

KNOWLEDGE MANAGEMENT AS A FACILITATOR OF ORGANIZATIONAL CHANGE

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Abstract Natural, social, political, technological and economic environment of an organization constantly change making timely and relevant information and knowledge critical for competitive advantage and business success. Such constant changes can cause disruption and with it need for adaptation of business models, digital transformation and improvement of knowledge management systems. Digital business and digital workforce are being even more accentuated with ongoing epidemic and new information technologies emerge to help organizations in achieving their goals. Information technology is an important element of knowledge management that supports its processes of creation, acquisition, storage, sharing and application of organizational knowledge. Other important elements, or classic pillars, are organization, leadership and learning. They all include people and people really are key enablers of development and progress. Technology, processes and people in organization are intertwined; they change and are changed by each other, and are specific for each organization. Knowledge management makes use of those connections to foster organizational change, but is also influenced and changed by them.

Keywords:
knowledge management, organization, organizational change, information technology.

