知識資源之組織策略與方法

The Strategies and Methods of Organizing Knowledge Resources

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摘要

知識管理是二十一世紀企業經營管理的熱門研究主題，其所管理的對象是分散在企業單位各部門的顯性知識，以及蘊藏在員工腦中、企業流程裡的隱性知識，若能有效管理這些知識，則可以協助企業取得競爭優勢。因此在知識經濟時代，圖書資訊專業應重新思考如何有效地去組織企業的知識資源。本文首先說明圖資學界的研究如何從資訊組織進化到知識組織，之後由相關文獻歸納出組織知識資源的策略與方法，最後綜合研究結果，並以兩個個案研究印證之。

Abstract

Knowledge management is a hot topic in the field of business administration in 21st century. To survive in the competitive environment, companies should manage their corporate knowledge resources more effectively. At the same time, LIS professions also need to re-think mechanisms in organizing these resources. This article first explains the evolution from information organization to knowledge organization, and then reviews strategies and methods of organizing knowledge resources. At the end, two case studies are presented to reflect research findings.