

ABSTRACT

Keywords: Knowledge automation and employee creativity (KAEC) mechanism, Knowledge automation measuring scale, Employee creativity, Process mapping, Thematic Analysis.

The basis of the thesis is structured by keeping the view of demand of knowledge management framework by State Bank of Pakistan (SBP) and also for quality management systems the standard on organizational knowledge is focused which directs to the information that is used and shared to achieve organizational goals. In this regard, the research question is grounded on theoretical and empirical aspects. The theoretical aspect finds out the impact of knowledge management practices on creativity and the empirical aspect explores the evidence related to knowledge management and creativity. The initial literature review highlights the research gap in connectivity of knowledge automation and employee creativity.

Knowledge automation is the contemporary critical success factor of knowledge management. In this context, the study focuses on the relationship between knowledge automation and employee creativity. The particular interest in this research includes developing Knowledge Automation and Employee Creativity (KAEC) mechanism for policy makers to strengthen organizational efficiency and effectiveness from managing knowledge perspective.

In this research, mixed research methodology is applied in the banking sector of Pakistan in order to achieve the basic milestones, by which;

1. top banking processes offered on daily basis in commercial banks in Pakistan are identified,
2. process maps of identified banking processes offered on daily basis in commercial banks in Pakistan are developed,
3. Knowledge Automation Measuring Scale (KAMS) is constructed,
4. knowledge automation of developed processes is rated on Knowledge Automation Measuring Scale (KAMS),
5. employee creativity of bankers is measured,
6. the impact of knowledge management activities on employee creativity is analyzed,

7. and the Knowledge Automation and Employee Creativity (KAEC) mechanism is recommended as an evaluation stage for the knowledge management framework.

The output from this thesis includes new mechanism that rates the level of knowledge automation on Knowledge Automation Measuring Scale (KAMS), assesses employee creativity and finds out the relationship between knowledge automation and employee creativity.