IJARSCT
ISSN (Online) 2581-9429
International Journal of Advanced Research in Science, Communication and Technology (IJARSCT)
International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal
Impact Factor: 7.301
Volume 3, Issue 2, July 2023

ChatGPT+: Empowering Knowledge Management in Organizations

Alma Christie C. Reyna
Faculty, College of Engineering and Information Technology,
Surigao Del Norte State University, Surigao City, Philippines

Abstract: *In today's rapidly evolving business landscape, successful organizations recognize the vital role of effective knowledge management. However, traditional methods often prove inadequate in managing the overwhelming influx of digital information, leading to inefficiencies and hindered collaboration. This paper delves into the transformative capabilities of ChatGPT+ in empowering knowledge management within organizations. The paper identified increased productivity, enhanced decision making, improved customer service, and cost efficiency as possible benefits of using ChatGPT+ for knowledge management in organizations.*

Keywords: ChatGPT+, knowledge management

REFERENCES

[1]. Jennex, M. E. (2016). Knowledge Management in Organizations: 10 Critical Success Factors. Journal of Knowledge Management, 20(2), 237-257.
[2]. Alavi, M., &Leidner, D. E. (2001). Review: Knowledge management and knowledge management systems: Conceptual foundations and research issues. MIS Quarterly, 25(1), 107-136.
[3]. Al-Zu'bi, Z. M. (2018). Knowledge management: Literature review and theoretical framework. International Journal of Information Management, 43, 74-85.
[4]. Dalkir, K. (2011). Knowledge Management in Theory and Practice. MIT Press.
[5]. Brown, T. B., Mann, B., Ryder, N., Subbiah, M., Kaplan, J., Dhariwal, P., ... &Amodei, D. (2020). Language models are few-shot learners. In Advances in Neural Information Processing Systems (pp. 1877-1901).
[6]. Deng, L., Yue, Y., & Gao, J. (2021). Improved zero-shot learning via generative latent prototype model. In Proceedings of the IEEE/CVF Winter Conference on Applications of Computer Vision (pp. 1922-1931).
[7]. Radford, A., Wu, J., Child, R., Luan, D., Amodei, D., &Sutskever, I. (2019). Language models are unsupervised multitask learners. OpenAI blog, 1(8), 9.
[8]. Vaswani, A., Shazeer, N., Parmar, N., Uszkoreit, J., Jones, L., Gomez, A. N., ... &Polosukhin, I. (2017). Attention is all you need. In Advances in Neural Information Processing Systems (pp. 5998-6008).
[9]. Devlin, J., Chang, M. W., Lee, K., &Toutanova, K. (2019). BERT: Pre-training of deep bidirectional transformers for language understanding. In Proceedings of the 2019 Conference of the North American Chapter of the Association for Computational Linguistics (pp. 4171-4186).
[10]. Deng, J., & Lin, Y. (2022). The benefits and challenges of ChatGPT: An overview. Frontiers in Computing and Intelligent Systems, 2(2), 81-83.
[11]. Subagja, A. D., Ausat, A. M. A., Sari, A. R., Wanof, M. I., &Suherlan, S. (2023). Improving Customer Service Quality in MSMEs through the Use of ChatGPT. JurnalMinfoPolgan, 12(2), 380-386.
[12]. Chui, M., Roberts, R., & Yee, L. (2022). Generative AI is here: How tools like ChatGPT could change your business. Quantum Black AI by McKinsey.
[13]. Ausat, A. M. A., Azzaakiyyah, H. K., Permana, R. M., Riady, Y., &Suherlan, S. (2023). The Role of ChatGPT in Enabling MSMEs to Compete in the Digital Age. Innovative: Journal Of Social Science Research, 3(2), 622-631.

IJARSCT
ISSN (Online) 2581-9429
International Journal of Advanced Research in Science, Communication and Technology (IJARSCT)
International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal
Impact Factor: 7.301
Volume 3, Issue 2, July 2023

[14]. Hu, X., Tian, Y., Nagato, K., Nakao, M., & Liu, A. (2023). Opportunities and challenges of ChatGPT for design knowledge management. arXiv preprint arXiv:2304.02796.

[15]. Zhu, C., Sun, M., Luo, J., Li, T., & Wang, M. (2023). How to harness the potential of ChatGPT in education?. Knowledge Management & E-Learning, 15(2), 133.

[16]. George, A. S., & George, A. H. (2023). A review of ChatGPT AI's impact on several business sectors. Partners Universal International Innovation Journal, 1(1), 9-23.

[17]. Arman, M., &Lamiya, U. R. (2023). Exploring the Implication of ChatGPT AI for Business: Efficiency and Challenges. Journal of Innovation Information Technology and Application (JINITA), 5(1), 52-64.