IMPROVING PERCEPTUAL DIMENSION OF KNOWLEDGE QUALITY BY AUDIT TECHNIQUES

Traian SURCEL, Cristian AMANCEI
Academy of Economic Studies, Bucharest
traian.surcel@ase.ro, cristian.amancei@ie.ase.ro

Abstract: This paper present the problems linked to the knowledge quality concept, taking into account the logical, the structural and the perceptual dimensions of knowledge quality. The logical dimension is based on data and software applications quality and can be improved by technical and computerized environment control audit. The structural dimension is discussed in connection with modularity, data base object model and redundancy check. To improve the perceptual dimension of knowledge quality we analyze the possibility of using the performance audit techniques. Thus way it can be offered to the managers the perception that data and knowledge have been well evaluated, in according with clear hypothesis, operational risks and with no missing analytical data. Two indicators, GPS - Quantitative Precision of the Supplier and TSD Total Stock Duration, are presented as examples of how the perceptual dimension can be improved by the performance audit.

Keywords: Knowledge Quality, Quality Dimensions, Perceptual Dimension, IT Audit

Bibliography
[CHAW08] Chawanrat Tongchuay, Prasong Praneetpolgrang, Knowledge Quality and Quality Metrics in Knowledge Management Systems, Proceedings of the Fifth International Conference on e-Learningfor Knowledge-Based Society, Bangkok, Thailand 2008
[MILL01] F. Milli, L. Blackwell, A. Gokani, Multi-disciplinary perspective on Knowledge Quality:Dimensions of Knowledge Quality, FLAIRS-01 Proceedings. www.aaai.org, 2001
[TSFA08] Traian SURCEL, Felician ALECU, The IT Major Audit Concerns inside the Information System Analyze and Design, Buletinul Universității Petrol – Gaze din Ploieşti Vol. LX No. /2008 Seria Ştiinţe Economice
[SAND09] Andrei SANDU Knowledge Based Valuation of Projects-Bases, Proceedings of Ninth International Conference on Informatics in Economy, ASE, Bucharest, 2009
[INTO04] INTOSAI Implementation Guideline for Performance Auditing, 2004
[AMAN09] Cristian Amancei, Bogdan Amancei, Controls for RFID in Supply Chain Processes Audit, Proceedings of 2nd International Conference on Matehmatics and Informatics, Bacau, 2009