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TOWARDS A PROCESS-DRIVEN INTELLIGENT FORUM SYSTEM (PIFS) FOR EFFICIENT ORGANIZATIONAL KNOWLEDGE TRANSFER

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Abstract

As organizations grow more dispersed globally, efficient knowledge transfer becomes crucial for large organizations. Information systems such as workflow management systems, web forums, and recommendation systems have been used to support knowledge transfer under various environments. While each of these systems has its unique strengths in supporting knowledge transfer, each has its own limitations. We propose a new type of information system that combines the advantages of workflow, web forum, and recommendation systems, resulting in a Process-driven Intelligent Forum System (PIFS). In this paper, we investigate the efficiency issue of organizational knowledge transfer and delineate a novel design of the PIFS architecture and its basic functions. In addition, we propose a measurement of knowledge transfer efficiency and explain how PIFS might help improve the efficiency of knowledge transfer within an organization.

Keywords: Knowledge transfer, workflow, web forum, intelligent knowledge recommender system