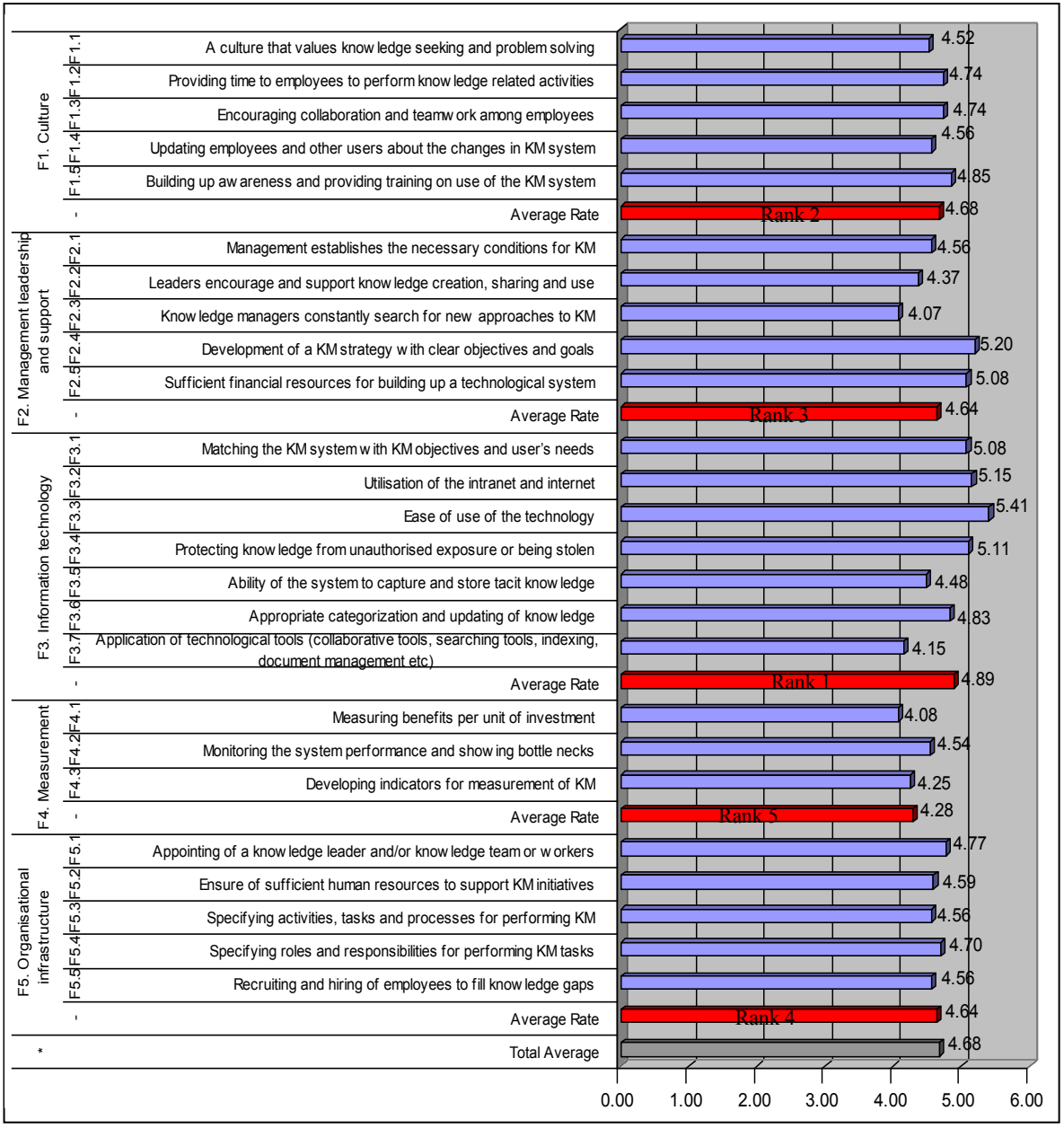
F1. Culture
F1.1 A culture that values knowledge seeking and problem solving 4.52
F1.2 Providing time to employees to perform knowledge related activities 4.74
F1.3 Encouraging collaboration and teamwork among employees 4.74
F1.4 Updating employees and other users about the changes in KM system 4.56
F1.5 Building up awareness and providing training on use of the KM system 4.85
- Average Rate 4.68 Rank 2
F2. Management leadership and support
F2.1 Management establishes the necessary conditions for KM 4.56
F2.2 Leaders encourage and support knowledge creation, sharing and use 4.37
F2.3 Knowledge managers constantly search for new approaches to KM 4.07
F2.4 Development of a KM strategy with clear objectives and goals 5.20
F2.5 Sufficient financial resources for building up a technological system 5.08
- Average Rate 4.64 Rank 3
F3. Information technology
F3.1 Matching the KM system with KM objectives and user's needs 5.08
F3.2 Utilisation of the intranet and internet 5.15
F3.3 Ease of use of the technology 5.41
F3.4 Protecting knowledge from unauthorised exposure or being stolen 5.11
F3.5 Ability of the system to capture and store tacit knowledge 4.48
F3.6 Appropriate categorization and updating of knowledge 4.83
F3.7 Application of technological tools (collaborative tools, searching tools, indexing, document management etc) 4.15
- Average Rate 4.89 Rank 1
F4. Measurement
F4.1 Measuring benefits per unit of investment 4.08
F4.2 Monitoring the system performance and showing bottle necks 4.54
F4.3 Developing indicators for measurement of KM 4.25
- Average Rate 4.28 Rank 5
F5. Organisational infrastructure
F5.1 Appointing of a knowledge leader and/or knowledge team or workers 4.77
F5.2 Ensure of sufficient human resources to support KM initiatives 4.59
F5.3 Specifying activities, tasks and processes for performing KM 4.56
F5.4 Specifying roles and responsibilities for performing KM tasks 4.70
F5.5 Recruiting and hiring of employees to fill knowledge gaps 4.56
- Average Rate 4.64 Rank 4
* Total Average 4.68
0.00 1.00 2.00 3.00 4.00 5.00 6.00