Integrated E-Learning 2.0 for Knowledge Management System in Organization

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Abstract

It uses e-learning 2.0 today in the first place to craft training courses on topics carefully selected for delivery to employees registered for these courses. Knowledge management is used to capture, organize and quickly provide large amounts of knowledge to the companies. The aim of this study was to explore the role of e-learning 2.0 in knowledge management. One of the objectives in the investigation of how e-learning 2.0 helps organizations to improve the transfer of tacit knowledge and management of e-learning 2.0 to enhance the level of performance and knowledge management of its employees. This paper integrates e-learning and knowledge management systems and technology to improve the organization and the arrest of the study also tries to investigate how to manage organizations, e-learning 2.0 to give a sustainable competitive advantage. It is hoped that this study will contribute to the field of knowledge management, and it will be very useful for business managers to identify the sectors that are suitable for e-learning 2.0.

1. Introduction

To the extent of past years, the transformation of e-learning from being a radical idea for something that is accepted widely circulated in the field of learning management system. It has become a major concern of many companies, institutions, and an important service offered by most high-level educational institutions all over the world. E-learning systems have been evolving with the World Wide Web as a whole, and to change the e-learning, a term coined by New Stephen. E-learning derived from the overall trends in e-learning in combination, which is defined by the time of the cooperative, which focuses on the user content production and access to interactive content [12].

However, traditional e-learning in teaching and learning "model cannot be guaranteed the transfer of knowledge, especially knowledge of the most valuable implied. E-learning into a new social network interactive. This study aims to explore the role of critical e-learning systems play in the transfer of tacit knowledge, which will improve performance of knowledge management in organizations. However, technology itself does not necessarily lead to competitive advantage unless it is consistent with the human organization and business resources. Therefore, the study also tries to investigate how to manage organizations, e-learning to give sustainable competitive advantage. it is hoped that this study will contribute to the field of knowledge management, and it will be very useful for business managers to identify the sectors that are suitable for e-learning systems [1].
The recent research reveals great attention to the introduction of knowledge management system (KMS) for ideas e-learning. And joint studies of e-learning systems and point of kilometers outside one primary goal: facilitating organizational learning [2]. Researchers in an attempt to analyze the similarity of goals, and methods of evaluation, and some of the exchange of knowledge both in e-learning systems and how much. Are analyzed traditionally e-learning systems within a reservoir of how knowledge resources, where you can apply the methods how to increase the effectiveness of the dissemination of knowledge [3].

The study also aims to investigate how to manage organizations, e-learning 2.0 to give a sustainable competitive advantage. It is hoped that this study will contribute to the field of knowledge management, and it will be very useful for business managers to identify the sectors that are suitable for e-learning 2.0.

2. Background and Related Works

Knowledge is what is known, and is used to denote the confident understanding of the subject, and potentially have the ability to be used for a specific purpose [4]. Abdullah gave an applied study on the survey method; questionnaires were distributed for a period of six PHLIs using the statistical analysis. Most of the respondents perceived KMS as a new way to add value. The results showed that the acceptance of the current status of implementation of the KMS in the Valley. However, the result also found lack of awareness of the current implementation of KMS. The technological systems and auditing, which are used in kilometers, and this causes some applications, and not fully utilized, and understood by users. Amendment to

the existing KMS framework emphasizes more on the awareness of KMS and their roles. This finding may indicate also that the incentives and rewards do not play a major role in KMS [5].

The Civi which can be expressed in a clear knowledge of words and numbers and shared in the form of data, scientific formula, specifications and manuals [6]. The basic issues are discussed Yordanova current-sharing, to create and use knowledge resources provided by the e-learning systems. Is to provide the means to achieve development and exchange of knowledge resources and learning modules. Described the impact of knowledge management in the development of new forms of learning in advance and the benefits of e-learning application in the process of knowledge management in an organization or institution in order to facilitate organizational success and growth. In conclusion, defined the common denominators of fields for e-learning, knowledge and capabilities and proposes to integrate better, and no recommendation for future research implementation [7].

The interaction between explicit knowledge and tacit knowledge is not very different [5]. This is known as the interaction and transfer of knowledge. Of interaction that has been defined, Nonaka and Takeuchi came (1995) with four modes of knowledge conversion and include [8]:

- ***Tacit knowledge to tacit knowledge (socialization):*** It is a process of exchange of experiences, leading to tacit knowledge. For example: shared mental models and technical skills. Monitoring is done trough, tradition and practices.
- ***Tacit knowledge to explicit knowledge (externalities):*** It is a process of knowledge creation in that tacit knowledge becomes explicit knowledge. For example: concepts, hypotheses or models.
- ***Knowledge to explicit knowledge and explicit (combination):*** It involves combining different bodies of knowledge and clear.
- ***Explicit knowledge to tacit knowledge (assimilation):*** It is a process of embodying explicit knowledge to tacit knowledge and is closely related to "learning by doing."

For this purpose, is the integration and efficiency improvement of learning through knowledge management system and the use of strong delivery capabilities of educational materials and activities in the process of manipulation and exchange of knowledge in the organization for the provision of organizational success and prosperity.

3. E-Learning 2.0

The term e-learning 2.0 is a new expression for the CSCL systems that came through the emergence of Web 2.0 [12]. Were based on the perspective of e-learning 2.0, traditional e-learning systems in educational packets, which have been delivered to the students using the assignments. Nominations were evaluated by the teacher. On the other hand, increased from a new e-learning places emphasis on social learning and the use of social programs such as blogs, wikis, and podcasts and virtual worlds such as Second Life. This phenomenon has also been referred to the long tail learning see also [13]. E-learning 2.0, by contrast to the e-learning systems is not based on the CSCL, assumes that knowledge (as meaning and understanding), which was built is socially. Learning takes place through conversations about the content and interaction on the ground about the problems and procedures. Advocates argue that social learning is one of the best ways to learn something is to teach to others [13].

In addition to the virtual classroom environments, social networks have become an important part of e-learning 2.0. Have used online social networks to enhance the learning communities on topics as diverse as test preparation and teaching. Mobile-assisted language learning (Mall) is a term used to describe the use of laptops or mobile phones to help learn the language. Some argue, however, that schools have not caught up with the trends and social networks. Few educators promote traditional social networking unless it is to communicate with their colleagues [14].

4. Knowledge Management System (KMS)

How the concept and includes any processes and practices that deal with the creation, acquisition, sharing, and the capture and use of knowledge, skills and experiences. How much is the discipline that helps to spread the knowledge of individuals or groups across organizations in ways that directly affect performance. How to get the correct information in the right context, people, and time for the right commercial purposes. Dissemination of knowledge and the only individual or groups are the basis for the activity that involves how much generation, legal codes, and the transfer of [9].

How much he cares with the identification and distribution, and the acquisition and maintenance of extensive knowledge and relevant. Rowley describes the term knowledge management as follows: "It is knowledge management with the exploitation and development of the knowledge assets of the Organization to promote the objectives of the organization. Drucker to feel that the term" knowledge society system, "and began discussing the idea of knowledge management in organizations. He claimed that knowledge will become increasingly social in nature [10].

KMS is the definition of the concept which can be used to create repositories of knowledge, and improve access to and sharing of knowledge, as well as communication through collaboration and knowledge management as an asset in the learning organization [11].

KMS is a special type of information systems that support activities related to the acquisition, generation,

codification, transfer, storage and retrieval of information, and use of knowledge within organizations. The idea of KMS is to enable the employees of an organization to acquire knowledge of the facts of the company, sources of information, and solutions. The staff can be no knowledge lead to more effective problem solving and can also lead to ideas for new or improved products and services [4].

The objective of KMS is to get the correct information to the right people at the right time. This will lead to greater efficiency lead to competitive advantage. In other words, the intended KMS to support knowledge. Has been published how many of these systems in many organizations in the hope that it will have a positive impact on the performance [5].

5. Integration E-learning 2.0 And KMS

The information technology and the Web is contribution concerning shared knowledge and the social life of learning. E-Learning system and KM was the social nature of constructing knowledge. He proposed the idea that people construct knowledge or understand the world through their interactions and experiences. Also the concept of social knowledge and looked at learning as a social and situated process [1]. Knowledge management takes an organizational perspective on learning, and the problem lies in the lack of sharing knowledge among members of the organization. In such instances, E-Learning system is the best way to help acquire the dynamic, distributed, shared and collaborative knowledge through the technological means to support this construction process. Huang explain that technology could not create the gains hoped for in the enterprise environment until system designers recognized that information is dynamic, situated and socially constructed. Enterprise knowledge must be negotiated and collectively constructed [1].

6. Theoretical Basis

Social constructivism emphasizes the importance of social interaction and collaborative learning in each building, emotional, mental images of reality. And social thinking of the person or the sense-making, and it appears from its interaction with the social environment. He called for the interaction and input, two of the major players in the process of acquiring knowledge and that conversation and interactive communication and others are the basis for the development of a person's mental. Here social forms of mediation development zone near (ZPD), and the difference between what a person can achieve when acting alone, and what he / she can achieve when they act with the support of another person or cultural artifacts. Through social interaction or conversation between an expert and novice, expert moves in the end some sort of ability to novice [15].

7. Methodology

Since the aim of this study was to investigate the role of e-learning 2.0 in improving the performance of knowledge management in the use of commercial enterprises, and the researcher chooses to study the quality of such an analysis falls within the qualitative model. Qualitative research is, in effect, interpretation, and based on the lived experiences of people. We are concerned with the provision of qualitative methods described phenomena that occur naturally, without intervention from the experience of treatment or artificially contrived. This study chose ethnographic qualitative approach since the main objective is to study people's behavior and to investigate the behavior in the natural context in which it occurs, not in the experimental laboratory [16].

Will use the method of simple random sample. For a simple random sample ensures that each individual of the population has an equal probability of selection, it removes the bias in the selection process and increase the representation of the sample. Accordingly, this study randomly selects 20 of the high-tech companies nearly 600 of the two major science parks in Taiwan Hsinchu Science Park and Tainan Science Park. Participants will be managers or employees of the candidate companies who have the expertise or knowledge management e-learning having to do with their current jobs. Of course, the participants in the study, ranging greatly in age, gender, and educational background [17].

Primary data collection techniques include in-depth interviews and participant observations. Each interview is recorded and wrote a statement in full. Apart from interviews and observations conducted not to participate in order for the researcher to note that only in the person without interfering in participants 'activities during the monitoring process. During observation, the researcher takes notes describing the events that have occurred and the people involved in the events that took place [15].

8. Conclusion and Future work

E-learning has emerged from being a controversial idea for something that is widespread in the heart of knowledge management systems. It means that workers or students should be able to identify and share knowledge easily by writing a blog, and provide a video on YouTube, and contribute to the content written on the wiki, as well as the development of a social network on something like MySpace. Since organizations are looking for effective training methods to suit the specific demands, and e-learning now plays an important role for companies and institutions by providing the right knowledge to the right people at the right time.

Information Technology and the Internet play a crucial role in the exchange of knowledge and social learning. People on the basis of knowledge or

understanding of the outside world through their own experiences and interact with each other. It has become the integration of knowledge management and e-learning and there is an inevitable trend in self-directed support and just in time learning, and create a common organizational knowledge.

In the future, we will devote research efforts to explore how both fields e-learning system and how much influence each other, and how changes in one field can promote changes in one another, and how this process of improving the overall performance of the e-learning and how the operations.

And can be used to compile some of the techniques such as ontology to enhance the accuracy for the classification of knowledge. And correct knowledge and learners search for answers through the discussion it is important to progress.

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