

ultimately drive improved services and employment outcomes.

Finally, this study has provided previously unavailable insights into the various KM practices in an organization today and the relative benefits obtained by their implementation. The findings can help management understand how to benefit from implementing KM practices and justify strategic investment in KM. The insights obtained from this research will help managers to better understand how and why KM practices are effective at improving organizational performance. In summary, this research provides much-indeed insights and guidance to help the organization's managers maximize the benefit from KM initiative in future.

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