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## A Study of Artificial intelligence in Knowledge Management

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### **Introduction:**

Artificial intelligence is the simulation of human intelligence processes by machines, especially by computer systems. These processes include learning, reasoning and self-correction. Particular applications of artificial intelligence include expert systems. Every organization needs managers to manage its activities. Management is the process of achieving organizational objectives efficiently, through other people by utilizing limited resources appropriately in an ever-changing environment. Knowledge management comprises a range of practices needed in an organization to identify, create, represent and distribute knowledge and facilitates the adoption of understanding and experiences. The creation and use of knowledge have become vital role in economic growth and change. The knowledge management can improve performance, competitiveness, promoting and fostering innovation for improvement of the organization. Artificial Intelligence creates innovation and development in knowledge management.

The computer is a calculating device that can operate upon information or data. This is done through the execution of a sequence of instructions which operate on data to perform certain tasks. A computer fails to possess any intelligence of its own. It can carry out only those tasks, which can be broken down into a series of logical steps. This paper shows use of artificial intelligence for creation of knowledge Management.

### **Objective:**

- To study the meaning of artificial intelligence.
- To study the meaning of knowledge management.
- Importance of Artificial Intelligence in the creation of knowledge.
- Role of knowledge management in the success of organization.
- To study the process of knowledge Management.

### **Definition:**

The ability of a digital computer or computer-controlled robot to perform tasks that are associated with intelligent beings is known as Artificial Intelligence

Artificial intelligence is the theory and development of computer systems able to perform tasks normally requiring human intelligence.

Artificial intelligence is intelligence demonstrated by machines, similar to the natural intelligence displayed by humans and other animals.

John McCarthy is a father of Artificial Intelligence. To infer future decisions, Artificial Intelligence systems can use past experiences. The main objective of artificial intelligence is to creating an artificial brain with a natural human brain entails and to develop memory, knowledge and learning required for achieving goals. Artificial Intelligence language including an ability to write simple to intermediate programs and an ability to understand code written in that language

Nowadays, Industrial sector and Government, both are interested in knowledge management. For transforming individual knowledge into organizational knowledge, Knowledge Management will play a fundamental role. Artificial intelligence is one of the key building blocks for developing and advancing the field of knowledge management.

### **Importance of Knowledge Management:**

Knowledge means the combination of information, experience and judgment for taking the right decisions and making good choices. The importance of knowledge management is to focus on the improving performance, gaining competitive advantage, promoting and fostering innovation, sharing lessons learned and continuous improvement in the organization. Knowledge management efforts and initiatives add much value to an organization in the following ways:

Facilitating the making of better and more informed decisions.

Contributing to the intellectual capital of an organization.

Encouraging the free flow of ideas.

Eliminating redundant processes, streamlining operations and enhancing employee retention rates.

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Improving customer service and efficiency.

**Process of Knowledge Management:**

Identification of the knowledge: At the beginning of the knowledge management process, there is a need to identify the nature, kinds and mode of knowledge required for the efficient functioning of an organization.

Knowledge generation: Knowledge creation involves acquisition and synthesis of knowledge. Acquisition includes mapping of existing knowledge and capturing of knowledge.

Knowledge storage: The knowledge generated and acquired is to be preserved in an indexed form. The knowledge topology relevant to the organization is determined and interlinked through knowledge repositories.

Knowledge sharing and utilization: Automatic access to knowledge and its distribution to users on the basis of their needs facilitate efficient utilization of knowledge. Information Technology is widely used to facilitate the utilization of explicit and documented knowledge.

**Summary and Conclusion:** Artificial Intelligence creates new techniques for achieving objectives of an organization. Creation of knowledge involves use of information for a productive purpose in a certain context. Generation of new knowledge is a critical component of an organization's ability to learn and adapt.

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