

Management of Knowledge and Ignorance in the Context of Organisational Learning: A Research Agenda

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(Received 03 March 2017; Revised 02 May 2017; Accepted 03 June 2017)

Abstract: Nowadays, a company's competitive advantage is based on the decision to exploit, to develop the power of knowledge as a source of competencies. Recent research asserts that knowledge management (KM) is the management of the known, whilst the management of the unknowns poses a greater risk to organisations. There is an emerging view that the KM approach disregards the unknown and leads to the creation of ignorance and organisational ignorance (OI). The management of ignorance or ignorance management (IM) is to prevent OI, and would therefore facilitate positive outcomes with organisational learning (OL). This paper discusses the need for fostering KM practices with IM towards OL, with particular reference to the business environment in Trinidad and Tobago (T&T). It elaborates a research initiative, and outlines the purposes, hypotheses and areas for devising a KM/IM capability model. This paper serves as its purpose as a research agenda for a three-stage approach of the study. Built upon the present Stage 1 of literature review, the next two stages would be empirical data acquisition and model development and testing that would evaluate the applicability and efficacy of the model using the empirical data to be acquired in manufacturing enterprises in T&T.

Keywords: Knowledge management, ignorance management, organisational learning, research agenda