

Home > Vol 9, No 1 (2001) > Handzic

Font Size:   

Knowledge Management Technology for Decision Support: an empirical examination

Meliha Handzic

Abstract

This paper reports the results of an empirical examination of the effectiveness of one type of knowledge management technology, namely 'contextual knowledge repository', for supporting individual decision makers in a predictive judgement task context. 31 volunteer subjects participated in the study. The results indicate that a given technology was fairly useful, but insufficient to maximally enhance individual decision making. On one hand, subjects were found to extract more knowledge and make significantly smaller decision errors than their notional naive counterparts. On the other hand, subjects tended to extract less knowledge and make significantly larger decision errors compared to notional optimal counterparts. These findings suggest that individuals could potentially benefit from those knowledge management technologies that would provide additional explicit analytical and procedural knowledge, or those that would facilitate sharing of tacit knowledge through interaction with others. Future research is necessary to address these issues.

Full Text: [PDF](#)

Reading Tools

[Review policy](#)
[About the author](#)
[How to cite item](#)
[Indexing metadata](#)
[Notify colleague*](#)
[Email the author*](#)
[Add comment*](#)
[RELATED ITEMS](#)
[Author's work](#)
[Book searches](#)
[Web search](#)

* Requires [registration](#)

Search

 
Web dl.acs.org.au

About the ACS

- [Membership](#)
- [E-learning](#)
- [Scholarships](#)
- [Library](#)
- [Bookstore](#)