

# **The enterprise organizational portal as crane for improvement processes at work in a cellular company – case study / Eran Kanias**

## **ABSTRACT**

The organizational portal has become of major interest in the area of information systems, The need for and the use of this type of tool has grown in recent years as a result of the rapid changes, environment, competitive conditions and the ever changing rules so characteristic of today's information systems. One of the important challenges to the modern organization is its ability to efficiently manage organizational knowledge, one of the major assets of organizations today.

The goal of this research was to see if there is a link between the existence of an organizational portal and the improvement of work procedures in the organization. The existence of such a link would allow conceptualization and creation of an information management tool that could improve work processes, an important addition to the manager's "tool box" and abilities.

The research focused on an existing organizational portal in a communications company and its contribution to improving its working processes. These values were measured by questioners, who checked the user's satisfaction with the portal which was adopted by the infrastructure department. The organizational and technological cultures, chosen for this portal, were tested as well.

Questionnaires were given to the department portal users. Twenty workers were selected at random. Those who filled out the questionnaires dealt in all departmental activities such as: operating systems, databases, information security, communication and computer support.

From the findings, we learned that a connection exists between the assimilation of the organizational portal and the improvement of processes within the organization. This was achieved because knowledge was managed efficiently using the portal. However, the transformation of information to knowledge and effective knowledge management is still in the early stages of definition.

The organizational culture in the communications company encouraged innovation and adoption of new technologies, innovative systems and speedy assimilation.

Assimilation of portal technology requires cooperation between many factors within the company in order to create a common language and infrastructure, The matter of unification requires maturity of the managers at all levels. The communications company is currently trying to stabilize itself after undergoing an organizational change which significantly affected the organization.

Therefore, we are not certain that its current organizational climate is appropriate for the replacement of local knowledge by super knowledge.

Some of the hypotheses of the research were proven correct, while others were not. On the one hand, the portal was found to be a tool that improved the work procedures in the communications company, On the other hand, the economic aspect must not be ignored, for new technology involves many expenses, such as: construction of infrastructures, expert training, absorption by the organization and on-sight assimilation.

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