

BORANA UNIVERSITY

COLLEGE OF BUSINESS AND ECONOMICS

DEPARTMENT OF MANAGEMENT

ASSESSMENT CONTRIBUTION OF KNOWLEDGE MANAGEMENT PRACTICE ON ORRGANIZATIONA PERFORMANCE

INCASE OF BANK OF ABYSSSINIA, YABELLO BRANCH

A RESERH PROPOSAL PAPER SUBMITTED TO THE DEPARTMENT OF MANAGEMENTFOR PARTIAL FULFILLMENT OF THE REQUIREMENT FOR BACHELOR OF ARTS DEGREE IN MANAGEMENT

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Contents

CHAPTER ONE....1
1 INTRODUCTION....1
1.1 Back ground of the study....1
1.2 Statement of the problem…..……2
1.3 Reserch Questions …..……3
1.4 Objective of the study....3
1.4.1 General objective....3
1.4.2 Specific objective....3
1.5 Significance of the study....3
1.6 Scope of the study....4
1.7 Limitations of the study....4
CHAPTER TWO....5
REVIEW OF RELATED LITERATURE....5
2.1 knowledge and knowledge management definition before defining the knowledge management....5
2.1.1 Types of knowledge....5
2.1.2 Embedded knowledge....6
2.1.3 Explicit knowledge....6
2.1.4 Tacit Knowledge....6
2.2 Benefits of knowledge management practice....7
2.3 Application of knowledge management practice in banking industry....7
2.4 Knowledge management and its relation to other fields....8
2.5 The major components of knowledge management in organization....8
CHAPTER THREE....9
RESEARCH METHODOLOGY....9
3.1 Research design....9
3.2 Source and type of data....9
3.3 Method of data collection and instrument....9
3.4 Sampling and sampling procedure....9
3.5 Data presentation and analysis....9

APPENDIX.....11
WORK PLAN.....11
Time Schedule of the study…….……11
Cost Schedule of the study.....12
REFERENCES……...……...13

CHAPTER ONE

INTRODUCTION

1.1 Back ground of the study

Knowledge is a familiarity with someone or something which concludes facts. Information descriptions skills acquired through experience or education. It can refer to the critical or practical understanding of a subject in organizational context knowledge is the son of what is known and resides in the intelligence and the competence of people. In recent years knowledge has come to be recognized as factor of production in its own right and distinct from labor (Filmon A. 2014).

Knowledge is the main element that inspired the knowledge management it initiatives in any sector. The knowledge based era forced the banking institutions to put knowledge as one of the main competitive advantages. The issues disclosed in corporation are somehow relevant to banking institutions to put a through it gets tougher in financial landscape because it is such acknowledge oriented environment. Davenport 1998 by mentioning knowledge management the interpretation of knowledge itself must be clarified Aller. (1997) ex0plains in detail the knowledge archer type that relates data information knowledge meaning philosophy wisdom and union basically the archer type defines data as if there are so many white caps in large sun of information.

It is considered information when data are linked to another, as conjunction to that matter, information become although as best we could it was the introduction of some new tools new methods new process and new strategies that enable us to think for the first time very differently about knowledge and how to make some substantial improvements in the way we manage knowledge as individual teams organizations and between organization we started to realized that here now some radical fundamentally new ways to accelerate learning and knowledge process. During the early 1990s.

We started to think more about knowledge process of identifying creating storing sharing and applying knowledge. Knowledge management has emerged as one of the most important area in management practices and established as a basic resource for firm and economics knowledge management regard as collection distribution and efficient use of knowledge resources. It is a

process of knowledge creation validation presentation distribution and evaluation (Ibid 1998: PP 32).

Knowledge management according to bound four (2006) is a set of procedures infrastructure and technical and managerial tools designed to words creating sharing. Integrative process of coordinating organization wide activities of acquiring creating storing sharing diffusing and developing knowledge by individuals and groups in pursuit of organizational goals. Knowledge management has been implemented and practiced in both public and private sector and many benefits have been claimed in literature.

1.2 Statement of the problem

Knowledge management refers to the process for acquiring organized and communicating both tacit and explicit knowledge of employees in order to improve productivity. Henderson and Sussman (1997) define knowledge management as knowledge of its products process and people. Knowledge management is about bringing more sophisticated and job specific information to people. An all individual basis,

Knowledge management is new and tasted concept that can help banks meet their goals and objectives the financial sector is always paramount to the development of an economy and there is need to carefully top knowledge processed by employees in order to realize this goals the recent reforms in Ethiopian banks.

In general and particular, Bank of Abyssinia. In desired standards it employees skill and knowledge are not properly and adequately tapped, utilized and managed knowledge.

Management is one of the significant fields in the current organization in order to improve the performance many studies in business industries had identified a number of problems is knowledge management initiatives which contributed to the poor performance of many knowledge management (KM) functions such as an over emphasis on technology and the coordination of information the separation of knowledge from how it is used difficulties is storing and transferring tacit knowledge lack of understanding of the context in which knowledge is used.

Knowledge management has been investigating at business industrial. But there have been no studies done to investigate knowledge management practice at bank institution despite.

The importance of practice of financing institution to the Ethiopia economic. There organization of the importance of knowledge management across. Many sectors of the economy there have been very little research on the knowledge management parties in Ethiopian bank. In general and Bank of Abyssinia in particular.

1.3 Research questions

1. What knowledge management tools are used in terms for knowledge management in Bank of Abyssinia?
2. Is there any relationship of knowledge management process the performance of the bank?
3. What are the difficulties or challenges to practice knowledge in Bank of Abyssinia?
4. What are the roles of knowledge management practice in organization?
5. How does the organization design to practice knowledge that verbal from employee to employee?

1.4 Objective of the study

This contains both general objective and specific objective.

1.4.1 General objective

The general objective of this study is to assess the knowledge management practice on Organizational performance Incase of Bank of Abyssinia, Yabello branch.

1.4.2 Specific objective

- To evaluate the knowledge management capabilities of these banks using the tools designed.
- To identify relationship of knowledge management practice with the performance of the bank.
- To identify difficulties of challenge to practice knowledge in Bank of Abyssinia.
- To investigate how an organization designed to practice knowledge that varies from employee to employee.
- To investigate the roles of knowledge management practice in organizational performance.

1.5 Significance of the study

The researcher believes that this study will have a significance role to play in standing light on the knowledge management practice in Bank of Abyssinia. Furthermore this study also will be a paramount importance in providing a better ground and other stake.

Holders which keenly concerned with this issue to take it as basement rock in their further stride to implement appropriate basic components of knowledge management practice more over the researches also believes that this is study can potentially serve as stepping stone for further research in the area.

1.6 Scope of the study

The scope of this research proposal deals with the knowledge management practice On organizational performance in case of in Bank of Abyssinia.The geographical scope of this study will be limited at Bank of Abyssinia Yabello branch.

1.7 operation definition of key term

1.8 organization of paper

Your chapter two should be addressing the following specific titles with content

1. **Theoretical framework of the study**

2.emperical framework of the study

3. conceptual framework of the study

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 knowledge and knowledge management definition, before defining the knowledge management.

It is vital to define what the knowledge is? The oxford advanced learners dictionary says (2000: 714) “knowledge: information understanding and skill gain though education or experience” according to Barcloy and Murray (1997) “knowledge is two basic definition of interest”

The first pertains to a defined body of information depending on the definition the body of information might consist of facts. Opinions ideas theories principles and models (other frame works) clearly other categories are possible too. Subject matter (example: chemistry and mathematics) etc. Is just one possibility knowledge also refers to a person’s state of being with respect to somebody of information. These state includes ignorance, awareness, familiarity, understanding, facility and soon.

Knowledge is the main element that inspired the knowledge management initiatives to put knowledge as one of the main competitive advantages. The issues discussed in corporation are somehow relevant to banking institution although. It gets tougher in financial land scope because

it is such a knowledge oriented environment Davenport. 1998 is 15, 2002 by mentioning knowledge management the interpretation of knowledge itself must be clarified all (1997) explains in deal the knowledge arch type that relates data.

Information knowledge meaning philosophy wisdom and union basically the arch types defines data as if there are so many white caps in a larger area of information. It is consider as information when data are linked to another.

2.1.1 Types of knowledge

Understanding the difference forms that knowledge can exist and these by being able to distinguish between

Various types knowledge is an essential step for knowledge management for example it should fairly evident that the knowledge captured in a document would need to be managed (stored retrieved share change etc.) in totally different way that gathered over the years by an expert (raft man within business and knowledge management. Two types of knowledge are usually dreamily explicit and tacit knowledge the former refers to knowledge such as that found in documents while the latter to non-codified and often personal experience based knowledge management knowledge management and organization learning the royal most always take root in the interaction and relationship between these two types of knowledge such as and that found this concept has been introduced and developed by Nonaka in the 90s (e.g. Nonkas remains a theoretical corner stone this discipline both etal (2014) point out that tacit and explicit element rather than being one are the other. However, in order to understand knowledge it is important to define these theoretical opposite.

2.1.2 Embedded knowledge

Embedded knowledge refers to the knowledge that is locked in processes products culture routines artifact or structure (Horvat 2000 Gambel and black wheel 2001) knowledge is embedded either formally such as through a management initiative to formalize and cert beneficial routine or informal as the organization uses and apple the other two knowledge types. The challenges in managing embedded knowledge vary considerably and will often differ from embodied tacit knowledge.

2.1.3 Explicit knowledge

This types of knowledge is formalized and codified and is same times referred to as know what (Brown and Dugiuid 1998) it is therefore fairly easy to identify store and retrieve (Wellman 2009) this is the types of knowledge most easily handled by knowledge managements which are very effective at facilitating the storage retrieve and modification of documents and texts from a managerial respective the greats challenge with explicit knowledge is similar to information. It involves ensuring that people have access to what they need that important knowledge is stored and that the knowledge is reviewed updated or discarded many theoretical regard explicit knowledge as being less important (example brown and Duguit 1991) cook and brown 1999 Bukowitz and Williams 1999 etc. It is considered simple in nature and cannot contain the rich experience based know how that can generate lasting competitive advantage.

2.1.4 Tacit Knowledge

This type of knowledge was originally defined by Polany in 1966 it is sometimes referred to as know how (Brown and Duguid)1998 and refers to intuitive hard to define knowledge that is largely experience based because of this tacit knowledge is often context dependent and personal in nature. It is hand communicate and deeply rooted in action commitment and involvement (Nonaka 1994)

Tacit knowledge is also regarded as being the most valuable source of knowledge and the most likely to lead to break through in the organization (Wellman 2009). Gamble and black well (2001) link the lack of focus on tacit knowledge directly to the reduced capability for innovation and sustain competitiveness knowledge management have a very hard time handling.

2.2 Benefits of knowledge management practice

Knowledge management has been impalement and practice in both public and private sectors and many benefits have been claimed in the literature for example foundation knowledge list 44 generic benefits of knowledge management on its website (Cong and Pandga 2003).

In an organization setting benefits can occur at two level is individual and organizational (Cong and Pendya 2003) at the individual level knowledge management provides employee opportunities to enhance skill and experience by working together and sharing other peoples knowledge and learn from one another thereby improving performance which leads to better career advancement.

2.3 Application of knowledge management practice in banking industry

Knowledge management is new and tested concepts that can help Banks meet their goals and objectives the financial sector is always paramount to the development of any economy and there is need to carefully tap knowledge passed by employees in order to realize this goal. There are several examples of knowledge management application successfully implemented in banking sector such as World Bank is concerned as one of the champions in knowledge management application.

She has an extensive knowledge management approach in action relevant know how are identified that could then be capture and entered into the knowledge base so that is accessible by all staff relevant part of the system are now becoming attainable externally so that clients partners and stakeholders around the world will be able to have access to the know-how of the organizational. Example an Indonesian official needed to know the international experience on private sector involvement in vacation training.

2.4 Knowledge management and its relation to other fields

Knowledge management (km) compromise arrange of strategy and practices used in organization to identify create represent distribute and enable adoption in sights and experiences such is nights and experience compromise knowledge.

Either embodied in individual embedded in organizations as processes or practice. as established discipline since 1991 (Nonaka 1991). Knowledge management includes courses thoughts in the field of business administration information system management.

Library and information science (Alaviaud and Leidner 1999) more recently other fields have started contributing to knowledge management research these includes information and media, computer science and public healthy

2.5 The major components of knowledge management in organization

2.5.1 Policy –this has to do with the extent in which the policies of organizational support knowledge management.

2.5.2 Infrastructure –this has to do with whether the organizations provided the required assets and materials to support knowledge management.

2.5.3 Relationship– this component has to do with interpersonal relationship between employees and their boss.

It has to do with leadership quality and general management strategy.

General comment

Where is the empirical frame work of the study ?????

Where is Conceptual frame work of the study ?????

-So, your need to have, above your gap

-You have use appropriate and more recent reference source

CHAPTER THREE

RESEARCH METHODOLOGY

Your chapter three should be addressing the following specific titles with content

- Description of study area and the study area administration map
- Research design and research approach
- Source of data
- Target population of study
- Sample size determination and sampling techniques
- Data collection instrument
- Data analysis and data analysis techniques
- Ethical consideration

3.1 description of study area and administration map of the study area

3.2 Research design and research apprach

In order to assess necessary data and address the problem mentioned, the researcher has used descriptive research method because it helps us to realize the objective and answer the reason questions. It is also suitable to assess employee forever because descriptive study is concerned with arranging, analyzing, presenting and summarizing numerical data in the form of table that the reader can understand easily.

3.3Source and type of data

To make the study complete and accomplish the research will be collected from both primary and secondary data. Primary source are collected through questionnaires and secondary sources are collected from written documents interest books and journals.

3.4 target population

3.5Sampling determination and sampling procedure

The employees of Bank of Abyssinia Yabello branch as use get in information from Bank of Abyssinia Yabello branches. Where is total population size?????

3.6Method of data collection and instrument

The method of data collection which the researcher will be used questionnaires and interviews. This help to express their feeling half freely. The questions are both open and closed ended question.

Open ended questions will help the respondent to express their opinions feeling and judgment will their own words. Closed ended questionnaires use for getting response on factual questions is easy to analyze since the large of potential answer is limit

3.7 Data presentation and analysis

After the data is collect through questionnaire and interview the data are analyzing and edit to promote accuracy and avoid errors and omissions the data is classify in two homogenous group according to the contents of the responses in the questionnaire the grouping of data into homogenous group make data analysis easier for this study descriptive analysis is highly use in order to further analyze the data. Both qualitative and quantitative methods are applicable for phenomenon that cannot be express in terms of quantitative (quantity) things relate to quantity and kind.

3.8 ethical research consideration

3.9 WORK PLAN

3.9.1 TIME SCHEDULE OF THE STUDY

NO	OBJECTIVE	SCHEDULE
	<u>Phase 1a</u>, Prewriting	**6-12 weeks**
➢	Review the requirement of the instructor that proposal will be submitted to	1 week
➢	Research context, history and background of research problem	2 weeks
➢	Develop and write one to two page document exploring questions and possible approaches	1 week
➢	Contact experts in the field concerning possible approaches	1 week
➢	Refine the research question	1 week
	<u>Phase 1b</u>, Administrative task	**3-4 weeks**
➢	Identify and contact any relevant sources of information	1 week
➢	Research budget needs	1 weeks
➢	Request necessary transcripts	1 weeks
	<u>Phase 2</u>, Writing and Administration	**5-7 weeks**
➢	Create a document with problem statement framework	1 week
➢	Gather any additional data required	1 weeks
➢	Add any remaining details needed to complete the draft	1 week

➢	Request feedback from advisor	1 week
➢	Revise the rough draft	1 week
	<u>Phase 3</u>, Complete and submit proposal	**2-3 weeks**
➢	Review the proposal requirement and review revise proposal appropriately	2 week

3.9.2COST SCHEDULE OF THE STUDY

NO	EXPENSES	UNIT	QTY	PRICE/QTY	TOTAL COST
1.	Internet service	2GB	1	200	200
2.	A-4 Paper	pkt	1	900	900
3.	Pen	pcs	10	20	200
4.	Usb Flash	pcs	1	500	500
5.	Printing and binding proposal	ls	1	400	400
6.	Printing and binding research	ls	1	600	600
7.	Transport and other cost	ls	1	500	500
	Total cost				**3,300birr**

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Your reference is insufficient/short

Please you use appropriate reference and take all citation source from your research study