


Chapter 14

Organisational Forgetting: Implications and Future Directions

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ABSTRACT

This study's objective was to elucidate the notion of organizational forgetfulness through an analysis of relevant literature. The study will first concentrate on the idea of forgetting in general. After that, the associated ideas will be made clear and the notion of organizational forgetfulness will be discussed. There will be a statement of potential future research directions in this topic, followed by the study's results. Since the idea of organizational learning has gained greater traction than the idea of organizational forgetting, this study and others of a similar nature are significant.

INTRODUCTION

Exploring Organizational Forgetfulness

Organisational learning is one of the most well-liked ideas in management and organisation studies. This topic is covered in a wide range of scientific journals, including “The Learning Organisation,” “E-Journal of Organisational Learning and Leadership,” and special editions of journals, such as “Organisation Science, 1991,

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1/2,” and “International Journal of Technology Management, 1996, 11(7/8).” In a same spirit, other conferences on this subject are organised annually all over the world (e.g., “Organisational Learning, Knowledge and Capabilities”). This significance is mostly due to the benefits that organisational learning may provide to a company, including increased efficacy, efficiency, and competitiveness. Though scholars appear to consider organisational forgetting like a stepchild, organisational forgetting is a complementing notion to organisational learning (Akgün et al., 2007; Becker et al., 2006; Besanko et al., 2010; Fenandez & Sune, 2009a; Fernandez et al., 2012). This study's primary goal was to make organisational forgetfulness more understandable. There still appear to be a lot of unclear areas in the literature, despite the fact that there are some quite worthwhile research. Furthermore, there hasn't, as far as we know, been a literature evaluation in the area. The researcher aims to clarify the idea and highlight the significance of organisational forgetfulness with the aid of this literature study.

Understanding Forgetting Across Disciplines

There are several definitions for the idea of forgetting. For instance, forgetting is defined as “to not remember” by the Turkish Language Association (Türk Dil Kurumu-TDK). Another definition links forgetfulness to “arriving at a situation where one person is unable to perform a related task” (TDK, 2016). It is evident that the first definition largely takes a cognitive approach, whereas the second definition appears to take a more behavioural one. while comparing these two distinct definitions, it is evident that they both take a negative stance while attempting to find a common ground.

The idea of forgetting is interesting to several academic fields, including economics, philosophy, management, and organisation studies. Philosophers such as Plato, Nietzsche, Ricoeur, and others were interested in the processes of learning and forgetting in human beings (Martin de Holan, 2011a). However, some people associated forgetfulness with bad things. For instance, according to Plato (Ramadanovic, 2001), forgetting is a human dilemma, but other people view forgetting as a fortunate circumstance. Nietzsche, for instance, believed that individuals should actively forget or selectively recall since not all of their prior experiences and knowledge are advantageous. In *Ecce Homo* in particular, this optimistic outlook is evident (Nietzsche, 2014).

The idea of forgetting is the subject of several research in the economics literature, including those by Benkard (2000), Besanko et al. (2010), and David and Brachet (2011). For instance, between 1991 and 2005, David and Brachet (2011) examined the causes of organisational forgetfulness in the context of ambulance runs in Mis-

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