

IMPROVING SME'S PERFORMANCE THROUGH IMPLEMENTATION OF KNOWLEDGE MANAGEMENT: THEORETICAL AND EMPIRICAL REVIEW

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ABSTRACT

Small and Medium Enterprises (SMEs) have a significant role in national economic development, so SMEs must pay attention to the performance of their businesses in order to survive and excel in competition. Improvement of SME performance is determined by the paradigm that initially relies on resource-based competitiveness into knowledge-based competitiveness through the role of leader support, employee training and learning opportunities, knowledge sharing processes, availability of ICT infrastructure, incentives, mutation or job rotation programs, skills and knowledge technology, knowledge sharing technology, and communication technology.

Keywords: Knowledge management and SME performance.