



International Conference on Communication, Management and Information Technology (ICCMIT 2015)

The role of the tacit knowledge in developing the human resources: Critical analytical study of the knowledge centre in the industrial commercial chamber in Jeddah, the Kingdom of Saudi Arabia

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Abstract

This paper aims mainly at identifying the role of the tacit knowledge in developing and upgrading the human resources in Jeddah chamber of commerce and industry. This is for recognizing to what extent the staff realize the use of the tacit knowledge and its characteristics, and its effect on developing the human resource and to have a proposed approach for developing and upgrading the human resources by using the entry of the tacit knowledge in Jeddah chamber of commerce and industry which can be extended to the rest of the Jeddah chamber of commerce and industry in Kingdom of Saudi Arabia. The importance of this report lies in the importance of the human resources for business organizations as it is the most important resource that is enable achieve the targeted performance levels especially in the of the competition of organizations and the continuing environmental changes. The importance of this study is represented in recognizing the role of human resources management and through its practices for supporting the learning and knowledge in the organizations, and its participation in upgrading the human resources to a level helps the business organizations to live and continue successfully. Moreover, the importance of this study is represented in shedding light on the importance of applying the practices of the human resources management apart from the traditional types of these roles and to what extent it can be applied in the chambers of commerce and industry in Kingdom of Saudi Arabia in general and Jeddah in particular. The researchers used the analytical descriptive method that relies on description and analysis in order to attain new facts leads to the increase of learning and knowledge. The study concluded that knowledge is no longer a power in the era of speed, computer and internet but the application of knowledge is the power, and that the knowledge management focuses firstly on the humans, procedures (operations) and modern techniques, and not to be arrogant and to develop what the others did, and that the knowledge builds and not creates. In the Jeddah chamber of commerce and industry the managers have to understand how to deal with the employees and to know the favourite learning techniques, and what are the motives that urge them to work seriously. Furthermore, the organizations and companies, represented in decision makers, must understand and realize that not every knowledge is important so the responsible have to concentrate on the knowledge that in their opinion participate in solving a particular problem or even making decision in addition to using it in the right way to make the organization obtain the competition opportunities and directly affect the general performance of the organization.

Key Words: Human resources- knowledge – knowledge centres – chambers of commerce – Kingdom of Saudi Arabia

1. Introduction:

Concerning the development and technological acceleration, the process of progress and development occurs so quickly, a nation becomes more developed than the other because it believed in the message of science and technological progress, founded its mainstays and set up its fortresses and believed that investing its human resources and qualifying the youth with what suits the modern era is the only way that makes the youth always in the top. To face these challenges represented in

the scientific progress and technological acceleration and improving the performance, the application of knowledge management is the best way that makes the organizations and institutions seek its assistance. This can be done through teaching and training the workforce of the knowledge management and building the knowledge base for the organizations, and through leading the organizations towards collecting and spreading knowledge in all the managerial levels, and to go ahead towards investment in attaining a new knowledge, and employing this knowledge in all possible ways of efficiency and effectiveness to get to the level of excellence through what is called the best practice.

The knowledge management is considered one of the most important and a new idea in our modern world and it has an effective influence on the success of businesses and organizations. On the basis of the concept of intellectual capital, the knowledge management is built on the idea that organization and institutions have to make use of their knowledge to cause changes that lead to development. The human resources is the main fortune in any organization whether it is productive or service, so the organizations are trying hard to exploit their human resources through developing them that leads finally to the best performance of individuals to achieve their personal goals and the goals of the organization.

The human resource is considered the most important inputs of the productive system and the most powerful effect on defining the identity of the modern organization and defining its future highlights. It also sets the pace of the society and define his place among the countries, the human resources represent the target of the development process and the main tool at the same time, and that the individuals are the cornerstone in the efforts that aims to cope up with the developing nations in a world characterized with the acceleration, the multiple effects and the complication of components. (3)

The study problem lies in the role played by the chambers of commerce in Kingdom of Saudi Arabia that contains scientific efficiencies and experts in the different domains of knowledge and science. They also convey this knowledge to the society for upgrading and culturally developing the Saudi society. Therefore, this study tries to recognize the role that the knowledge management plays in developing the human resources in the Jeddah chamber of commerce and industry. So, the researcher should define the problem through the following main question: what is the role of the knowledge management in developing the human resources in the Jeddah chamber of commerce and industry? The answer to this main question requires posing the following peripheral questions: to what extent the employees in the Jeddah chamber of commerce and industry realizes the concept of knowledge management and its importance? What are the relation type and the influence type among the requirements of knowledge management and its operations and the distinguished institutional performance in the chamber? What are the skills that have to be in managing the human resources to ensure its success in the age of knowledge? How can we define the level of the application of employees in the chamber to manage the knowledge and its operations in developing the human resources in the chamber? Are there any statistically significant differences between the employees practice of the role of knowledge management in developing the human resources in the Jeddah chamber of commerce and industry is attributed to the variable (the scientific qualifications – the years of experience)?

The population study consists of all the employees in the Jeddah chamber of commerce and industry in the present year 1435 AH. A stratified sample will be taken from all the sections of the Jeddah chamber of commerce and industry with the proportion of 15% of the population study. The researcher will take an individual from every sector, centre and administration in the Jeddah chamber of commerce which are (7) sectors; sector of marketing and customer service, support service sector, sector of financial affairs and business, sector of committees, sector of contribution and ratification, sector of information technology and (7) centres, the centre of law and accreditation, centre of Jeddah economic forum, centre of human resources development, centre of small constructions, centre of social responsibility, centre of Jeddah marketing, centre of Khadeeja Bint Khuiled, and (4) administrations; administration of networks and technical support, administration of knowledge centre, administration of data base, administration of e-chamber with the percentage of 15% from the total number of employees (375 employee). The research tool used is the questionnaire that is designed in the light of revising the relevant literatures to know the role of knowledge in developing the human resources in the Jeddah chamber of commerce and industry in addition to using the technique of interview with the employees.

The researcher used the analytical descriptive method to perform the operation of analysing the digital repositories in universities that represent the research sample. This method is considered an indirect connection with the individuals

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