Abstract

Knowledge management (KM) is a new discipline that facilitates the creation, storage, transfer, and use of knowledge in organizations. In articles methodologies, technologies and best practices of KM have often been mentioned, however very few of these studies have reviewed the real progress and the level of implementation of these practices, and the problems and difficulties to implement them in organizations. This paper seeks to explore the general state of the implementation of KM programs in the country, and to determine the main difficulties in developing such programs in organizations. A review is also presented of the technological KM tools used in Chilean companies and their development prospects in this new discipline. Six major problems for the adoption and implementation of KM programs are identified, and it is determined that while KM is known and valued in Chilean business, its adoption is still very low.

Keywords

Knowledge management, Organizational culture, Intellectual capital Collaborative tools Information technology