
An investigation into the role of knowledge management in the development of an infrastructure industry in post-apartheid South Africa: the case of Eskom

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Key word

Knowledge management, organizational performance, Eskom and adaptive strategy

Abstract

This research paper attempts to investigate the relationship between knowledge Management and organizational performance with particular reference to Eskom. This research further investigate the role of adaptive strategy in managing knowledge in Eskom in respect of creativity and flexibility. To investigate these issues we used both qualitative and quantitative research techniques. The research findings show that knowledge management capability influence organizational performance. This research also confirms that an adaptive strategy for managing knowledge in Eskom will lead to more effective knowledge management practices, innovation, creativity and flexibility. In view of this will proposed a model for building a successful knowledge management capability which when adopted will bring a successful operation to Eskom performance.
