

Title	Know-Whoマネジメント支援システムのフレームワークに関する新提案
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Citation	
Issue Date	2003-03
Type	Thesis or Dissertation
Text version	author
URL	http://hdl.handle.net/10119/443
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A framework of a Know-Who management support system

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March 2003

Keywords: know-who management, human resource management, knowledge management

I propose a framework of Know-Who management in this paper. Know-Who management takes in the technique of Human Resource Management to a knowledge management, and is not knowledge but knowledge possession. It is the approach which manages a person. It is observed as approach which conquers the limit of an old knowledge management. I set to one of the Know-Who management support, use mail for people's reputation and evaluation in an organization, and am an effect. The framework which collects in rate and offers the person recommendation based on the collected information is proposed.

First, I already review a certain research. Next, I propose a framework. Man has the evaluation to each other out of daily communication. The evaluations are collected and it uses for person recommendation. Know-Who is supported. I actually transmitted mail to the experiment participant, and collected personal information. An experiment participant answers a letter in the information on recommendation to the mail which I transmitted. I transmit mail of a check to the recommended person based on the reply. If the person who received mail judges recommendation to be appropriate, I will add the contents of mail to personal profile. About the burden at data collection, opinions were divided. As for those who are moved by the burden, it was hard to have read a text. The experiment had many people who tackled eagerly.

I performed person reference using the collected profiles. Matching by the text was performed in person reference using the full-text search system. Consequently, the system recommended the person detailed about a certain text. I confirmed whether the recommendation would be appropriate. About all the texts used for reference, people who have participated in the experiment were made to reply to a questionnaire, and it checked. The result of a questionnaire showed that 46% of a reference result was appropriate. It is because individual profiles run short that recommendation which is not appropriate is carried out.

My purpose is making the system which recommends people with knowledge, as a burden is not applied to people with knowledge. I consider that this purpose was realizable to some extent. Although the percentage of correct answers was 50% or less, the one or more persons right about all recommendation were included. Further many profiles are required to perform more effective recommendation. However, it increases a burden. It is necessary to examine a means to gather information efficiently for a short period of time.