



International Journal of Recent Development in Engineering and Technology  
Website: www.ijrdet.com (ISSN 2347-6435(Online) Volume 11, Issue 02, February 2022)

# An AI Based Method for Collecting and Analysis Knowledge Management

Dr. Sarita Agrawal

*Department of Management and Business Studies, Compucom Institute of Technology and Management, Jaipur, India*

**Abstract--** Knowledge management is a developing field that is attracting interest from both business and the government. Knowledge management can play a fundamental part in the success of transforming individual information into structure information as we move toward creating information organisations. Computer science, which many knowledge management practitioners and theorists are dominating, is one of the fundamental building blocks for creating and improving this subject of data management. This essay can go over the history of knowledge management, its prospects for the future, and how it relates to computer science.

**Keywords—**Knowledge management, Artificial intelligence, skilled systems

## I. INTRODUCTION

It discusses how information may be used most effectively both internally within the company and externally to customers and stakeholders. As a result, information management integrates many concepts from other fields, including organisational behaviour, human resources management, computer science, information technology, and others. The basic objective is to exchange information as effectively as possible so that the organisation gains more advantages. Information and info are frequently confused. There is a significant difference. The set of facts and general guidelines that experts may have acquired after a few years of experience are included in knowledge. Implicit knowledge is that which the subconscious has about actions taken automatically without much thought. It's difficult to extract data of this nature. The more compiled the information is, the more difficult it is to extract it and codify it in a knowledge repository. The more skilled one is, the more compiled the information. Explicit information is another type of information that is more evident, can be more easily documented, and can therefore be transferred from one person to another in a special way.

## II. AI AND ITS DEVELOPMENT

In recent times, AI has emerged as the most popular "buzzword" in business. AI, though, has been around for a while.

AI's goal is to make computers capable of carrying out tasks that would typically require human intelligence alone. AI will develop to fill a variety of functions that were previously filled by humans. I researched and worked on AI applications from the middle of the 1980s until the early 2000s. Between the late 1980s and the early 1990s, AI developed into a multidisciplinary field that includes speech recognition, robotics, language processing, neural networks, and expert systems.

In addition, knowledge management (KM) is a multidisciplinary field. The metric long measure includes psychology, philosophy, and academic disciplines. Metric long measure aims to influence individuals and groups to cooperate, share, generate, consume, and recycle information. Understanding this long-term indicator is used to improve performance, boost creativity, and broaden our collective understanding of everything from a private and structural standpoint.

*AI provides*

- mechanismstochange machinestobetold.
- AIpermits machinestoaccumulate,method
- useinfotoperformtasks
- toulockinfo which can be delivered to human store in force the decision-makingtechnique.

I consider AI and metric length to be two sides of the same coin. Metric long measure enables knowledge to be understood, whereas AI has the ability to grow, apply, and produce information in ways that we haven't yet anticipated.

The ability to mine bigger volumes of data and data to achieve competitive advantage, as well as the significance of data and text analytics to this endeavour, have gained steam in recent years. We tend to plan and uncover the information contained within these vast knowledge resources because the amount of structured and unstructured information is always increasing.

Research on new technology, academic undertakings, and strategy technique central approaches and entomb structure features will still offer insights, but we prefer to technique immense information to spice up choosing. The fourth age is now upon us.



The potential of AI and the methods we want to use to celebrate its exceptionality. The United States of America will become "cognified" in the fourth age, just as the second age led to its electrification. As a result, we often start to see how knowledge management and computing are related.

At this point, we tend to make additional significant use of artificial intelligence. Allow us to first observe what particularly organisations do with information in order to comprehend the relationship between the metric linear unit and AI. Organizations carry out a variety of responsibilities, and the maturity with which they play out these jobs—as well as their position in the economic world at the time—determines both their success and struggle.

*What will this mean for organizations?*

As was already established, a corporation's ability to be successful or aggressive depends on how mature their performing arts tasks are and how they are improved. As a result of market realities, every business is compelled to go on a journey towards power and effectiveness. Where many and many factors are known and their relationships are understood, there may be a consistent decline in task quality that underlies this journey.

*How will AI impact the manner tasks are performed and also the learning cycle:* There are certain Positive impacts as follows:

- *Improve potency of tasks:* AI-driven technologies will help a company enhance its task on a daily basis because of their capacity to learn and grow. When given a task to accomplish, the AI tools will help you arrive at the most cost-effective solution more quickly.
- *Expediting learning:* If deployed opportunistically, AI-based technologies will help shorten the training period. This is frequently made possible by creating new knowledge and drawing conclusions from the way tasks are carried out over time.
- *Knowledge findability and worker productivity:* The ability to find pertinent content more quickly has been one of the most common use cases for AI. AI will significantly improve search and give workers access to the material and knowledge that is most pertinent to them. This gradually can raise both worker and general productivity.
- *Human-machine collaboration and worker productivity:* Workers can specialise in advanced activities when regular and knowledge-intensive tasks are taken over by AI, which may have a direct impact on the organization's overall productivity and task agency maturity.

### III. LIMITATIONS

- *Cannot improve effectiveness:* AI development takes place at the shrewdness level; they are unable to work with causal data and AI technologies on their own are unable to commence and significantly alter the method of performing a task.
- *AI cannot leverage existing knowledge:* This is frequently yet another desirable AI drawback. AI is knowledge-driven and develops insights to improve based on knowledge. Leveraging information produced by other sources, bringing them along, and replacing shrewdness with regard to the task it's performing is unproductive.
- *Dependency on AI algorithms could occasionally cut down learning:* Organizations that heavily rely on AI may notice a reduction in their learning cycle in relation to the specific tasks if they lack a defined strategy because the power of AI technologies is still a mystery if deep learning techniques are applied.

This is frequently due to their inability to get any grasp of the duties they are undertaking. They will also develop a strong obsession with AI suppliers and the algorithms that can carry out those duties.

### REFERENCES

- [1] Heijst, G., Spek, R., & Kruizinga, E. (1997). Corporate memories as a tool for knowledge management. *Expert Systems with Applications*, 13(1), pp. 41-54.
- [2] Hendriks, P. H. J., & Vriens, D. J. (1999). Knowledge-based systems and knowledge management: friends or foes? *Information and Management*, 35, pp. 113-125.
- [3] Johannessen, J. A., Olsen, B., & Olaisen, (1999). Aspects of innovation in the knowledge-based economy. *International Journal of Information Management*, 19, pp. 121-139.
- [4] Laudon, K. C., & Laudon, J. P. (2002). *Essentials of management information systems* (5th ed). New Jersey: Prentice Hall.
- [5] Lesser, E., & Prusak, L. (2001). Preserving knowledge in an uncertain world. *Sloan Management Review*, pp. 101-102.
- [6] Levy, M. (2009). WEB 2.0 implications on knowledge management. *Journal of Knowledge Management*, Vol. 13, No. 1. (2009), pp. 120-134.
- [7] Liao, S. H. (2002). Problem solving and knowledge inertia. *Expert Systems with Applications*, 22, pp. 21-31.
- [8] Liao, S. (2003). Knowledge management technologies and applications—literature review from 1995 to 2002. *Expert Systems with Applications*, Vol. 25, No. 2. (August 2003), pp. 155-164.
- [9] Liebowitz, J. (2001). Knowledge management and its link to artificial intelligence. *Expert Systems with Applications*, 20, pp. 1-6.
- [10] Liebowitz, J., & Wright, K. (1999). Does measuring knowledge make cents? *Expert Systems with Applications*, 17, pp. 99-103.
- [11] McFadden, F. R., Hoffer, J. A., & Prescott, M. B. (2000). *Modern database management* (5th ed). New York: Prentice-Hall.
- [12] Rubenstein-Montano, B., Liebowitz, J., Buchwalter, J., McCaw, D., Newman, B., & Rebeck, K. (2001). A systems thinking framework for knowledge management. *Decision Support Systems*, 31, pp. 5-16.



**International Journal of Recent Development in Engineering and Technology**  
**Website: www.ijrdet.com (ISSN 2347-6435(Online) Volume 11, Issue 02, February 2022)**

- [13] Sher, P. J. & Lee, V. C. (2004). Information technology as a facilitator for enhancing dynamic capabilities through knowledge management. *Information & Management*, 41(8), pp.933-945.
- [14] Tseng, S. (2008). The effects of information technology on knowledge management systems. *Expert Syst. Appl.* 35, 1-2 (July 2008), pp. 150-160.
- [15] Tyndale, P. (2002). A taxonomy of knowledge management software tools: origins and applications. *Evaluation and Program Planning*. 25(2), pp. 183-190.
- [16] White, P. (2009). Can Web 2.0 Really Help the Knowledge Management Cause? In: *KM Edge*. Retrieved 4 December 2010 from: <http://kmedge.org/2009/04/knowledge-management-implementation-wikis-forums.html>
- [17] Wiig, K. M. (1994). *Knowledge management. The central management focus for intelligent-acting organization*. Arlington: Schema Press.
- [18] Wiig, K. M., Hoog, R., & Spex, R. (1997). Supporting knowledge management: a selection of methods and techniques. *Expert Systems with Applications*, 13(1), pp.15-27.
- [19] Wilkins, J., Wegen, B., & Hoog, R. (1997). Understanding and valuing knowledge assets: overview and method. *Expert Systems with Applications*, 13(1), pp.55-72.