

Modelling the performance of CoP in knowledge management

楊振隆, 魏賜聰

Technology Management

Management

clyang@chu.edu.tw

Abstract

Knowledge management has become a key tool for enterprises to successfully compete globally, and the community of practice (CoP) is the central part of the knowledge management initiative. Community of practice provides a platform for knowledge workers to share, learn and discuss the knowledge related to a particular topic, thus, the performance of the community of practice determines the success of the knowledge management. This study intends to propose a model that can numerically measure the operational efficiency of the community of practice and quantify the knowledge level of the knowledge workers. The model takes into account the tutor' s willingness to share knowledge, the learner' s motivation to learn knowledge, the learning by teaching effect, the learning by discussion effect, the effect of the reward system, and the ability of teaching and understanding. The illustrated example and the sensitivity analysis demonstrate that the proposed model provides better understanding of the operation of the community of practice, and makes it easier for the management to evaluate the performance of the community of practice.

Keyword : knowledge level; community of practice; knowledge management