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Factors supporting and hindering knowledge transfer in KIBS

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National University of Political Studies and Public Administration

An effective knowledge transfer strategy combines technology, culture, measurement, and infrastructure.

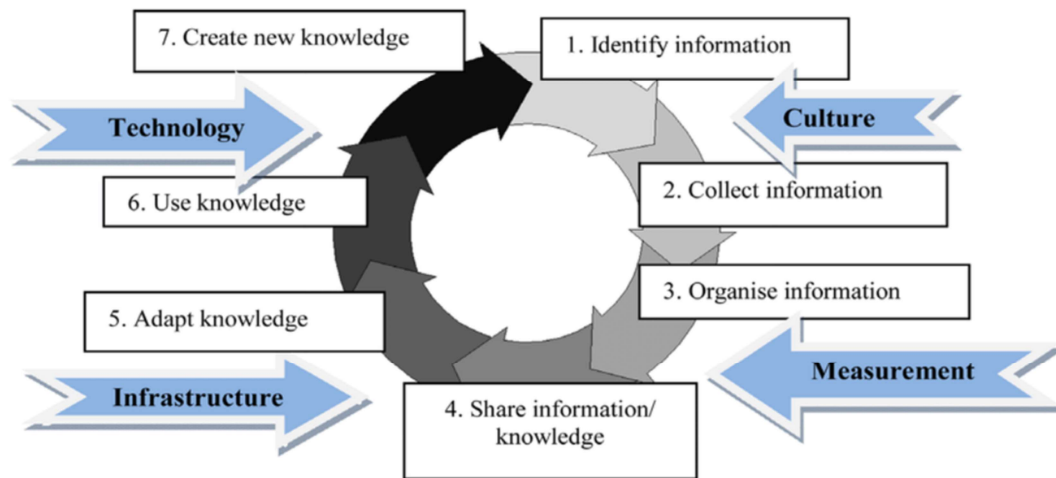


Fig 1. Steps in the knowledge transfer process in a knowledge transfer-enabling environment. Source: O'Dell, and Grayson (1998)

An effective knowledge transfer strategy combines technology, culture, measurement, and infrastructure.

The knowledge transfer process starts with the right organizational culture that cultivates knowledge. The process is also more efficient if the right technology is used. Organizations must also have an infrastructure that makes access to this knowledge quick and easy. The final element of successful knowledge transfer is measuring whether the knowledge transfer has been successful, that is, whether the knowledge has been assimilated.

Factors supporting knowledge transfer:

Organizational culture

Trust, learning culture, and collaboration have a positive significant impact on effectiveness of knowledge transfer.

Infrastructure

The infrastructure that makes access to knowledge fast and simple supports knowledge transfer. It can include: reports, visuals and videos, document libraries, knowledge portals etc.

Incentives

Incentives can include recognition, financial rewards or other benefits that can motivate people to participate in the knowledge transfer process.

Organizational culture refers to the values and views that are rooted in an organization. Trust, learning culture, and collaboration have a positive significant impact on effectiveness of knowledge transfer. Trust, and a learning culture opens up formal and informal channels of communication which encourage collaboration. Moreover, inviting in experts or consultants, seeking solutions to problems, organizing brainstorming sessions, all of that fosters a culture of learning, and supports knowledge transfer.

Another supporting factor is the infrastructure that makes access to knowledge fast and simple. It can include: reports, visuals and videos, document libraries, knowledge portals etc.

Incentives are another factors supporting knowledge transfer, it can include recognition, financial rewards or other benefits that can motivate people to participate in the knowledge transfer process.

Factors hindering knowledge transfer:

Inadequate or lack of documentation

Lack of useful documentation is most often due to lack of time or poor communication between employees.

Communication challenges

Poor language skills, lack of trust, lack of clarity in terms of roles and responsibilities hinders knowledge transfer. Another challenge is lack of communication facilities.

No knowledge transfer coordinator/person in charge of process plan

KIBS needs a person to oversee knowledge management. This helps influence the plan, and make knowledge transfer effective.

Factors hindering knowledge transfer includes. Inadequate or lack of documentation. Sometimes companies do not capture knowledge, making it difficult to manage and transfer. Why so? Most often the lack of documentation is due to lack of time or poor communication between employees.

Communication challenges are another factors influencing in a negative way a knowledge transfer. This could be because of poor language skills, lack of trust, lack of clarity in terms of roles and responsibilities. Lack of communication facilities which would make communication easier and faster is another challenge.

Creating a knowledge transfer plan is not enough, KIBS needs a person to oversee knowledge management. This helps influence the plan and make knowledge transfer effective.

Sources and find out more!

An Easy Guide to Creating an Effective Knowledge Transfer Process

<https://document360.com/blog/knowledge-transfer/>

Key Success Factors that Influence Knowledge Transfer Effectiveness: A Case Study of Garment Sentra at Kabupaten Sragen

https://www.researchgate.net/publication/271893700_Key_Success_Factors_that_Influence_Knowledge_Transfer_Effectiveness_A_Case_Study_of_Garment_Sentra_at_Kabupaten_Sragen

Knowledge Transfer: What it is & How to Use it Effectively

<https://helpjuice.com/blog/knowledge-transfer>



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More about the project:
knowmanproject.eu

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