

# Knowledge management and organizational performance: An empirical study in public institutions Gestión del conocimiento y eficacia de las organizaciones: Un estudio empírico en instituciones públicas

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With the purpose of studying the relationship between knowledge management, strategy design and implementation, and performance, a sample of 56 top and medium managers of public organizations from north region of Chile was analyzed. The results show that to create and to share knowledge influence the quality of the strategy design, but do not influence strategy implementation. The use of knowledge did not show a statistically significant influence on the design nor the implementation of the strategy. Finally, it was found that strategy design is a highly significant determinant of the performance and that strategy implementation has a moderate effect on organizational effectiveness in public organizations.