

**ACHIEVING ORGANIZATIONAL PERFORMANCE  
THROUGH COMPUTERIZED MANAGEMENT TOOLS  
IN THE CONTEXT OF TRANSITION TO KNOWLEDGE-  
BASED ECONOMY BY TAKING INTO ACCOUNT  
THE SOCIAL RESPONSIBILITY ROLE**

*Robert SEREMETA*

The Bucharest Academy of Economic Studies, Romania,  
E-mail: rseremeta@yahoo.com

*Alexandra Elena CĂLDĂRARU*

The Bucharest Academy of Economic Studies, Romania,  
E-mail: lexxy\_elena@yahoo.com

*Luminița Mihaela DUMITRAȘCU*

The Bucharest Academy of Economic Studies, Romania,  
E-mail: red\_mille\_ro@yahoo.com

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**ABSTRACT**

*This paper aims to highlight the importance of computerization management tools in the context of transition to knowledge-based economy. The systems, methods and classical management techniques will be incorporated into informational systems, which will allow streamlining budgets for managers and will increase processing speed, and transferring information and knowledge within the organization. In the first part of the paper we approach the knowledge revolution, the knowledge-based economy characteristics and Knowledge Management features. In the second part of the paper we will highlight the important role of computerization management tools by presenting some systems and methods that keeping their technical characteristics by incorporating them in informational systems generate economic and organizational performance. These following systems and methods will be presented: expert systems, electronic dashboard and BPM systems. The role of computerization management tools is the basis to improve decision-making process and the decision in general. The computerization of management methods and systems will reduce time and managers efforts in performing routine tasks, information and knowledge processing speed will be increased and the management systems analysis speed will be amplified. All these issues will help managers but also performers to make decisions faster and more efficient, reliable premise of achieving competitiveness and organizational performance. We will take into account in the last part of the paper the social responsibility role, which is far too often left aside by managers to focus on increasing the organizational efficiency and effectiveness.*

**KEYWORDS:** *BPM system, electronic dashboard, expert system, knowledge management, social responsibility.*

**JEL CLASSIFICATION:** *D23, M14, M15.*

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