

## The Role of Knowledge Management Enabler on Performance Kermanshah Province Maskan Bank

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### ABSTRACT

The aim of this study is to identify is an important factor enabling Maskan banks to share their knowledge on the effectiveness of knowledge management and database performance. Based framework and existing models, this study outlines four factors the most important factors Which are thought to be desirable to implement a successful knowledge management practices It is vital deals. Objective of the study is the result it is applicable to Maskan banks, in terms of data quality and the Implementation of research is descriptive. In order to model this Investigation of structural equation modeling approach based on causal relationships between variables use software and step by Amos, spss done. The proposed model of the survey questionnaire between 305 and 170 employees Kermanshah province Maskan Bank randomly distributed and properly completed was extracted. That is an important factor enabling 4 knowledge management as the independent variable and its impact on the effectiveness of knowledge management and Bank performance as the dependent variable was examined. To perform statistical analyzes on data collected revealed that all four independent variables on the effectiveness of management knowledge and practice significant positive effect and therefore four hypothesis was confirmed. The ranking factors affecting performance, culture and skills of employees The highest and lowest impact structures and support of information technology The effectiveness of knowledge management, and consequently the performance of their organizations. The results of this study reinforce the need for strong instruments makes it more than ever before.

**KEYWORDS:** knowledge management enablers, performance, Maskan Bank of Kermanshah.

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### INTRODUCTION

Knowledge management and learning processes have become a major factor for achieving long-term competitive advantage and for international success. In the export market literature, market knowledge management is considered to facilitate the achievement of higher performance and efficient responses to customers' needs and requirements (Cadogan, Diamantopolous, & Siguaw, 2002; Feng, Sun, & Zhang, 2010). Knowledge is a human ability and engine manufacturer Income and an important strategic asset for the organization. Knowledge resource become a critical competitive advantage for organizations and since each source needs to be managed, knowledge management needs. Views where it is based on knowledge of mental as a key asset of the organization, leading to sustainable competitive advantage (Akhavan, 2006). The most fundamental characteristic of intelligent organizations twenty-first century, On the contrary the past emphasis on knowledge and information, Advanced technology and modern organizations need to capture, Management and exploitation of knowledge and information to improve performance Manage and track changes are endless. Knowledge is a powerful tool Changes in the world that can be created and innovation Possible (Buchko, 2007). Knowledge management is a philosophy, a set of principles, processes, Organizational structures and technologies employed, People to share and use knowledge to Exposure assists purposes. Benefits of using Knowledge management is very broad and includes increased Organizational learning, advanced management of intellectual capital, Increase operational efficiency and continuous improvement, and Continuous (Cameron, 2006). The years the attention of many researchers in recent Knowledge Management has attracted (Chenot, 2007). Intellectuals and scholars to describe the current era, many

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different terms like post-industrial age, the information age, and the knowledge society have used the third wave (Nonaka, 1995). The terms and words used to have one thing in common and that is the importance of knowledge in the current era. In the field of knowledge and consequently the need to "manage the effects of which stemmed from the fact that knowledge of organizational performance and access to sustainable competitive advantage, an important element to be considered (Lee, 2003).

Abtahi and Salavati in his book the importance and necessity of knowledge management in government agencies of the OECD economic outlook, have examined the reason they give Expressed as:

- To become the most important source of knowledge on the effectiveness of the activities of the Organization. Globalization.
- Increased knowledge of citizens.

More on the profit contribution from the Government Bank Mskan as a specialized bank and credit banks and financial institutions (private and public) increase.

Objective of this study was to strengthen the organizational culture, organizational structure improvement, Updated of creation of the necessary reforms in IT Increase skills of employees with regard to effectiveness This Empowering instruments of knowledge management in order to provide Finally, create a competitive advantage for a better performance Increase profitability and market share of Maskan banks Financial.

### **Defining the research variables and Hypothesis**

#### **Knowledge**

Dynamic human the process to verify personal belief about the truth (Davenprt, 1999).

#### **Knowledge Management**

Knowledge management is: Find ways to create, identify, capture and distribution of organizational knowledge to those who need it is (Khalifa, 2003). Knowledge management, consciously and systematic attempt to use an organization, culture, and apply available of knowledge.

The way to create value in the organization and create a positive sense of achievement of objectives or achieve the result (Mobly, 2005).

#### **Knowledge Management enablers**

Knowledge Management enablers of organizational necessary infrastructures to increase the efficiency of knowledge management processes (Feranco, 2007).

Knowledge Management enablers improve the creation, maintenance and sharing of knowledge are (Marco, 2009).

#### **Organizational Culture**

Culture is defined as the combination of shared values and beliefs among members, the expectations, unwritten social rules and customs that affect the behavior and personality, A set of fundamental beliefs is that our understanding of work and communication with all employees of cassava leaves (Delonge, 2010).

Hvkzynsky and Buchanan: relatively uniform set of values and beliefs, customs, traditions and practices of sustainable knows that will be shared by members of the organization (Watson, 2002).

### **Organizational culture as one of the enablers of knowledge management has a significant impact on the performance of the Maskan Bank of Kermanshah.**

#### **Organizational Structure**

Specific relations between units, departments and managers in an organization, including specific responsibilities of each unit And Sections (Pereze, 2006). Organizational structure determines what tasks should be allocated, Who Who reports, and formal coordination mechanisms and models interactions. This establishes the connection and view the works and formal models Limited (Wange, 2003). Organizational structure organizational chart Appears. Organizational charts, a symbol Visibility of activities and processes the organization. In defining the organizational structure refers to three main pillars: Organizational structure determines the formal reporting relationships in the organization; Organizational structure determines which group of people in office Work; Organizational structure and systems for the by them, all activities Integrated ring (Halavy, 2005). There are three functions determine the structure of the organization. If the three functions to make the structure have my correct definition we provide the organizational structure. These functions include: Organization goals; Determine the procedures and regulations of the organization; Determine the scope of the organization (Goold, 2002).

### **Organizational structure as one of the enablers of knowledge management has a significant impact on the performance of the Maskan Bank of Kermanshah.**

### Information Technology

Defining the newest technology that a large number of scholars such as Andvlsn, Campbell and geram agree on, it is stated: The information and communication media includes a wide range of inventions that connect people to information systems them. Information systems and information technology are often too complex and are often used to refer to all of them, so the audit information technology (Hanis, 2001).

### IT support as one of the enablers of knowledge management has a significant impact on the performance of the Maskan Bank of Kermanshah.

#### Employees

Employees are the heart of organizational knowledge creation (Tat, 2007).

Specifically, the staff when trying to run a program as an important enabler of knowledge management can be seen (Reshman, 2010).

### Performance

Performance in terms of the quality function. Therefore, the overall performance of a structure that refers to how organizational operations. Explain the process quality, effectiveness and efficiency of the measures. According to this Defining, the result is divided into two components:

- 1) Describing how to use the resource efficiency in the production of products or services, the relation between the real and the ideal combination of inputs to produce specific outputs.
- 2) Describing the effectiveness of the organization's goals (Sinout, 2004).

Skills as one of the most Empowering instruments of knowledge management has a significant impact on the performance of the Maskan Bank of Kermanshah.

### Research conceptual model

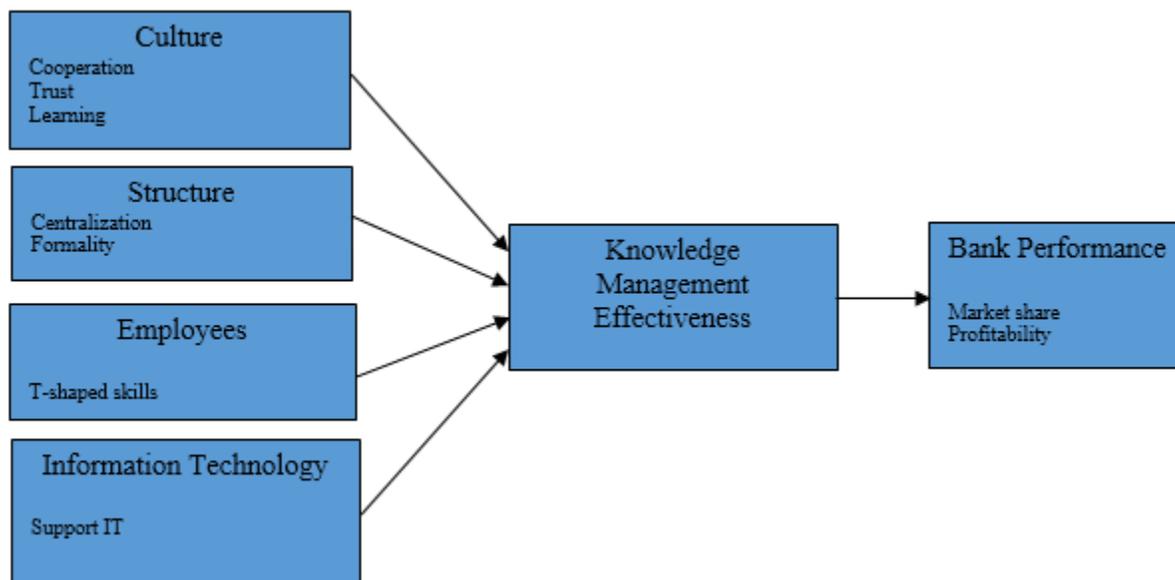


Figure 1. Conceptual model Research, researchers Retrieved from Wange, 2003, Nicholas et al., 2011.

### RESEARCH METHOD

The objective of this study is As a result, it is applicable to mortgage banks, In terms of data quality and the implementation of descriptive research and of cause and effect. In seeking to explain the stages of its implementation Relations between agents enabling knowledge management Maskan Bank is the function of Kermanshah province. First, the theoretical framework and research describing the situation with the questionnaire and distribution of the information collected and then analyzed using statistical software is placed. Since the objective of this study was to evaluate the impact of Enabling factors of knowledge management performance Maskan Bank Kermanshah province, so it can be applied in the present study.

### Statistical Society

The study statistical population includes Employees Maskan Bank Kermanshah the province to 305 people.

### Statistical sample and its volume

Cochrane using the following formula to calculate the sample size is discussed. According to Cochran formula for volume of 305 people, a sample size of 170 subjects was obtained in order to remove the effects of incomplete questionnaires, missing and unanswered, additional questionnaires were distributed among respondents and finally, 170 valid questionnaires were analyzed. The sample size of the study is 170.

$$n = \frac{\frac{Z^2 Pq}{d^2}}{1 + \frac{1}{N} \left[ \frac{z^2 pq}{d^2} - 1 \right]}$$

In this formula, the allowable error = d

The normal distribution with a confidence level =  $1 - \alpha = Z_{\frac{\alpha}{2}}$

Population size = N and

Sample size = n

$$n = \frac{\frac{1.96^2 \times .5 \times .5}{.05^2}}{1 + \frac{1}{305} \left[ \frac{1.96^2 \times .5 \times .5}{.05^2} - 1 \right]} \cong 170/26 = 170$$

### Methodology and data collection

In this study, two types of information and the secondary objective was to achieve.

**A) Method library:** The collection Information about the research background and literature books and specialty papers, theses, and Search Web site is used.

**B) Field method:** To collect the data needed the study variables were used in the study. In this study, a questionnaire was used to measure and evaluate the factors Used to collect information on the scale of 1 to 5 Likert scoring method is designed.

### Methods and tools for analyzing data

Requires the use of statistical methods in management Respect to scientific research. This process of research, Not only how to gather the desired information in the Scientific Research Makes it possible, but it leads to a systematic procedure based on A correct and according to the principles of scientific and limits the scope of applied research. Methods Scientific, measuring, evaluating and comparing factors, Based on the principles accepted by scientists Solve problems requiring the power of thought, meditation and diagnostic capacity and judgment. Statistical research, the researcher must start from the basis that Using scientific research to plan their project. Then Degree research project aims to describe and collect Using regular procedures, information and facts gathered analyzed to determine its characteristics (setadi, Kybady, 1998). Data analysis in Descriptive and inferential statistics were taken in the description of the frequency, percentage, mean and standard And inferential statistics were used in the tests and analysis exploratory factor and structural equation relationships between variables Modeling is. It should be noted that all the analyzed data By SPSS and AMOS version 21 was used.

### Structural model study

The structural equation model to estimate the state standard Will be discussed, But before it should be noted that the distribution of multivariate data And normally it is an argument that neglect by the researcher can He will lead to false conclusions, such a situation is the fact Which is the most uncle parameter estimates and errors The maximum likelihood criterion is based on the assumption of multivariate normality. Since the present study, multivariate normality assumptions not established for the purpose of comparing different models of the same data and to choose the most appropriate one can The Authority of use. As a method of self Baznmvnh based on the placement of a sample (A sample that is representative of the population), in situations where the assumptions of

Multivariate normality is violated can be more accurate estimation of the parameters and their standard errors related to help.

(Cooperation, trust, learning, culture, centralization, formalization, Structure, employees have the T skills and support IT) For confounding variables (knowledge management effectiveness) and the dependent variable performance show. As the results show The independent variable in cooperation with the effect of 41%, 49% confidence effect, Learning has the effect of changing the culture of 56% And cultural variables have an impact on the effectiveness of 48% Knowledge management, with a focus on the impact of 57 percent, 52 percent recognize the effect of changing the structure of the variable The structure has a 21% impact on the effectiveness of knowledge management, T-skilled workers and 28 percent of the impact of IT support 20 percent have an impact on the effectiveness of knowledge management are Also you can see the effectiveness of knowledge management 46 percent have an impact on performance. The results confirm or reject hypotheses can be seen in Table 1.

Table 1. Hypotheses using structural equation modeling

Result assume	Significant level	Level Effect	The main and secondary research hypotheses
Verification	0/000	0/41	There is a positive correlation between collaboration and culture.
Verification	0/000	0/49	There is a positive correlation between trust and culture.
Verification	0/000	0/56	There is a positive correlation between learning and culture.
Verification	0/000	0/57	There is a positive correlation between the concentration and structure.
Verification	0/000	0/52	There is a positive correlation between formality and structure.
Verification	0/000	0/28	Employees have the T skills and knowledge management effectiveness there is a positive correlation.
Verification	0/000	0/20	There are IT support and positive correlation between the effectiveness of knowledge management.
Verification	0/000	0/48	Knowledge management is a significant relationship between culture and effectiveness is positive.
Verification	0/000	0/21	Knowledge management is a significant relationship between the structure and the effect is positive.
Verification	0/000	0/46	There are Positive correlation between the effectiveness of management knowledge and practice.

Table 2 shows the model fit indices. According to the results and comparison Presented in the table can be acknowledged with a good range all models in this range are indicators of fitness and therefore the optimal model fit the data. The elegance of the structural equation model is approved.

Table 2. Indices structural equation model

As an indicator	The amount	Desired range	Result	
$\frac{\chi^2}{df}$	1/156	$0 < \frac{\chi^2}{df} < 5$	Model Verification	Chi-square
RMSEA	0/030	RMSEA < 0.05	Accepted	The root mean square error of approximation
RMR	0/015	RMR ≥ 0	Model Verification	The root mean square residual
GFI	0/991	GFI > 0.9	Model Verification	goodness of fit index
AGFI	0/934	AGFI > 0.85	Model Verification	Adjusted goodness of fit index
NFI	0/993	NFI > 0.90	Model Verification	Normalized fit index (Bentley Bonet)
CFI	0/999	CFI > 0.90	Model Verification	Comparative fit index
IFI	0/999	IFI > 0.90	Model Verification	Incremental fit index

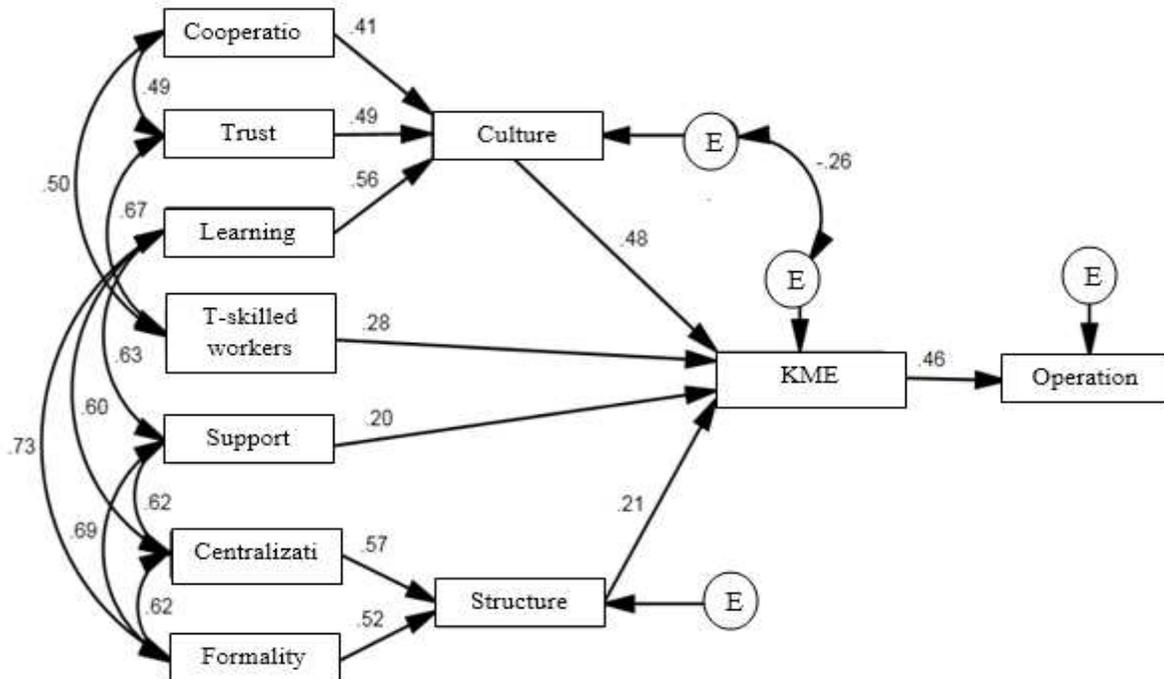


Figure 2. Structural equation model to estimate the standard

### The general conclusions from assumptions

Knowledge management systems support the creation, transfer and application of knowledge in organizations. Knowledge management systems collect these abilities and the know-how sustaining the foundations of distinctive activities. Therefore, Knowledge Management Practices (KMP) are considered organizational routines oriented towards its exploitation. In short, efficient KMP deals with the application of knowledge: it facilitates the development of routines and capabilities, given that even if a firm can afford different resources, effective KMP will be needed to better exploit them. Consider two main KMP: knowledge dissemination and storage practices. The former deals with the application, while the latter entails the systems to retrieve relevant knowledge in the organization. This paper is structured as follows: we first review the theoretical background focusing on knowledge management processes and dynamic capabilities in the context of exports. We then develop our research model and hypotheses and provide empirical results from our quantitative study. Finally, we discuss these findings and the implications for both academics and managers in Maskan Bank.

As previously explained, enabling instruments the four components of knowledge management, organizational culture, organizational structure, IT support and staff skills were divided. The results of all of these components significantly on the effectiveness of knowledge management and performance Maskan Bank has a direct and positive effect. In general we can say that enable knowledge management instruments Maskan Bank Kermanshah province on the effectiveness of knowledge management And gain better performance and ultimately impact the The test results for organizational culture, structure, support IT staff skills as independent variables Because part of knowledge management and the impact of these factors directly Maskan Bank of Kermanshah performance as the dependent variable Indicates the existence of a linear relationship between the independent variables And the impact of these variables on the dependent established Maskan Bank Kermanshah province will prove to cite The same conclusion with respect to the model assumptions, Responders and the statistical work has been done to this result Sure that the dimensions listed are especially culture and skills of employees In this study, a substantial impact on the performance of the Maskan Bank Kermanshah province in general and in particular.

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