

Abstract

This research examines the impact of Knowledge Management Systems (KMS) on organizational innovation in tech firms. As the technology sector rapidly evolves, the ability to effectively manage and leverage knowledge is crucial for driving innovation and maintaining competitive advantage. This mixed-methods study combines quantitative surveys and qualitative interviews to explore how KMS facilitate or hinder innovation within tech firms, focusing on the ways these systems support knowledge sharing, collaboration, and idea generation.

The quantitative component assesses the relationship between KMS usage and innovation metrics, such as the number of new products developed, patents filed, and process improvements implemented. It also investigates the role of KMS in enhancing decision-making and problem-solving capabilities. The qualitative aspect explores the experiences of employees and managers, providing deeper insights into the challenges and benefits of KMS in fostering an innovation-driven culture.

By integrating both data-driven and experiential perspectives, the study aims to provide a comprehensive understanding of how KMS contribute to or obstruct innovation. The research also identifies key factors that influence the effectiveness of KMS in tech firms, such as system design, user engagement, and organizational culture. Ultimately, the study offers practical recommendations for tech firms seeking to optimize their KMS to support sustained innovation and growth.