INTELLIGENT ORGANIZATIONS IN DIGITAL AGE - CASE STUDY OF SMES IN POLAND

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Abstract
Business in the 21st century is being redefined by a data-driven revolution. Small and medium enterprises (SMEs) play an essential role in the global economic growth. The share of the Polish SME sector in GNP has been at 48% for years now. This sector has been also among the most dynamically developing and computerising areas in the Polish economy. ICT (Information and Communication Technology) systems create the foundation of modern economic organizations in the times of digital transformation. This applies in particular to advanced ICT infrastructure, which is the condition sine qua non for the effective knowledge management. The objective of this article is to discuss organizational and technological aspects within the modern knowledge management using ICT called SMAC (Social, Mobility, Analytics, Cloud), being at present the canon of ICT support in this respect. The analysis has been illustrated with findings of research carried out by the author in 2014-17 in selected SMEs from Mazowieckie and Wielkopolskie provinces.

Keywords: ICT, intelligent organization, SMAC, knowledge management, SME.

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