

## KNOWLEDGE MANAGEMENT METHOD TO IMPROVE DECISION-MAKING

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**Rezumat:** Odată la fiecare câțiva ani, câte o nouă dezvoltare tehnologică atrage atenția gânditorilor strategici ai organizațiilor și întreprinderilor. Cu ceva timp în urmă, au fost dezvoltate și conceptualizate noțiunea de “management total al calității” (Total Quality Management) și cea de “reproiectare a procesului de afaceri” (Business Process Reengineering). Recent, a apărut un nou interes pentru “administrarea informațiilor” (Knowledge Management), deși, încă din 1950, Peter Drucker a introdus noțiunea de “lucrători informaționali” pentru lucrătorii capabili să-și folosească cunoștințele pentru dezvoltarea de noi produse intangibile.

**Abstract:** Once in a few years, a new technological development draws the attention of the strategic organization thinkers from organizations and enterprises. Not long ago, the notions of Total Quality Management and Business Process Reengineering were developed and conceptualized. More recently, a new interest for “knowledge management (Knowledge Management)” has emerged, although since 1950 Peter Drucker introduced the concept of “knowledge workers” for those workers able to use their knowledge for the development of new intangible products.

**Key words:** knowledge management, e-government, data mining, data warehouse, intranet, groupware

### Introduction

In the transition to information society, knowledge is regarded worldwide as a necessary development to ensure sustainable development in the context of “new economy” based mainly on product and intellectual-intensive activities and to achieve an advanced socio-human civilization.

In this context, organizations have realized that it is necessary to know their main values and have the ability to use this knowledge on organizational processes and technologies in order to achieve competitive advantage. If in industrial society there were different types of organization that used strict methods for coordination, planning of technological resources, processes and financial resources, the information society based on knowledge has to find principles, methods and techniques of investigation, planning, organizing resource-critical knowledge.

The concept of knowledge management is not new, in the 1950s Peter Drucker

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