

The Impact of Knowledge Management on Decision-making Capacity of PRCS Managers

Ibrahim Gholeh

Abstract

The study aims at identifying the impact of knowledge management on decision-making capacity of PRCS managers in Palestine. The study approached the literature as a multi-dimensional phenomenon, which addressed both theoretical and applied research. The significance of this recent study is the first, which dealt with this theme, to the author knowledge, which in turn encourages other researchers to work on further research on this important issue.

To achieve this end, the study adopted the quantitative research approach using the survey method. A 50-item questionnaire is appropriate for the exploratory nature of the research. The survey comprised of a (155) males and females participants using the random sampling during 2017/2018. The collected data was statistically analyzed using the statistical package for social sciences (SPSS).

The results revealed that the participants experienced a moderate level of knowledge management, and a moderate level of decision-making capacity. The mean scores and standard deviation were (M 3.46 SD 0.65; M 3.58 SD 0.62) respectively. The study revealed the determinant effect of knowledge management on improving decision-making capacity of PRCS managers. It was found that when knowledge management increases, decision-making capacity increases and vice versa

These findings confirm the value of knowledge management on increasing decision-making capacity of PRCS managers, and recommend the need to establish a systematic scientific management system for knowledge management and decision-making process in the PRCS and to provide them with full support from the senior management, holding lectures, workshops and training courses in the field of knowledge management and decision-taking process to introduce these new systems and their importance to the employees in order to involve them into these systems, and finally, further research is essential in the field of knowledge management and decision-making using the qualitative research design.

Keywords: Knowledge management, decision-making, PRCS, Palestine.



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