

CRITICAL SUCCESS FACTORS OF KNOWLEDGE MANAGEMENT IN ALBANIA BUSINESS ORGANIZATIONS

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ABSTRACT

This paper aims to identify and prioritize the importance of Critical Success Factors (CSFs), of Knowledge in Albania Business Organizations. Many authors have been proposed in the form of empirical and theoretical studies CSFs of KM. Through an in-depth and comparative study seven CSFs along with their related elements were identified. The analysis of these CSFs showed that leadership and support of top management and organizational culture factors were perceived to be the most important factors, whereas measuring systems and organizational structure were the least. Since companies may not be able to manage all aspects of knowledge at the same time, an ordered list of CSFs will provide a clue to Albania Business Organization. The purpose of this study is to investigate some of the barriers and critical success factors of KM in business organizations in Albania. In fulfillment of this purpose receive answers research question: *Question 1:* Which are some of barrier and critical success factors that affect in successful in KM, in albania business organizations? *Question 2:* Which of them are more important for success of Knowledge Management in the Albanian business organizations? The research methodology has been conducted in its main dimensions and is based on primary and secondary research. The research adds knowledge in the field of KM within the context of developing countries and gives a particular focus on the Albania business organizations. Also this study has te potential to enhance the understanding of KM practices amongst researches and practitioners.

Keywords: Critical success actors, knowledge management, Albania business organization.