KNOWLEDGE MANAGEMENT SYSTEM A PANACEA FOR RURAL PUBLIC ADMINISTRATION

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ABSTRACT

Major metros in India have already placed good E-Governance Systems and applying it to great purpose. But a major part of India is rural. So for credible and efficacious governance system in place is imperative that Public administration in rural India is strengthened by proper Knowledge Management.

The growing application of Information and Communication Technology, it has become imperative that for efficient Public administration is possible only proper creation, storage, application and dissemination of knowledge. In short a well-evolved Knowledge Management System which envelopes all these features is the need of the hour to put in place a cost-effective and efficient Public Administration system. This becomes more relevant in Indian context as India growing fast towards Knowledge – driven society

Key Words: Knowledge Management, Public Administration, Systems, Solutions
INTRODUCTION

Democratic India has a federal set up and it is multi-layered administration that is in place. Thus we have Central Government, state governments, district administration, Zilla Parishads and Grampanchayats. Grampanchayat plays major role in planning and executing the local development programme. It looks after administration of the village and welfare of the people. It calls for tireless effort on the part of relevant institutions, industries and public administrators like Zilla Parishad and district collectorate in association with various grampanchayats to evolve an administration system using proper Knowledge Management System. For this, the four pillars – Institutions, investment, co-ordination and policies will have to be utilized.[1]

It provides several services like water supply, construction, maintenance, agricultural development and infrastructural development.[2]

Public administration can be considered as an ecosystem where different entities, from central government units to local authorities, and public sectors agencies interact, Cooperate, and sometimes clash to achieve both general and private goals. The government’s ultimate directive is to better serve and protect its citizens not on for profit orientation but also protecting all sort of issues related to public interest. According to CIO Council, the governments of the 21st century will only be capable “to anticipate a new age of sustainable human development if they ensure not only access to universal knowledge, but also everyone’s participation in a society of knowledge”[3]. The success of the society is due to knowledge possessed by citizens.

In order to have Knowledge Management system one has to follow E-Governance administration. But in India we find a gap in knowledge management and E-Governance with regard to implementation and execution of knowledge management system (KMS) which can be barrier for developing country like India. Hence this study is planned.

Knowledge Management Systems help in creating, sharing and using the collective knowledge of its products, processes and people to increase workplace productivity and reduce workforce. It is the process through which organizations can generate value from their intellectual and knowledge-based assets. Most often, generating value from such assets involves sharing them among employees and society for best practices. KMS helps to better decision-making and increase productivity (Reuters Survey 2001).

Knowledge Management systems

E-Governance has not made enough impact on the people as e-Commerce and eLearning have done. There are several barriers on the roads of E-Governance. E-Governance has a lot of characteristics, which are different from e-Commerce and e-Learning. There are many systems developed for E-Governance. E-Governance needs to be proactive. E-Governance involves Knowledge Management (KM) works better in public administration. Knowledge management is the management of information, skill, experience, innovation, and intelligence[4].

"Knowledge Management is the discipline of enabling individuals, teams and entire organizations to collectively and systematically create, share and apply knowledge, to better achieve their objectives" Ron Young, CEO/CKO Knowledge Associates
International. The initiatives to develop KMS in by Irish Civil services is a good example of KMS in public administration [5]. There are so many Knowledge Management systems developed in foreign countries for the smooth working of public administration. The knowledge management for public administration might have its roots in the differences between public and private organisations. OECD draws the attention to the fact that government organisations have different incentives and different management strengths and weaknesses from private companies to manage knowledge better (OECD Report 2007).

Knowledge is an essential resource of the government and the performance of government rests significantly on the acquisition and use of this precious resource [6]. Knowledge is the core product of public administration and the main stakeholder knowledge worker are actively functioning to provide knowledge to the public [7]. Knowledge base in Public administration consists of immense amount of information that is being used as knowledge (tacit and explicit), created every day. It is necessary to find effective way to manage the knowledge is important. Knowledge management regarding the public sphere has also a variety of manifestations and analytical levels that emerge from the benefits that management of knowledge brings. Depending on the scope of the benefits, one should also narrow or widen the analytical perspective. In India relatively less awareness is there of Knowledge Management in public sector particularly in Grampanchayant Administration. Hence, the researcher seeks to design the framework of knowledge management system which helps to improve the working of public sector administration at grass level Grampanchayant.

Earlier Researches examines the significance of Knowledge Management systems in enhancing agrifood exports in a developing country like India. The study examines and compares a few typical Knowledge Management models in connection with the Data Base Management System. It is suggested that Knowledge management as a part of E-Governance model facilitates the government system to conduct the KM in its environment, and improves the efficiency of government function. The study recommends the need for integrating knowledge base management system with data base system since knowledge bases are much smarter than databases.

The tremendous amount of information is available with public administration agencies, but execution of the information is not done properly which results in increase in complexity of proper storage and dissemination by public servants which results into delay in processing general public requirement. This lack of information on the font of officials also results in ineffective implementation of government schemes and benefits to the stakeholders and also creating complexity in day to day functioning of Grampanchayats, most of the E-Governance projects failed due to lack of proper knowledge management.

Knowledge management has become popular in modern environment for knowledge sharing and dissemination, but because non availability of KMS there is huge gap between society and public administration agency Grampanchayat. This generates problem of proper utilization of resources and provide timely its benefits to the society. It also increases the work pressure on the stakeholder.
Knowledge sharing has priority among grampanchayats for development of society.

The major problem of this study is to identify the obstacles faced by grampanchayats and determine the impact of the application of knowledge management system to stakeholders in grampanchayat of Shirol. Identification of knowledge management problems will provide a valid foundation to design KMS.

Therefore, this study will attempt to answer the following questions:

1. Effect of applying Knowledge Management System to the performance in the Grampanchayats of Shirol Taluka?
2. Factors affecting towards the adoption of the existing Knowledge Management System if existing any?

4. OBJECTIVES OF THE STUDY

The main objective of the study is to identify critical factors in implementation of knowledge management system (KMS) for Grampanchayats in Shirol Taluka. This main objective will be fulfilled by studying the following sub objectives.

1. To study major challenges faced by public administrative agencies Grampanchyats in Shirol taluka.
2. To study how knowledge management system can help public administrative agencies, grampanchayats in Shirol Taluka

IMPOR TANCE OF THE STUDY

The effective functioning of public administration play vital role for utilization of resources. Knowledge management steps (access, gather, analyze and utilize) provides social empowerment. KMS helps to disseminate knowledge; proper integration helps to improve development planning more effective and speedy solutions for the development.

This study will attempt to address the modern and a very important aspect of effective implementation of information which results in knowledge management and organizational development of the systems at public administration in the Grampanchayats of Shirol Taluka. Secondly, this study is particularly important for its compatibility with the existing systems in government. This study also attempts to identify the important and vital role of Knowledge Management System in public administration, especially in Grampanchayat focusing society. In turn this will help in development and modernization of Rural India.

RESEARCH METHODOLOGY

The study is exclusive in many aspects. With an attempt to achieve the specified objectives the researcher will use the following methodology which will be followed by hypotheses testing.
With the integration of Knowledge management techniques the researcher is intended to carry applied research to design a knowledge management framework to improve working of public administration agency Grampanchayat. Similarly it will be a descriptive research which attempts for effectively detecting thrust areas of functioning in this network. Hence it is quantitative and uses survey on the basis of the responses from the questionnaire designed for above purpose.

**Area of study:** The study will be restricted to Grampanchayats in Shirol Taluka of Kolhapur District. This research is an effort to study the problems faced by Grampanchayats and finally provide Knowledge management framework. In this study, survey method will be used to collect the primary data to find factors affecting implementation of KMS.

**DATA COLLECTION**

**Primary Data:**

The primary data necessary for the study was collected through personal observations, questionnaire method and personal interviews those who are concerned with Grampanchyat. The questionnaire will be design containing closed end questions such that, views of all stakeholders will be covered in this survey.

**Sampling Design:**

This research intends to analyze different issues associated with public administration services. Hence sampling is limited to stakeholders with knowledge and skill about this. The target population will be selected from Shirol Taluka consisting of Grampanchayats. The sample of 120 employees who were effectively involved in using information systems at village level was surveyed and their opinions were recorded using random sampling.

**Secondary Data:**

The secondary data necessary for the study will be collected through Government circulars, magazines and journals and from government offices to collect domain knowledge.

**Data Analysis:**

The analysis of data will be done using different statistical tools like SPSS, Excel as per the requirement.

<table>
<thead>
<tr>
<th>Sr no</th>
<th>Particulars</th>
<th>No of respondents</th>
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<tbody>
<tr>
<td>1</td>
<td>Population</td>
<td>300</td>
</tr>
<tr>
<td>2</td>
<td>Use of ICT</td>
<td>180</td>
</tr>
<tr>
<td>3</td>
<td>No Of Employees IT enabled</td>
<td>70</td>
</tr>
<tr>
<td>4</td>
<td>Annually cases handled</td>
<td>510</td>
</tr>
</tbody>
</table>

Source : Panchyat office, Shirol
The major stakeholder of the KM System is employee. Knowledge is a key concept in knowledge management system. It has become an integral part of public administration. The surveyed study revealed that that majority of the sample agreed that information technology is a key part of growing faster disposal of public administration services.

KM is a Process of Creation, Assimilation, Retention and Utilization of Knowledge

It was revealed that knowledge base is used to create new knowledge, share knowledge among the organization and refine it. Majority of the employees were found to agree on knowledge management as a process of Creation, Assimilation, Retention and Utilization of Knowledge.

Knowledge Management is all about the Utilization of ICT

ICT is the new buzz word in the present world in developing countries too, ICT has changed the landscape of all business and hence importance for knowledge has gone up. The surveyed respondents were using ICT hence it was revealed that majority of employees were positive on the note of Knowledge Management is all about the Utilization of ICT.
KM is a Type of Process-improvement Method

<table>
<thead>
<tr>
<th>Sr no</th>
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<th>No of respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>89</td>
<td>74.16</td>
</tr>
<tr>
<td>2</td>
<td>Disagree</td>
<td>17</td>
<td>14.16</td>
</tr>
<tr>
<td>3</td>
<td>Not Sure</td>
<td>24</td>
<td>20.00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>120</td>
<td>100</td>
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Knowledge management is type of process of creating and assimilation of knowledge for effective disposal of the services. Hence it was also observed that knowledge management is type of process improvement method which will dispose off many unwanted middle obstacles in the process.

CONCLUSION

The IT sector itself is undergoing through a competitive phase resulting into a huge penetration of Information technology in rural area also

Knowledge management in every sphere is playing an important role which will enhance resolution making within public services; support the public to participate effectively in decision making and secondly a build a competitive advantage which will increase societal capability and also develop a knowledgeable and competitive human resources .

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