

Knowledge management and usability model for knowledge management system.

ABSTRACT

Many studies and works have been done to produce a Knowledge Management System (KMS) in which employees of any organization can access the organization's sources of information and solutions. However, there is still no standard knowledge measurement and usability model that can assist KMS user to select or evaluate the appropriate KMS. The aim of this paper is to analyze how the ISO Consolidated Usability Model suggested by Abran, Khelifi, Suryn and Seffah can be used in measuring knowledge and evaluating usability for any Knowledge Management System. The methodology used is a user-satisfaction questionnaire developed based on the ISO Consolidated Usability Model.

Keyword: Knowledge Management; Knowledge Management System; ISO Model,; Usability.