

DECISION SCIENCES INSTITUTE

The impact of knowledge management and innovation types on innovation performance

ABSTRACT

This research examines the relationship between knowledge management practices on innovation performance for two classifications of innovation types; radical vs. incremental and product vs. process. The study extends prior research by conflating the results of survey data from 1,224 Australian managers with qualitative data from structured interviews. The findings show firms who exude a bias toward radical or incremental innovation underperform those that are evenly balanced. Furthermore, firms that exude a bias toward process innovations underperform those with a bias toward product innovation and also underperform firms that are evenly balanced between product and process innovations.

KEYWORDS: Knowledge-Based Systems, Innovation Process, Product Development Process, Technology Development, and Research and Development