



Knowledge Management (KM) in Civil Service: Analysis of KM initiatives in Maldives Civil Service.

11th May 2016

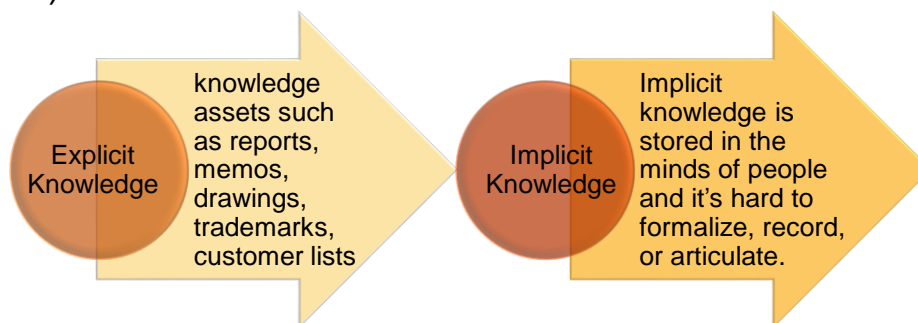
Zaheena Rasheed

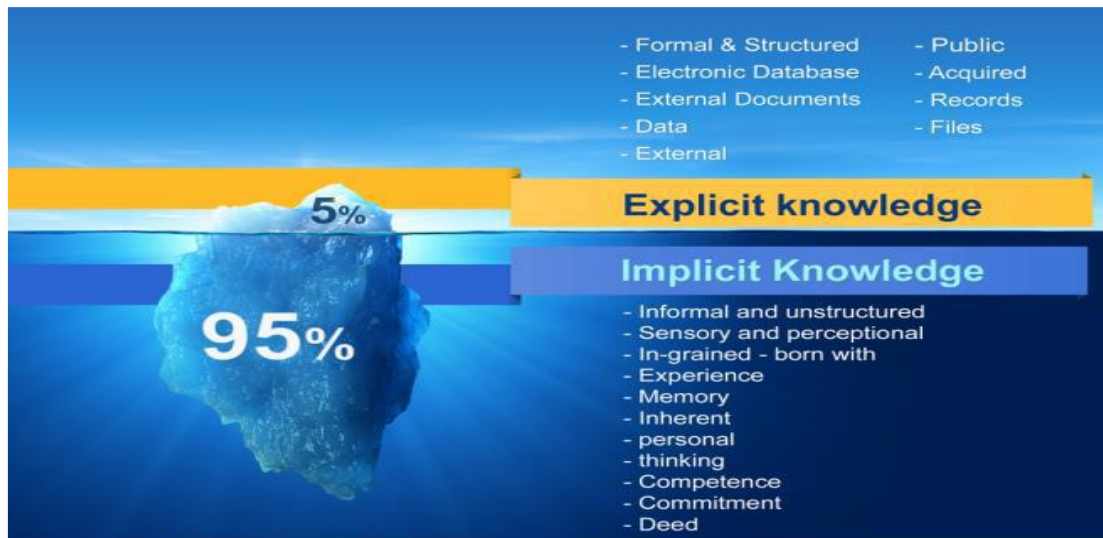
OUTLINE



INTRODUCTION

- Knowledge Management (KM) is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets (Koenig, 2012).





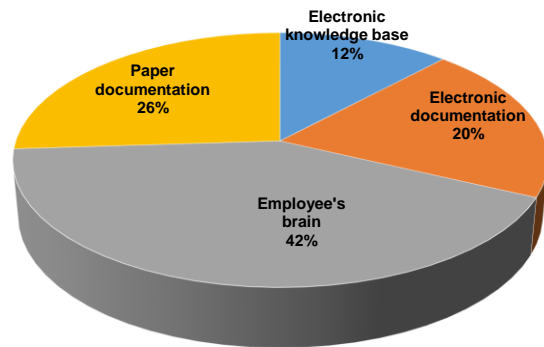
The iceberg metaphor describing the relationship between explicit and implicit knowledge.

CRITICAL SUCCESS FACTORS FOR KM IN PUBLIC SECTOR?

- Align KM strategy with organizational strategy
- Get support of the top management and collaboration and communication between employees
- Establish organizational structure that supports KM
- Establish a mechanism to retain key employees
- Provide attractive incentive schemes including financial and non-financial components
- Formulate an evaluation and feedback system

IMPORTANCE OF KM

- Contribute to the intellectual capital of an organization
- Facilitate better and more informed decisions
- Innovation and improve customer service and efficiency
- In short KM protects the wealth of the organization



Aim

Analysis of knowledge management initiatives developed within Maldives civil service organizations.

Objective

- Conduct a review of the literature to develop a fuller understanding of knowledge management in public sector context, in particular, the challenges and importance
- Raise awareness about KM and its potential to support Maldives civil service organizations.
- Identify the steps and cultural changes required of civil service organizations to use and share knowledge more effectively

RESEARCH METHODS

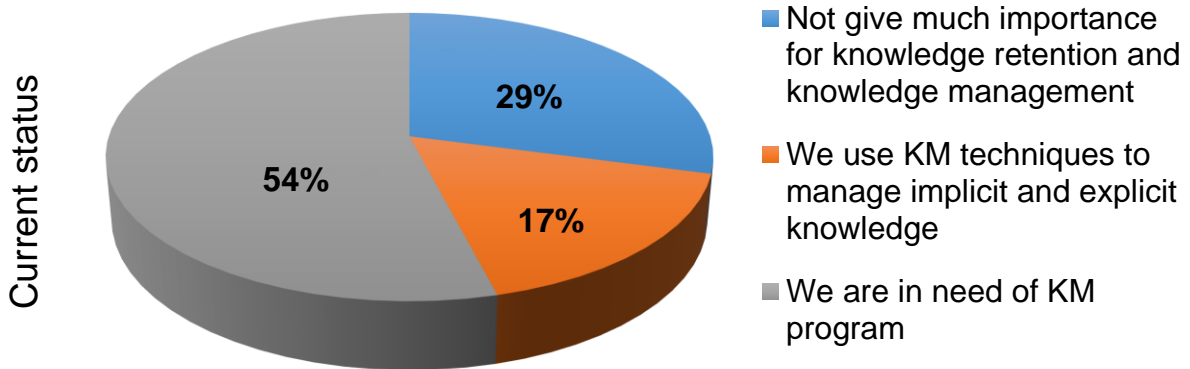
- This study adopted quantitative survey method.

Randomly selected 400
participants filled the
form



FINDINGS AND RECOMMENDATIONS

Findings

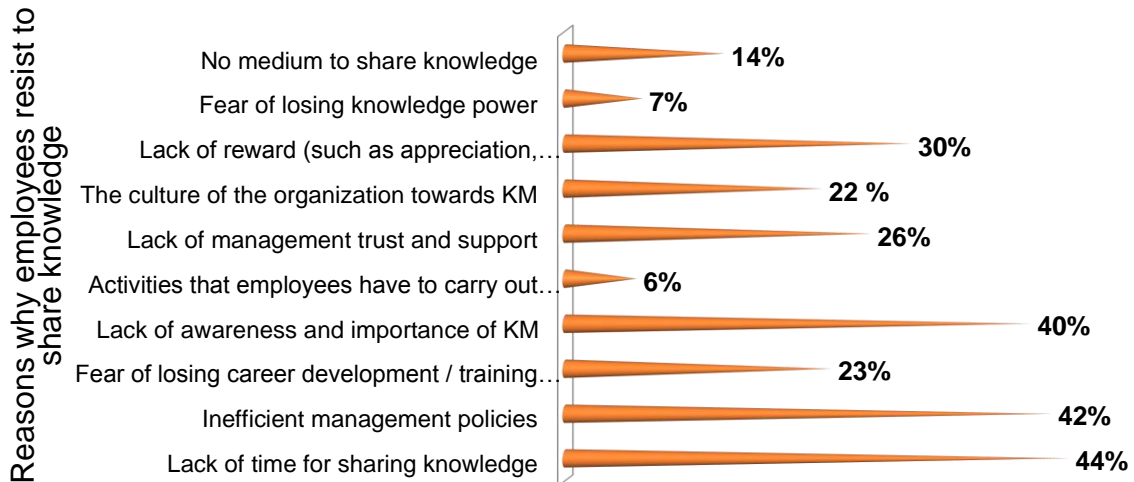


Findings

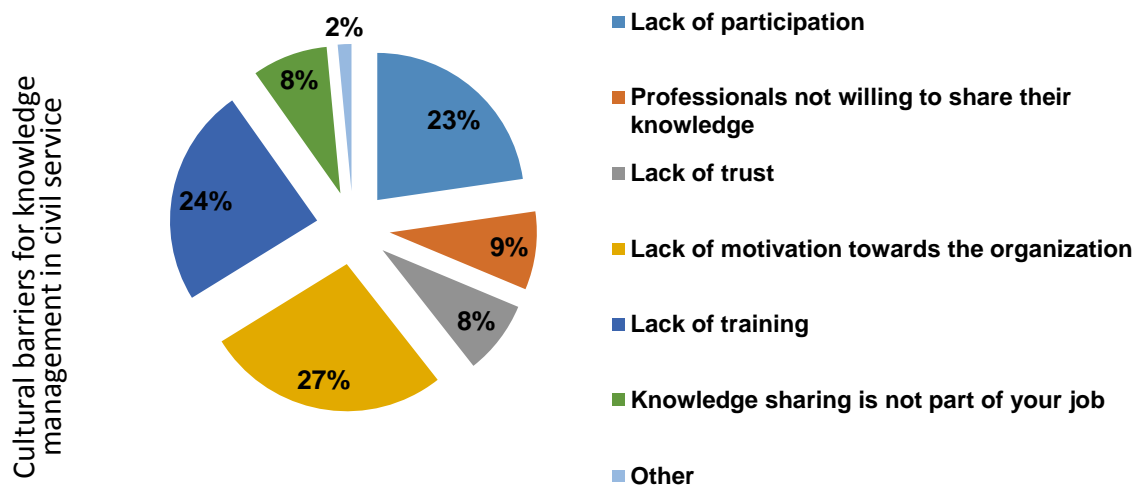
Perception about KM in civil service



Findings

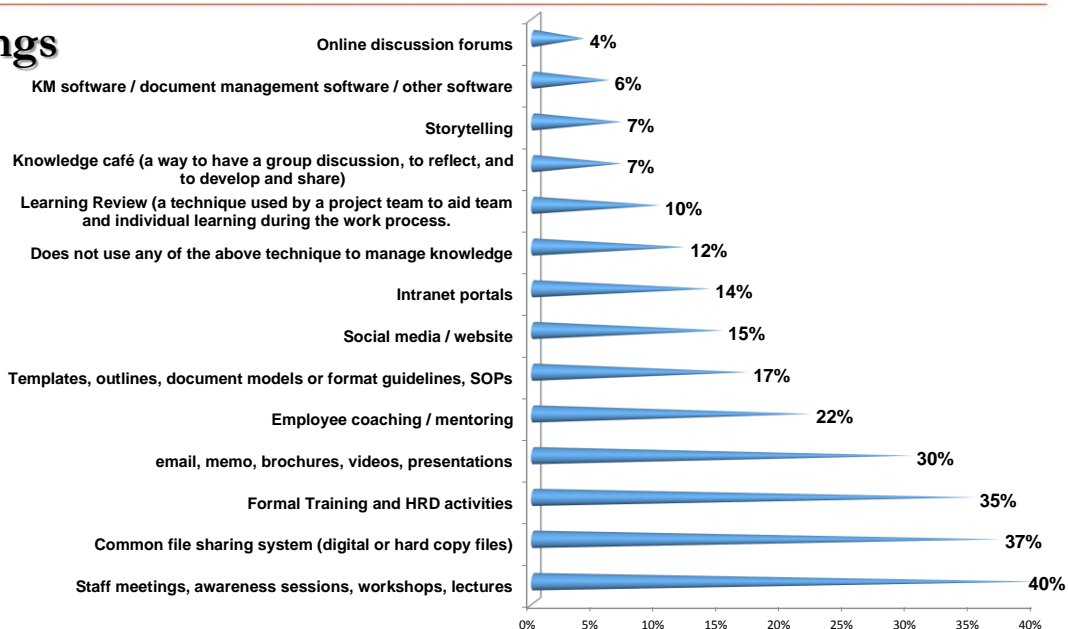


Findings



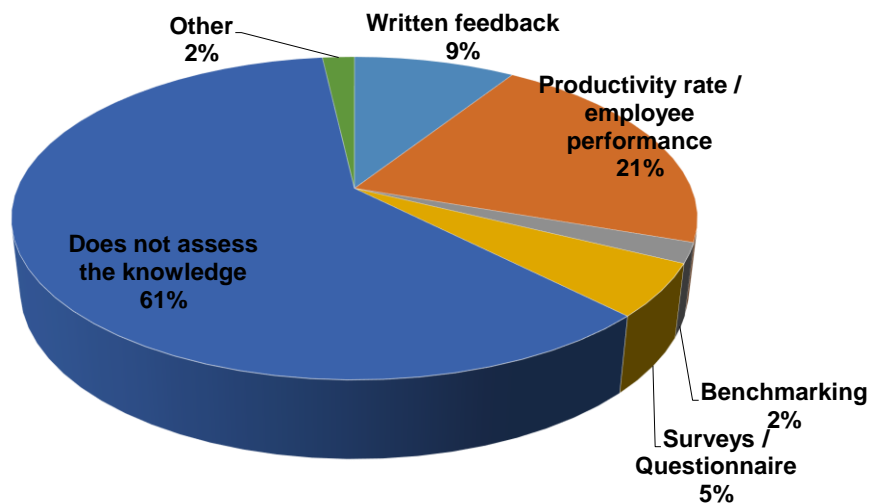
Findings

KM initiatives in Maldives Civil Service




Findings


Knowledge assessment methods use in Maldives Civil Service




RECOMMENDATIONS & WAY FORWARD

- Develop KM policy and strategy for Civil Service and align with the organizational business strategy of different ministries and departments .
 - Develop specific knowledge development program for civil service, and specific working groups to enhance knowledge diligently
 - Conduct KM awareness programs for educating civil servants on how to use KM tools effectively and incorporate its usage into existing work practices.
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RECOMMENDATIONS AND WAY FORWARD

- Introduce various KM tools
 - Conduct exit interview to retrieve maximum information and knowledge from employees who leave the organization
 - Implement evaluation and feedback system and scientific tools to assess organizational knowledge and effectiveness of KM initiatives.
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CONCLUSION

- This study concludes that KM system in Maldives Civil Service is ineffective and requires systematic and policy level changes though organizations value knowledge as an important asset.
 - Survey results also showed that barriers to successful KM initiation are largely from lack of awareness and lack of time and absence of KM policies.
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Thank you

