



COMPANY
LOGO

WORKPLACE KNOWLEDGE SYSTEMS

Access Gaps & Adoption Patterns

An Illustrative Research Brief on How Teams
Find, Share, and Maintain Institutional Knowledge

Organizations create useful knowledge every day, but employees often struggle to find the right information when they need it.

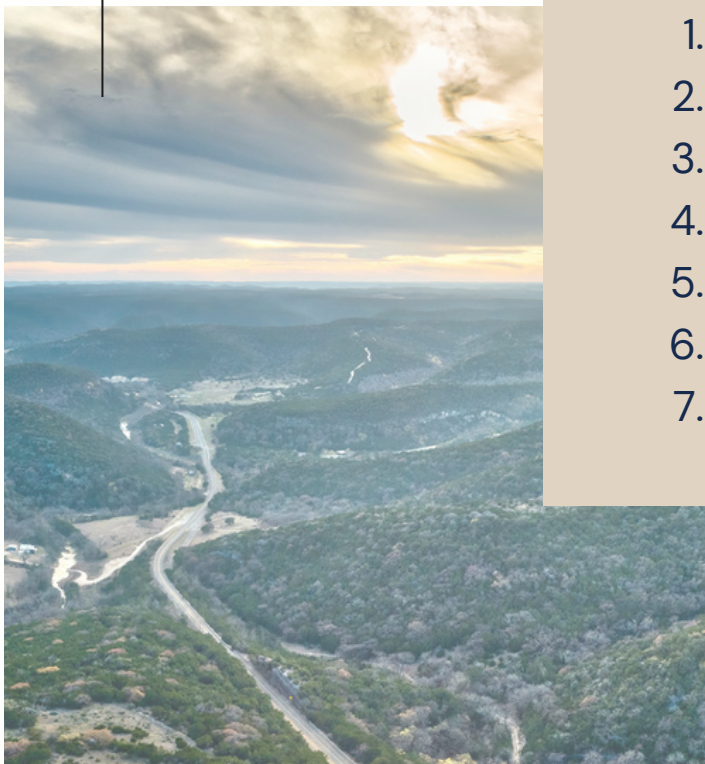
That friction rarely comes from a total absence of documentation. More often, content sits across disconnected tools or depends on individual memory. This illustrative survey of team leaders examines how organizations capture, organize, and retrieve working knowledge.

The findings show a consistent gap between recognition and routine use. Respondents understand the value of shared knowledge systems, yet many still rely on folders, chat histories, and informal handoffs. Clearer ownership can reduce duplicated work and improve onboarding. More reliable search also helps employees act with confidence.

**All survey content and values are illustrative and adapted for portfolio presentation.*

In this brief

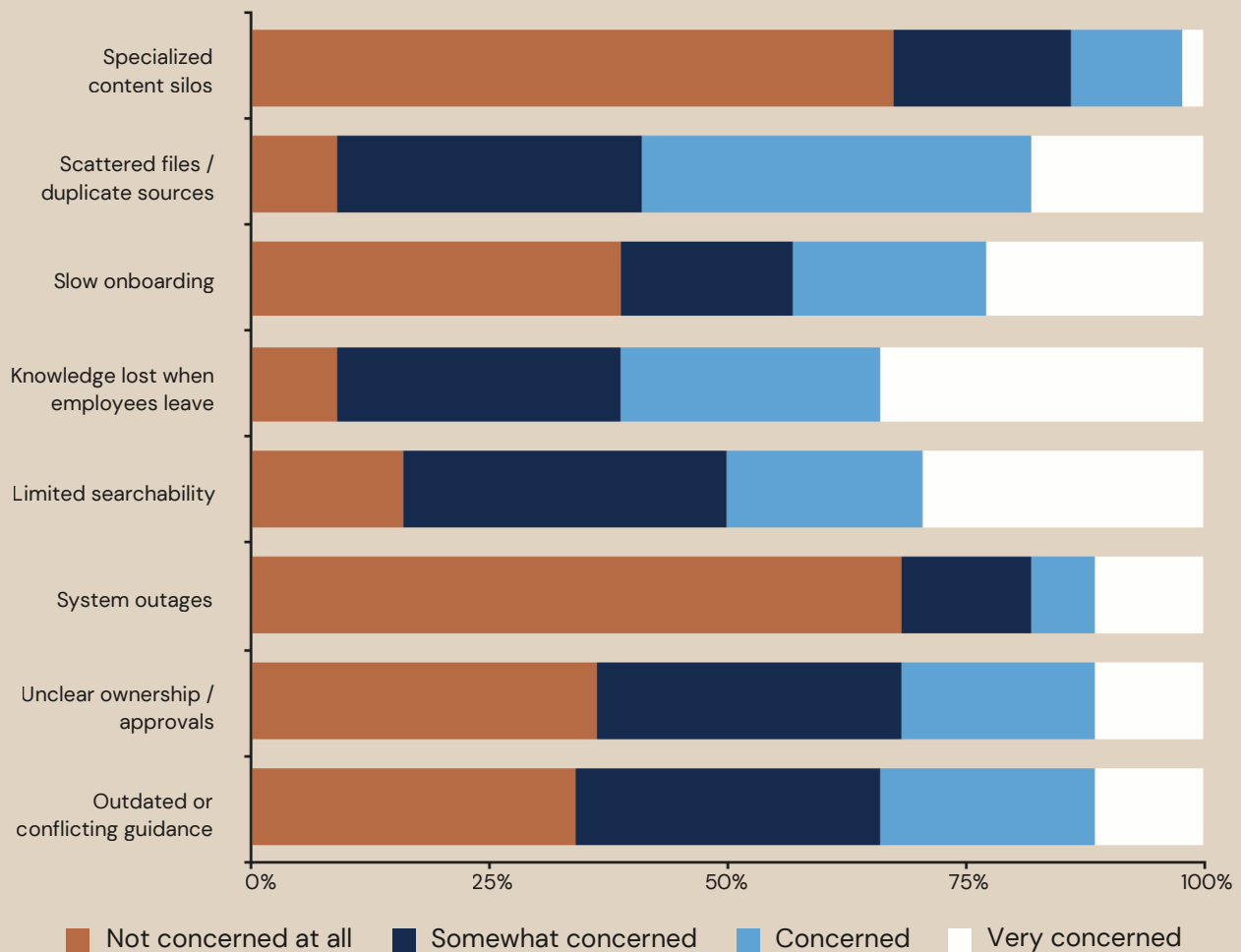
1. Knowledge Access Landscape
2. Evaluation Framework
3. Knowledge Sharing Opportunity
4. Awareness vs. Use
5. Future Use Drivers
6. User Satisfaction
7. Key Takeaways



Knowledge Access: Routine Friction

The most common challenges involve daily access to current information. Employees lose time searching across scattered files and navigating duplicate versions. They also rebuild knowledge that lives with a few individuals. Isolated technical issues draw less concern, while ownership and upkeep remain recurring problems.

How concerned are you about each of the following knowledge challenges?



Concern concentrates in two areas: knowledge loss and limited search draw the largest shares of high-concern responses. Scattered files and outdated guidance form a second tier. Specialized silos and outages are less urgent for most respondents

Evaluation Framework: Utility Drives Adoption

Across established and emerging tools, leaders judge knowledge systems by whether people can use them quickly and trust what they find.

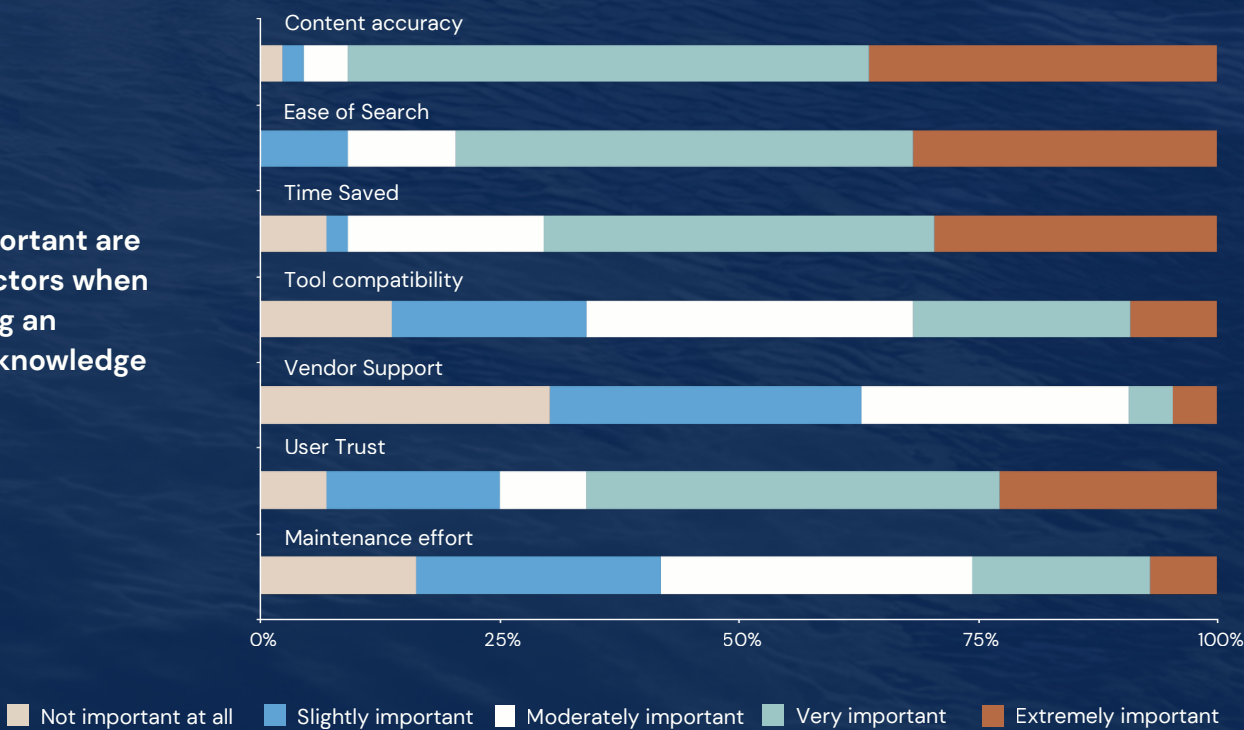
Three criteria dominate:

- Likelihood of employee adoption
- Expected time savings
- Cost of implementation

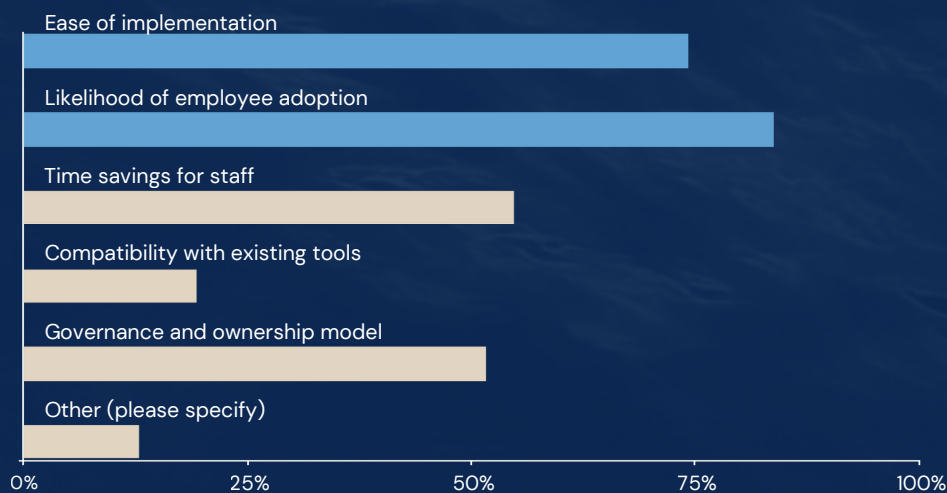
When leaders decide whether to invest, likelihood of employee adoption (~84%) and ease of implementation (~74%) receive the most attention.

Integration effort and governance matter, but they rarely lead the decision.

How important are these factors when assessing an existing knowledge system?



What are your key factors in deciding whether to invest in a knowledge system?



Knowledge Sharing Opportunity

Teams often have useful knowledge, yet fail to capture or share it because documentation competes with daily work and no one clearly owns the process.

Participation would increase if teams could reduce the effort through:

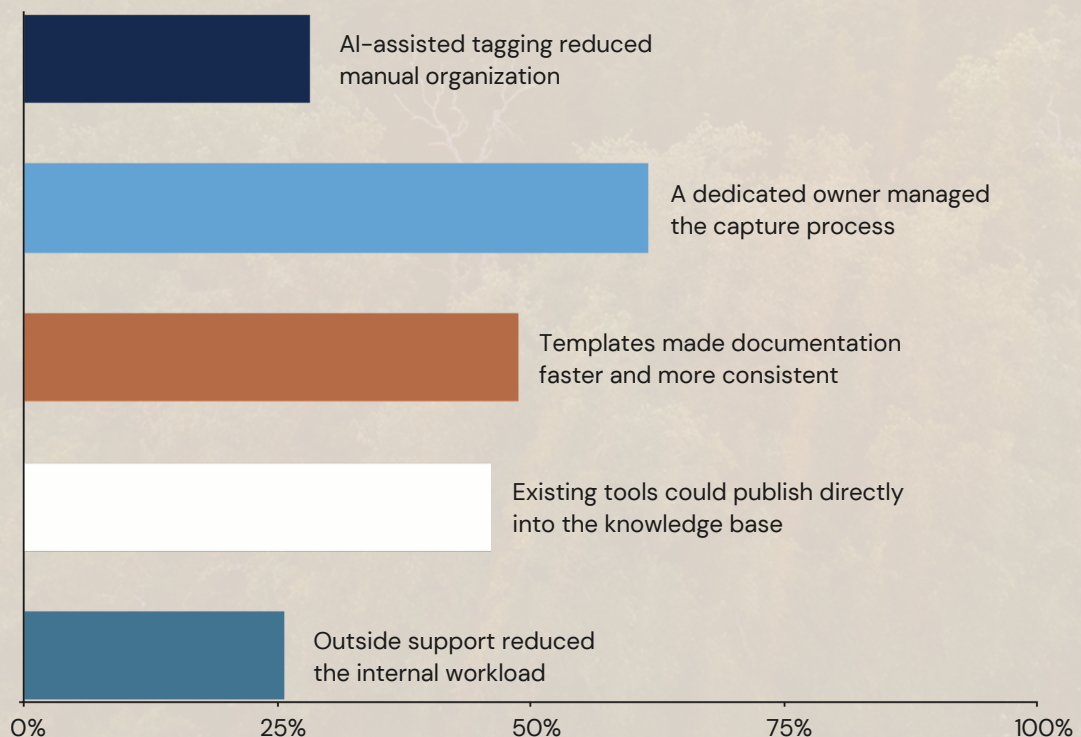
Content Own (~62%)

Guided templates (~49%)

Automatic capture (~46%)

AI-assisted tagging (~28%)

Would your team contribute more knowledge if... (Select all that apply)



Awareness vs. Use:

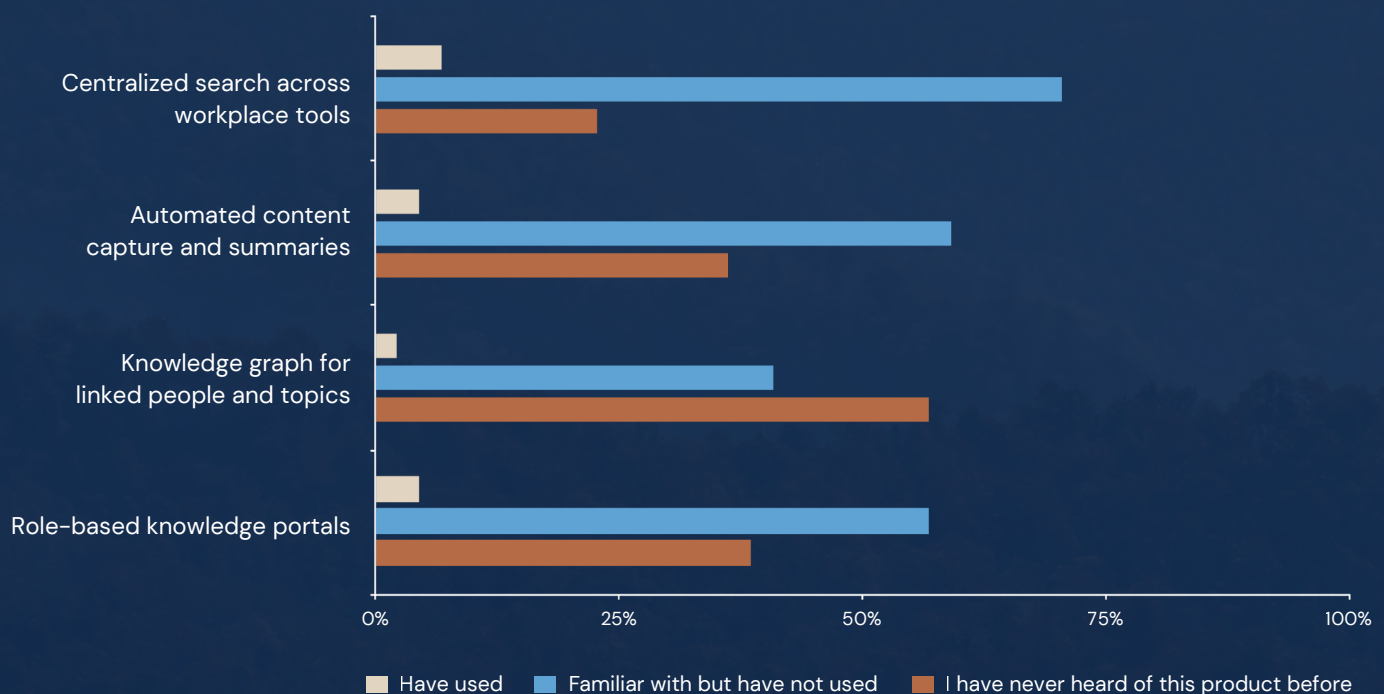
A Persistent Gap

Most respondents recognize common knowledge system capabilities, yet fewer report using them consistently. For centralized search, **roughly 70% are familiar but have not implemented it, while only about 6% have.**

Many teams also remain unfamiliar with specialized approaches such as knowledge graphs and connected search.

“For centralized search, roughly 70% are familiar but have not implemented it, while only about 6% have.”

Which of the following knowledge system capabilities are you familiar with?



Future System Use

Interest rises when teams consider future use. Many respondents would evaluate capabilities they have not yet implemented.

Centralized Search (~51%)

Knowledge Graph Tools (~43%)

Automated Content Capture (~41%)

Would not use these capabilities (~30%)

Interest reflects the daily cost of scattered knowledge. The strongest reasons are:

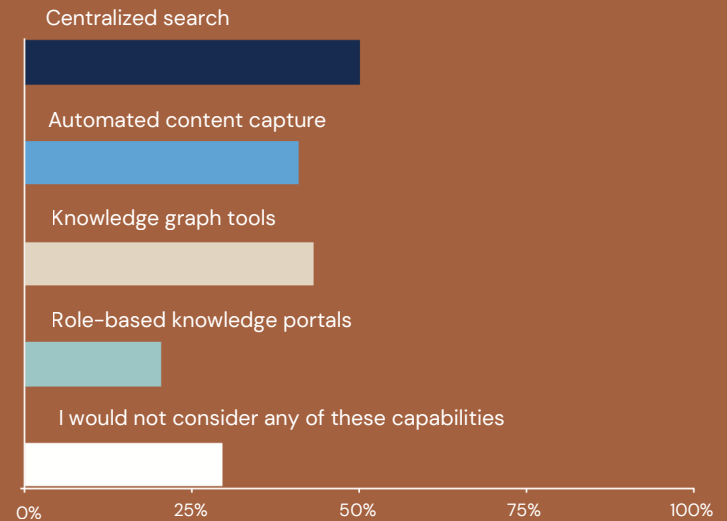
Faster access to trusted answers (~51%)

Documentation time (~46%)

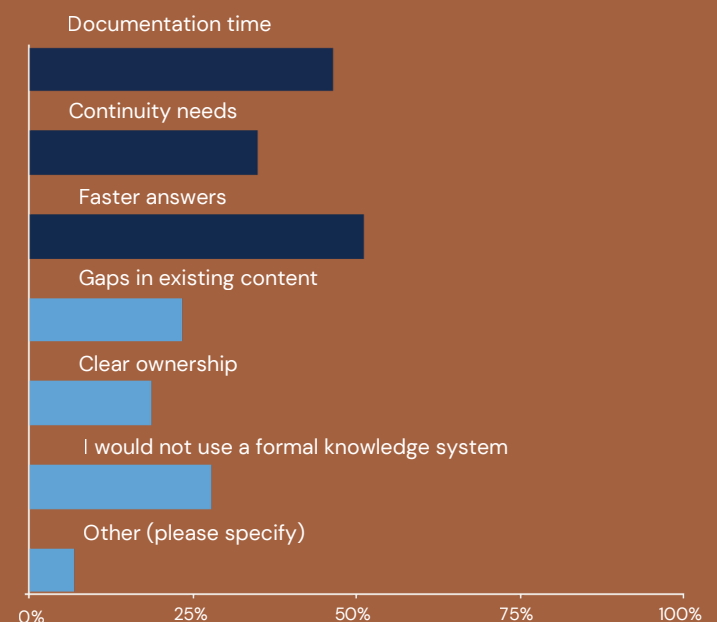
Continuity needs (~35%)

Respondents prefer systems that connect existing tools and reduce maintenance work.

Which knowledge system capabilities would you consider using in the future?



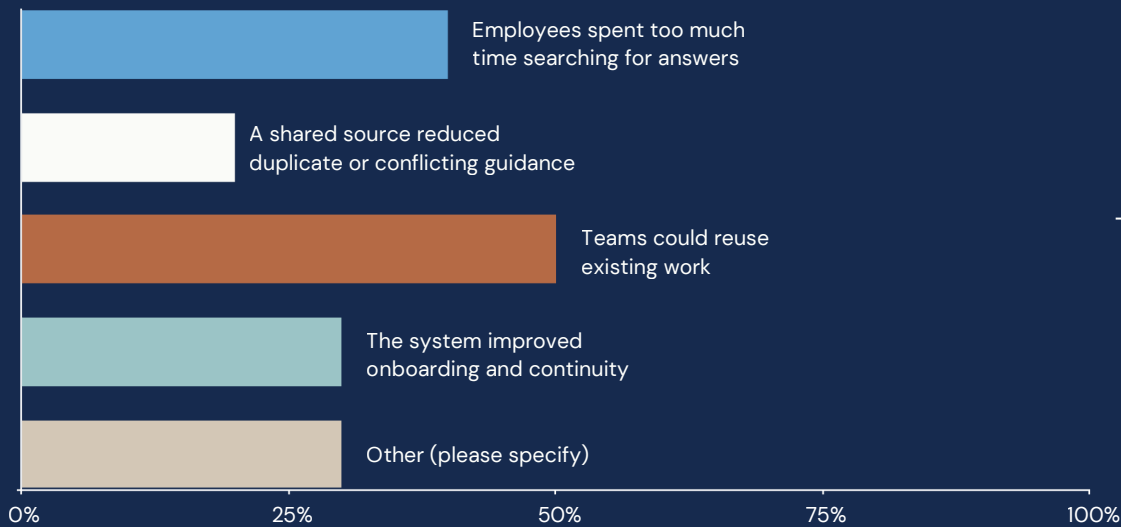
What factors most influence your interest in a knowledge system?



Current Use: Satisfaction

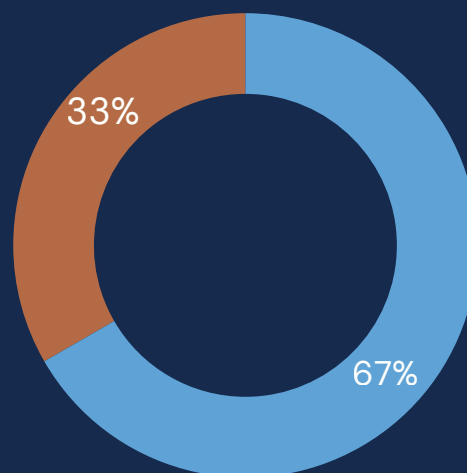
Among respondents who reported using a formal knowledge system, two-thirds were satisfied with the experience. They most often cited faster access to trusted information and less dependence on individual employees.

What were the primary reasons for using a knowledge system?



Were you satisfied with your decision to adopt a formal knowledge system?

- Yes
- No



Conclusion



“Leaders want reliable answers without adding maintenance work.”

The survey depicts organizations that recognize the cost of fragmented knowledge but have not yet built consistent habits around capture and maintenance.

Leaders judge systems by whether employees can find current information quickly and whether the tool fits daily work. Awareness is high, but routine use remains limited.

The strongest opportunity lies in reducing the work required to contribute. Respondents favor connected systems and clear ownership because both reduce maintenance. Future adoption will depend on trust, ease of use, and continuity as teams change.



A portfolio study in research synthesis and
information design.

KNOWLEDGE SYSTEMS SURVEY
Illustrative Portfolio Edition

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Creative Direction and Information Design