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Problem of Language Used to Describe Competences in the Management of Acceleration in the Creation of Knowledge Resources in Businesses

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Abstract

As a result of his scientific researches, the author proposed to distinguish a new process in businesses, i.e. the acceleration. He emphasized the role of using information systems in order to accelerate access to information about competences. In this article, the author presents an example of an information system (the Professionals System). The difficulty in understanding the language used to describe competences in businesses and by job candidates turned out to be a significant problem to develop the communication by system users. The scientific objectives of this article are to diagnose the causes of the problem and an attempt to determine a possible scope of its solution. Limitations in the language were identified, which will be difficult to eliminate if one wants to create competence dictionaries used in information systems meant to accelerate the remote communication between job seekers and employers. The article leads to the expansion of knowledge about the influence of language used to describe competences on the fastness and accuracy of obtaining them for the purposes of efficient business operation.

1. Introduction

Competences, including knowledge and skills, are among the key resources which make it possible to effectively reach goals in businesses [1, 2]. Their influence on the level of innovativeness [3, 4] and the quality of work and products [5] is continuously perceived and researched. Both the author of this article as well as other researchers has

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been analyzing the influence of various management tools on the changes in the level of competences in businesses [1, 6]. Their management in businesses [1], including measurement of their level [18], has become a paradigm of knowledge-based economy (KBE).

This article has been prepared by basing it on understanding of competences within the meaning of the European Qualifications Framework (EQF), [7].

Temporarily omitting details of the nature of competences, Tuomi's view that in a business they can be treated as resources (at the entry to the business/process/activity) or as products (at the exit from the business/process/activity) [8] seems uncontroversial. This topic has also been developed by the author in other publications [1, 9]. This article focuses on competences treated as a resource which conditions undertaking of actions for effective reaching of goals defined in businesses.

The values of competences, particularly of knowledge, include it inexhaustibility [10, 11], however, on the other hand, limitations resulting from the finite number of people with whom competences are closely connected is its weakness. It means that at a given time and place, there might be a shortage of the competence resource which leads to a slowdown in the speed at which objectives are reached. That shortage is one of the features of KBE.

The experience of the Author in the fields of industry, higher education, projects researches, contacts with business and the educational system, confirms the constant problem with competences in business.

In the conditions of the growing shortage of both professional as well as soft competences, their management gains special importance in businesses.

2. Acceleration in the creation of knowledge resources in businesses – the process view

Knowing and seeing competence-related problems experienced by businesses, the author noticed that managing competences itself is no longer sufficient [1]. The process view of acceleration in the creation of knowledge resources (which can be referred to the competence resource) has been presented on Fig. 1.

As it can be seen on Fig. 1, there are at least a few thematic areas within which one can discuss the possibility of acceleration in the creation of competence resources, to subsequently manage that process. The IT systems area is one of them. The author has carried out exploratory studies (group interviews combined with the random employee survey method) on the sample of 59 businesses (detailed characteristics have been included in [1]), in order to elicit responses to questions if and what activities from the knowledge management area, including those connected with application of IT solutions, are result in the acceleration in the creation of knowledge resources in business.

The activities listed on Fig. 2 were taken into account in the set of activities connected with the use of IT solutions. The numbers next to the activities mean the numbers given to them in the studies. Some activities in the answers asked to the respondents were described in the abbreviated form. For instance instead of "application of an ERP class system" (name of activity), "ERP class system" was used (name of the system used in the activity). Such an approach made it easier to communicate with respondents during the studies.

It can be seen on Fig. 2 that only some, often simple, IT solutions are universally used in the studied businesses (researches from 2014). It is obvious given that a big number of the studied businesses are SMEs (80%). SMEs dominate even more in the structure of all registered business entities. It is an important observation that if businesses do use an IT solution, its positive influence on the speed of acquiring knowledge understood as a resource at the entry to the work processes is most often perceived.

Among those IT solutions there were decision-enhancing systems whose influence on the speed of acquiring knowledge was evaluated very highly in the tests.