

**IMPACT OF KNOWLEDGE MANAGEMENT PRACTICES ON  
PERFORMANCE OF IT COMPANIES IN NEPAL**

**A Thesis**

**By**

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## CERTIFICATION OF AUTHORSHIP

I certify that the work in this thesis entitled “**Impact of Knowledge Management Practices on Performance of IT Companies in Nepal**” has not previously been submitted for a degree nor has it been submitted as part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has been written by me. Any help that I have received in my research work and the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used are indicated in the reference section of the thesis.

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It is certified that thesis entitled “**Impact of Knowledge Management Practices on Performance of IT Companies in Nepal**” submitted by Akshay Yadav is an original piece of research work carried out by the candidate under my supervision. Literary presentation is satisfactory and the thesis is in a form suitable for publication. Work evinces the capacity of the candidate for critical examination and independent judgment. Candidate has put in at least 60 days after registration the proposal. The thesis is forwarded for examination.

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## APPROVAL-SHEET

We, the undersigned, have examined the thesis entitled “**Impact of Knowledge Management Practices on Performance of IT Companies in Nepal**” presented by Akshay Yadav, a candidate for the degree of Master of Business Studies (MBS) and conducted the viva voce examination of the candidate. We hereby certify that the thesis is worthy of acceptance.

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## ABBREVIATIONS

ADSL	=	Asymmetric Digital Subscriber Line
BPO	=	Business Process Outsourcing
BSC	=	Balanced Scorecard
CFROI	=	Cash Flow Return on Investment
CoP	=	Communities of Practice
EVA	=	Economic Value Added
ICT	=	Information Communication Technology
IT	=	Information Technology
KA	=	Knowledge Acquisition
KD	=	Knowledge Dissemination
KM	=	Knowledge Management
KMAT	=	Knowledge Management Assessment Tool
MIS	=	Management Information System
NTA	=	Nepal Telecommunication Authority
OP	=	Organizational Performance
VSAT	=	Very Small Aperture Terminal

## ABSTRACT

The main aim of this dissertation is to study and analyze the impact of knowledge management practices on the performance of IT companies in Nepal. Specifically, the study assesses the impact of independent variables knowledge acquisition, knowledge dissemination and knowledge utilization on dependent variable perceived organizational performance. The demographic information includes age, gender and position of respondents in their organization. The research instrument used in this research is self-administered questionnaires to the target population who are employees of selected IT companies in Nepal. Out of 200 questionnaires distributed 158 were obtained and analyzed to examine the relationship between KM practices and perceived organizational performance.

The study included 3 independent variables of which only 2 were found to have significant relationship to dependent variable. Significant variables were knowledge acquisition and knowledge utilization whereas knowledge dissemination was insignificant. However all the independent variables were positively correlated to dependent variable. Finally, study concluded that there is positive relationship between KM practices and perceived performance of IT companies in Nepal.