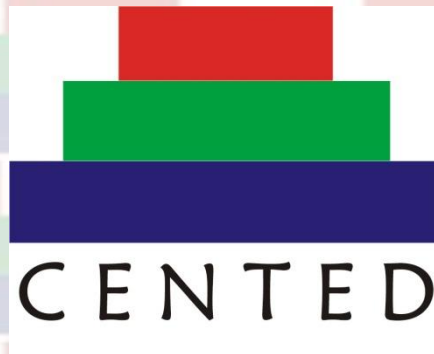


“Improving Knowledge Management in Small Civil Society Organizations in Argentina”

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The problem:

Small, local community Civil Society Organizations (CSOs) or Nonprofit Organizations (NPOs) working in local development present two particular threats to effective knowledge management: changing boards and interference from local politicians.

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The problem:

-This paper seeks to identify these problems so as to address them within these NPOs and be able to improve their performance by transforming individual knowledge into common knowledge

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Nonprofit Organizations in Argentina:

50.000 + organizations

800.000 + people employed
(paid staff & volunteers)

4.000.000 + beneficiaries

90% + are small, local
community organizations

Small NPOs problem 1: Changing Boards

- They rely mainly of volunteers who compose their boards, and most organizations do not have paid staff.
- These volunteers tend to rotate highly and, because of the lack of real information technology systems, they end up taking their knowledge with them.

Small NPOs problem 2: interference from local politicians

- Local politicians and public officials who are in charge of regulating or controlling these organizations, often control the flow of information in their own benefit so as to exert power over the organization for electoral benefits.

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Conclusion:

How do we modify organizational culture so
as to enhance knowledge management to
improve NPOs positive impact on society?

Problem 1: Information systems

Problem 2: Empowerment through
education