The relationship between Knowledge Management and Information Technology Components in Kerman City Telecommunications Company

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Introduction: Knowledge is the lifeblood of every company. Without capturing knowledge, we will find it difficult to make decisions, learn from our mistakes, and develop new products. Knowledge Management involves capturing, organizing, and sharing company knowledge with internal and external stakeholders. It is also the application of a structured process to help information and knowledge flow to the right people at the right time. This helps employees efficiently find, understand, share, and use knowledge to create value. In other words, Knowledge Management is the process that an organization uses to gather, organize, share, and analyze its knowledge in a way that is easily accessible to employees. This knowledge can include technical resources, frequently asked questions, training documents, and other information. Based on this, we can say that Knowledge Management is the set of procedures for producing, disseminating, utilizing, and overseeing an organization's knowledge and data. The purpose of this study is to examine the components of knowledge management and its relationship with information technologies in order to identify and explain the role of organizational knowledge in this field.
Methodology: This study is applied in terms of purpose, descriptive-survey in terms of method, and correlational in terms of measuring the relationships between the research variables. The statistical population of the study includes employees and official managers of Kerman City Telecommunications Company, totaling 350 people. The sampling method used is stratified random. The Cochran sampling method was employed to determine the sample size of the statistical population. The data collection tool consists of two researcher-made questionnaires for knowledge management and information technology. The validity of the questionnaires was examined using the face validity method. Reliability was measured using Cronbach's alpha test, with a value of 0.879 for the knowledge management questionnaire and 0.861 for the information technology questionnaire. The research findings show a significant and direct relationship between the basic components of knowledge, such as acquisition, storage, distribution, and transfer, as well as the application of knowledge and information technology. The partial correlation coefficient criterion indicates that knowledge distribution and transfer has the greatest relationship with information technology.
Main findings: The research findings show a significant and direct relationship between the basic components of knowledge, and information technology. All research hypotheses examining the basic components, namely knowledge acquisition, knowledge storage,

knowledge distribution and transfer, and knowledge application in relation to the use of information technology in Kerman City Telecommunications Company, showed a significant relationship between them and were confirmed. The partial correlation coefficient criterion indicates that knowledge distribution and transfer has the greatest relationship with information technology. The results showed that utilizing knowledge processes to implement knowledge management can effectively improve information technology activities. Additionally, strengthening the infrastructure of current and applied information technologies can enhance professional development and support specialized activities to improve work processes. Knowledge sharing, a key program in knowledge management, necessitates establishing a knowledge base. Therefore, fostering a culture of cooperation and coordination for knowledge exchange among employees is crucial in this regard.

Discussion and conclusions: This study aimed to investigate the components of knowledge management and its relationship with the use of information technology in order to identify and explain the role of organizational knowledge in the development of professional activities of Kerman Province Telecommunications Company. The study was designed with four hypotheses, all of which were confirmed after analyzing the data. The results of the study, based on the main hypothesis, revealed a significant relationship between knowledge management and information technology. This relationship was found to be direct and at a medium level. In other words, strengthening knowledge management in Kerman City Telecommunications Company leads to increased efficiency of information technology. Changes in knowledge management positively impact the status of information technology within the organization. The orientation of knowledge management towards acquiring, storing, distributing, and applying more knowledge results in an increase in the level of information technology in the organization. Recommendations from this research include studying and assessing the feasibility of knowledge processes, creating a new management system for organizing knowledge management, setting up a knowledge base, training employees, utilizing information technology to obtain information from subscribers, establishing collaborative work systems, strengthening information technology infrastructure, storing and organizing organizational knowledge, utilizing technologies like social networks and interactive tools to interact and share information and knowledge with subscribers, creating an atmosphere of trust and a culture of organizational knowledge sharing, and building a communications infrastructure, media, related channels, and an internal knowledge sharing network.

Keywords: Knowledge Distribution and Transfer, Knowledge Storage, Information Technology, Knowledge Application, Knowledge Acquisition, Knowledge Management