5x20 Matrix for Knowledge Management Lifecycle Based on the Five C’s Model and a Critical Review

Abstract:

Today's organizations invest in various knowledge management systems and tools to enable seamless integration of the constantly increasing volume and sources of information. However, with lack of unified definition of KM and with the presence of different models of KM life cycle, organizations are facing the problem of staying as they are or taking the advantage of implementing KM strategy.

In this paper, we argue that knowledge management has a life cycle that makes it as an effective strategy, although there are different phases for KM life cycle, still the organization need to understand that KM has an input, process and outcome. In this study, a particular literature review about KM processes has been done to explain the previous efforts that have investigated the models and frameworks of KM lifecycles. Furthermore, the literature addresses different aspects of the fundamental questions about how organizations discover, capture, share, transfer and apply knowledge.

This paper concludes by suggesting a matrix in a bid to comparing the five phases of an amalgamated framework for KM life cycle called Five C’s model with twenty models of other scholars and theorists in the field of KM. This comparison will shed the light to the importance of coming out and arising the five C’s model to be adopted in organizations vis-à-vis other KM lifecycles and processes.

The paper concludes with developing a 5x20 matrix that elucidate how the five C’s model encapsulate and combine the KM processes of the other scholars’ models and frameworks. Finally, we hope that this paper will contribute to clear understanding and implementation of different phases of KM life cycle.

Keywords: Knowledge (K), Knowledge Management (KM), Knowledge Management Lifecycle, Five C's Model, Explicit Knowledge (EK), Tacit Knowledge (TK),