowledge Management based on systemic thinking.

The finding in Chapter 1 is a postulate system for the philosophy for Knowledge Management, that is, a system of premises from which all the propositions in a theory follow.

The problem discussed in Chapter 2 is quality criteria for a philosophy for Knowledge Management? The question discussed is: what quality criteria are relevant in the philosophy for Knowledge Management? The purpose of the chapter is

to develop quality criteria for the philosophy for Knowledge Management. The contribution in Chapter 2 is two frameworks that show an understanding of quality criteria for the philosophy for Knowledge Management.

PART II THE PHILOSOPHY FOR
KNOWLEDGE MANAGEMENT AIMED
AT THEORY DEVELOPMENT

The problem discussed in Chapter 3 is that social laws are criticised and are not used in the social sciences, but what with regularities becoming stable patterns?

The question asked is: how can social laws be used to explain Knowledge Management behaviour?

The purpose of Chapter 4 is to apply system-theoretical meta-design principles in the study of Knowledge Management processes and to relate this to social laws. The meta-design principles used here are linked to four selected Knowledge Management variables. These are:

1. Information system.
2. Communication system.
3. Knowledge Management training for all employees in the organisation.
4. Considerations concerning moral/ethical and ecological consequences.

The Contribution in Chapter 4 is a system of 10 Knowledge Management propositions based on the 10 ‘social laws’ that we have discussed and analysed in this chapter. These Knowledge Management propositions constitute a mini-theory of Knowledge Management, because in systemic

thinking, theory is defined as a system of propositions. The novel aspect of this contribution lies both in the meta-design principle being presented, and our application of the 10 principles (social laws) set in a Knowledge Management context.

The book is based on a systemic perspective.