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**EVALUACIÓN DE LA GESTIÓN DEL CONOCIMIENTO:  
UNA REVISIÓN SISTEMÁTICA DE LITERATURA**

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**RESUMEN**

La evaluación de la gestión del conocimiento (GC) es un tema importante para aquellas organizaciones que quieran saber “qué está pasando” con sus estrategias de GC. No obstante, no existe un consenso sobre qué evaluar y cómo evaluarlo. Por esta razón, el propósito del artículo es presentar una revisión sistemática de literatura de 43 artículos publicados en la última década. La revisión comprende un análisis cuantitativo básico y un análisis de contenido relacionado con varios aspectos de los modelos como su estructura, la función y objetivo de la evaluación, los métodos de investigación utilizados, los sectores económicos de aplicación, y la ubicación de los aspectos evaluados respecto de una taxonomía de escuelas de pensamiento de la GC y una clasificación de las capacidades organizacionales de GC. Como principal hallazgo se muestra la predominancia del enfoque de GC como codificación de conocimiento. Además, se presentan varias brechas susceptibles de investigación futura.

**Palabras clave:** Gestión de Conocimiento, Modelos de Evaluación, Revisión Sistemática.

**Clasificación JEL:** M1 Business Administration - D8 Information, Knowledge, and Uncertainty.

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## KNOWLEDGE MANAGEMENT EVALUATION: A SYSTEMATIC LITERATURE REVIEW

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### ABSTRACT

The evaluation of knowledge management (KM) is an important concern for those organizations that want to know “what is happening” with their KM strategies. Nevertheless, there is no consensus on what to evaluate and how to evaluate it. For this reason, the purpose of this paper is to present a systematic literature review of 43 papers published within the last decade. The review is composed by a basic scientometric analysis and a content analysis. The content analysis is related to various aspects of the models of KM evaluation: their structure, function and purpose of the evaluation, the research methods used in the construction of the model, the industry of application, and the location of the evaluated aspects regarding to a taxonomy of KM schools of thought and a classification of the KM organizational capabilities. The main finding is the predominance of a knowledge codification approach. In addition, various gaps, susceptible for future research, are identified.

**Keywords:** Knowledge Management, Evaluation Models, Systematic Review.

**JEL Classification:** M1 Business Administration - D8 Information, Knowledge, and Uncertainty.

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