# Article information:

(6) Measuring KMS success: A respecification of the DeLone and McLean's model | Fatema Abu Sawwan - Academia.edu
<https://www.academia.edu/1386131/Measuring_KMS_success_A_respecification_of_the_DeLone_and_McLeans_model>

# Article summary:

1. The article proposes and empirically tests a KMS success model based on an analysis of current knowledge management practices and IS success literature.

2. The model includes five dependent variables: system quality, knowledge or information quality, perceived KMS benefits, user satisfaction, and system use.

3. The results provide an expanded understanding of the factors that measure KMS success and offer implications for improving its usage.

# Article rating:

Appears strongly imbalanced: The article is written in a biased or one-sided way, and the information it provides is not trustworthy enough to be considered a reliable source. You should consult other sources to find reliable information on the presented issues.

# Article analysis:

The article titled "Measuring KMS success: A respecification of the DeLone and McLean's model" by Jen-Her Wu discusses a proposed model for evaluating the success of knowledge management systems (KMS). While the article provides some valuable insights, there are several areas where it falls short.

One potential bias in the article is the lack of consideration given to alternative models or frameworks for evaluating KMS success. The author focuses solely on the DeLone and McLean's IS success model and does not explore other perspectives or approaches. This narrow focus limits the overall validity and generalizability of the proposed model.

Additionally, the article lacks sufficient evidence to support its claims. While the author mentions that empirical testing was conducted, no details are provided about the methodology or results of these tests. Without this information, it is difficult to assess the reliability and validity of the proposed model.

Furthermore, there is a lack of discussion on potential risks or limitations associated with implementing KMS. The article presents KMS as a solution without acknowledging any potential drawbacks or challenges that organizations may face when adopting such systems. This one-sided reporting undermines the credibility of the article.

Another issue is that counterarguments or alternative viewpoints are not adequately explored. The author presents their model as if it is universally applicable without considering potential criticisms or limitations. This lack of critical analysis weakens the overall argument presented in the article.

Finally, there is a promotional tone throughout the article, suggesting that KMS are inherently beneficial and necessary for organizations. This biased perspective overlooks potential drawbacks or situations where KMS may not be suitable. A more balanced approach would have provided a more comprehensive analysis.

In conclusion, while this article offers some insights into measuring KMS success, it suffers from biases, unsupported claims, missing evidence, unexplored counterarguments, and promotional content. A more thorough and balanced analysis would have strengthened its arguments and made it more credible.

# Topics for further research:

* Alternative models for evaluating KMS success
* Criticisms of DeLone and McLean's IS success model
* Risks and limitations of implementing KMS
* Challenges organizations face when adopting KMS
* Drawbacks of knowledge management systems
* Situations where KMS may not be suitable

# Report location:

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