

KNOWWARE SYSTEM AS A DECISION SUPPORT TOOL FOR SMALL AND MEDIUM  
TOURISM ENTERPRISES IN DEVELOPING ECONOMIES

Sanjay Nadkarni  
Faculty of Management & Administration  
Macao University of Science and Technology

and

Liya Ding  
Faculty of Information Technology  
Macao University of Science and Technology

ABSTRACT

The concept of the Knowware System is introduced and a conceptual framework is provided in this paper. The hierarchical structure of the Knowware System which comprises of domain, application and working hierarchies is described in conjunction with its key components. The potential of the Knowware System as a cost-effective, user-friendly tool for decision support systems for small and medium tourism enterprises in developing economies is examined and its role as an enabler for them to leapfrog into the knowledge economy is discussed.