

CHAPTER 5 CONCLUSION AND SUGGESTION

Conclusion is given to sum up the research findings while suggestions are added to give wider information on the research subject.

5.1 CONCLUSION

This study gives a new perspective in KM system implementation in Bank X that has been implemented for more than five years. The system is focused on knowledge distribution as a way to improve organisational learning capability. In relation to that, the process of knowledge capture and preservation are also conducted in order for knowledge to be transferred across the organisation and among knowledge worker.

As this research test the implication of KM system performance on organisational process using a specified model that is generated from literature review. From the analysis, it can be concluded that the model has a good fit, and can be used for further reference.

In the course of hypothesis testing, the result shows that there exists a positive relation between KM system performance and organisational performance. It states that Bank X's KM system: Learning Management System is able to give positive impact on organisation learning process. When KM system performance goes up by 1 standard deviation, organisational process performance goes up by 0.853 standard deviations. Moreover, 72.7 percents of organisational process performance is able to be explained by KM system performance.

As in the KM system performance itself, it is accounted that quality is more dominant to influence KM performance, in comparison to other two indicators. Quality is able to explain 84.9 percents of KM system performance, while availability and relevancy are only able to explain KM system performance by 39.4 percents and 58.2 percents. In relation to that, Bank X needs to invest more improvement on KM system's accuracy and personalisation, as well as content's completeness and understandability.

Learning process, as the observed organisational process performance in this research is likely to be explained by effectiveness (83.1 percents). Whereas innovation and efficiency only able to explain 62.4 percents and 62.9 percents of its latent variable. By means, in general, users use knowledge in the system to prevent them from re-analysing and re-solving previously examined problem. These actions then lead to perfection in organisational process effectiveness. Organisational process effectiveness can also be increased by promoting best-practices, applied standard operating procedures and other routines inside the KM system.

5.2 SUGGESTION

To be able to increase and sustain learning process as part of Bank X's Organisational process performance, Bank X's KM system needs to be maintained periodically. Improvement in KM system's quality will contribute the most to the improvement of organisational process effectiveness, as well as overall organisational process, as the process complexity grows and the number of knowledge increase.

Within the research model, further model modification is required to improve the fitness of the model. Model that has high degree of fit is preferred, since it is more like lit to produce a better result. As in the sample size, more samples are necessary, as SEM analysis is going to perform better in larger sample size.

It is still early to be able to generalise this result to all types of KM systems and variety of organisational process. Leveraging this research to a broader scope is challenging for researchers to be able to get more comprehend result. Whenever possible, further study to include other impact of KM system is required to obtain more accurate assessment of KM system performance impact on organisational process.

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