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Support System For Research Knowledge Management -SNS Groupware-

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In recent years, knowledge management has been attracted attention. In the Research activities, recognition of the value know-how, and research skills of "knowledge" is enhanced, and knowledge sharing in research organization is important. In addition, advances in information technology and the environment WEB, skill of information collection, storage is improved. However, it is still a challenge to collect the knowledge of research activities,and the way how to reuse them.

Nonaka and Takeuchi is modeled a knowledge conversion cycle to explain the change between Implicit Knowledge and Explicit Knowledge. Explicit knowledge is the knowledge that can be transmitted by the language. On the other hand, Implicit Knowledge can not be represented in words, and it is difficult to convey the others or formalization.

Nowdays a lot of knowledge management support tools have been developed and commercialized. For example, the Toshiba solution "Knowledge Meister" and Hokuto System Co., Ltd. "Hot Knowledge",and so on. They are systems which support the knowledge management for company. It is a business management system for sharing the information in the entire organization,and the systems will help the leaders to manage the organization effectively. Not only knowledge management support systems of companies and business,but also there is a knowledge management support system for research activities.These management support system like that will offer a [BA] for researcher who is in the research group or organization.And the [BA] is made by groupware.

So, in this research a system called SNS Groupware System is made. The system used Wordpress plug-in for achieving functional. There are Categorization function, Multi-item evaluation function, Search function, Pictograph with comment function, Instant chat function, To-Do list function in the system. And the six functions are installed according to SECI model. From the point of view of knowledge management, by Multi-item evaluation function the research report is evaluated. That can support knowledge internalization. And by Instant chat function a participant can explain our own knowledge in words. Let the others know about what you are thinking about. That can support knowledge externalization, and so on.

After operating the system, during four months long-term experiments (from 2013/5/15 to 7/15 and 2013/9/15 to 11/15), the data is collected. According to the data, by analyzing the experimental results, through SNS type groupware, quantity and quality of research reports of participants has been increased. Research report is one of the important part of research knowledge. So through this system, there is a positive effect also on knowledge management of the laboratory. In addition, the experiments show the effect on research activities can be expected.