



Knowledge Organization Strategic Approach in Different Sectors of Saudi Arabia

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Abstract: Information technology has revolutionized almost every part of human life from finance to education and it has opened a new window for the developed and developing economies to get the benefit of information technology for the development of human living standards. The Kingdom of Saudi Arabia (KSA) followed the same pattern and developed such policies that pushed the human living and economic growth which will lead to the knowledge based economy. The public and private sector in Kingdom of Saudi Arabia worked in accordance with policies for working together to achieve the common goal. To achieve the goal the private sector moved towards the knowledge organization practice. Thus, this study will address the developments in knowledge organization deployment in information system framework.

Keywords: KSA, Knowledge Organization, Private Sector.

1. INTRODUCTION

The present and future policies of Kingdom of Saudi Arabia are to develop the conditions and wellbeing of citizens so that they can pace with the changing world. In this manner, few mega projects were introduced with a combination of research and other communities involved side by side to move towards the knowledge based family. Additionally, the KSA enhances its norms, directions and existing framework to give required directions to pull in and secure investors. Besides, these practice and KM Organization are being actualized out in the public sector, for example, e-Government. Keeping in mind the end goal to achieve its objective to be the knowledge based family, KSA implements its objective for 5-years development plan. One of these plans is ninth advancement design. which is the current distributed arrangement. The arrangement accentuation that the creating and cooperation of private sector in the procedure of national labour expertise change to move towards a knowledge based family and this will also help to strengthen the relationship between public and the private sector in KSA (Ministry and Planning, 2014) . In accordance to strategic planning for the national interest, the KSA introduced their 10th development plan with key drivers for increasing the share of non-oil and gas and also rising the share of private sector in the KSA. The main areas were also included the mega share of (Comprehensive Growth Strategy: Kingdom of Saudi Arabia, 2015) which is showing a clear plan for the knowledge based family

2. BACKGROUND

Knowledge Organization has its high importance in organization efficiency in a current competitive family environment where most of the originations are using its knowledge efficiently apart from available resources (Migdadi, 2009). Gartner defined KM as “Knowledge Organization is a process that formalizes the Organization and use of an enterprise’s intellectual assets, (Fig. 1) clearly shows the process of KM.

It promotes a collaborative and integrative approach to the creation, capture, organization, access and use of

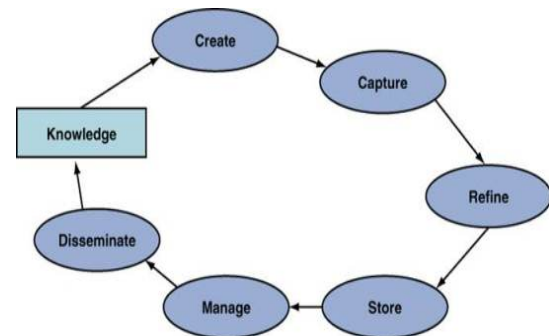


Fig. 1: Knowledge Management Process

information assets, including the tacit, uncaptured knowledge of people” (Knowledge Organization (KM) -Gartner IT Glossary,). Further how tangible resources are effectively used and effective knowledge based system could lead the organization to have a high level of growth as well managing its resources wisely.

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3. MATERIALS AND METHODS

In this section, we will discuss the concepts and tools utilized in this study.

3.1 Knowledge Organization

The knowledge organization is vital in today's competitive environment where the way of doing has completely changed and organizations have become highly dependent on information technology and importance of knowledge Organization has paved its necessity into organizations and individuals growth. (Nielsen and Rasmussen, 2011). It is very important for both Organization and implementation team to know what KM is and its role. Although knowledge Organization is a class of Information System (IS), is not a typical Information System and has its own specific requirements (Braganza, 2003). The lack of information and understanding of knowledge Organization could be a reason for many organizations to sustain their value in the society (Goswami and Goswami, 2013).

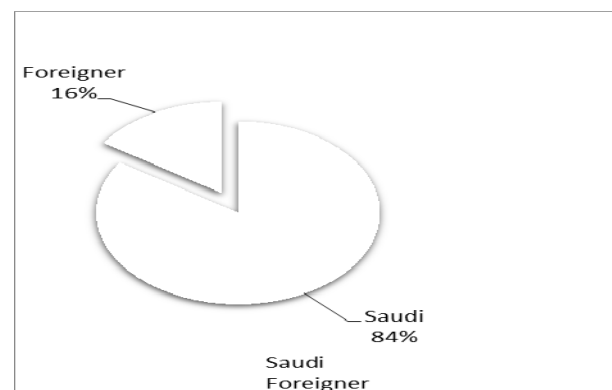
3.2. Why Knowledge Organization

Knowledge Organization is extremely important for organizations to empower it in commercial settings and it conquers any hindrance between organization settings and its procedure to enable it to compete in the and have its desire share (Zheng, Yang, and McLean, 2010). However, using technology alone without employing comprehensive knowledge Organization system to support knowledge sharing is not sufficient to reach desired goals (Ryan, Windsor, and Ibragimova, 2010). Knowledge Organization is the only way for successful usage of available data in the organization and keeps it useful present and future. The available data in any organization does not encourage the organizational settings until it is properly utilized. Knowledge and knowledge Organization has turned an essential component for organizations (Abzari and Barzaki, 2011). It focuses in utilizing knowledge internally and externally to add value to the organizations and their customers. Knowledge Organization is very crucial to organizations in order to have competitive advantage edge (Bano, Rehman, and Khan, 2010). Internal firm's knowledge plays a major role in the success of the organization. Knowledge along with a good company reputation, respected brand, strong relationships with customers and suppliers are the intellectual capital of the organization. Intellectual capital is the catalyst for organization success while physical and other assets are essentials (Marr, 2008).

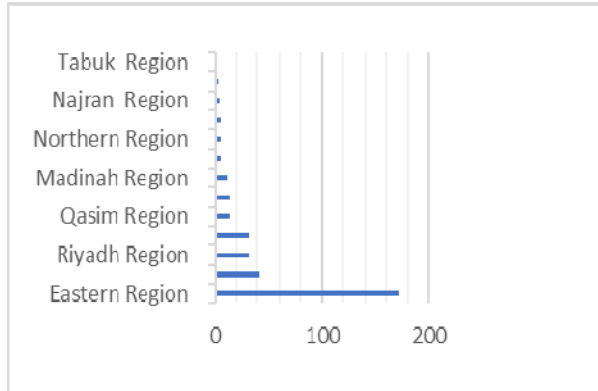
3.3 Knowledge Organization and KSA Growth Strategy

KSA growth strategy is to be one of leading near future, which will facilitate public and private sector in

order to contribute their share in the overall successful implementation of the 10th development plan. Thus, the plan clearly indicates to shift the country from oil based family to knowledge based family and the policy clearly support and invite the huge local and foreign investments in the kingdom. In various sectors of public and private organizations, knowledge Organization has been successfully implemented which has significantly added value to the organization's productivity. Organizations such as Saudi Telecom, Al Zamil, Saudi Arabian and Saudi basic industrial corporation apart from these organizations others are still in the process of adopting knowledge. Organization strategies in the organization so that they could effectively utilize the data available inside the organizations and could be used for the development of organizations, broad working and conditions (Riz, 2014). The KSA government policies has always encouraged organizations to adopt knowledge Organization strategies, because the government major focus is to change the country's economic dependency from oil and gas to other as well and also the policies are clearly indicating that the government interest in knowledge based family which will not create employment opportunities for Saudi nationals, but also encourage investors to invest in Saudi Arabia. The steps taken by the government in order to move and fasten the overall economic conditions in the country has clear indication about effective utilization of available resources and information. Therefore, to understand the end user and behaviour of employer and employees, how they understand and effectively implemented the KM process in the organization. This study has used triangulation of quantitative, qualitative and case study method to measure the effects of the knowledge Organization and its process. The respondents for this study were from Saudi nationals and also from foreigner workers employed in different organisations. As shown in Picture 2



Respondents were from different regions of Saudi Arabia as shown in (Fig. 3)



Most of the organizations are situated in the eastern region of KSA and the high response rate was from the eastern region where headquarters of many organizations are operational (Gharamah and Noordin, 2017).

4. DISCUSSION

In this paper, the plan and policies of KSA government were discussed in order to view the readiness of private sector to keep the pace with the government policies and also the comparison of the public and private sector are complementing in accordance with development plans initiated by authorities towards knowledge based family

5. CONCLUSION

The public and private sector are working according to government plans and have been successful in implementing knowledge organization process in organizations so that KSA may become one of the leading knowledge based in the world.

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