KNOWLEDGE MANAGEMENT SYSTEM FOR RURAL ADMINISTRATION

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ABSTRACT

The significance of knowledge management and its applicability towards Grampanchayat, is intended to develop a novel knowledge management prototype. The existing systems and their significances, enable to develop certain Knowledge Management System Framework. It provides better services to the citizen, as well as other stakeholders.

KEYWORDS: Knowledge Management System, Framework

INTRODUCTION

Knowledge Management: A Catalyst Enabling Brighter Tomorrow

Exploring the past, it can be easily observed that during prehistoric and Stone Age period, human used to be an individualist, who being self-oriented, lived and died himself. Later, the changes in the thought process and high pace learning enhancement made it comfortable to live and sustain in clans and thus enabling the protection of its well-being and security from extraneous adverse forces and events. In fact, during this transition phase, such cooperative and co-existence philosophy got broader dimensional connotation as the time proceeded. It enabled the concept of the ruler and the ruled which after some time took a well-defined hierarchical shape. Further, it turned into a society where people born, grown, learned and sustained successfully. In fact, the initial societies were small and flexible to govern by the ruler, but an increase in size throughout the passage of time made it intricate to govern. Consequently, it emerged as an intricacy for rulers to keep direct contact with its citizens or public. Contemporarily, rulers had to rely on his reliable and trustworthy lieutenants so as to administer and govern the society, which later on gave rise to the country, encompassing more population and societies. Later, it became the responsibility of the leaders of a country to ensure the optimal and effective security of its citizens and facilitates varied practices and processes to take care of the well-being of its citizens. It led towards the establishment of certain well-defined rules and laws which intended to protect the overall citizens from any act of injustice and to deliver optimal services to make their life better.

In general, the complexities of the countries demand innumerable rules and regulations and complex working system as well as quality enriched service provisioning so as to ensure fair justice to all the citizens. In recent years, the high pace development of Information and Communication Technology (ICT) has made it imperative that certain efficient public administration can be accomplished or implemented successfully only with proper knowledge creation, storage, sharing and effective dissemination. In summary, a well-defined and effectively crafted knowledge management system which encompasses all such characteristics is an inevitable these days so as to put in place a cost-effective and efficient Public Administration system. In fact, it is more relevant in the Indian context as India growing fast towards knowledge – driven society.

The majority of Indian cities or metros have already incorporated E-Governance Systems for better administration and service provisioning. A major section of India resides in villages and therefore here, it is the requirement for a credible and efficacious governance system so as to enhance or optimize the Public administration systems in rural India by means of the certain well defined and optimally developed Knowledge Management System. It demands diligent effort from institutions, industries as well as public administrators like Zilla Parishad and district collectorate, in association with various Grampanchayats to evolve an administration system using proper Knowledge Management System (KMS). For this, the four pillars – Institutions, investment, coordination, and policies will have to be utilized (The World Bank Group, 2011).

This is the matter of fact that being a democratic country, India has a broad and well-defined federal set up and it is multi-layered administration and hierarchical setup. In order to provide optimal administration support, a number of hierarchies and levels have been defined, such as central government, state governments, district administration, ZillaParishads and Grampanchayats. Grampanchayat, plays a major role in planning and executing the local development program. It looks after the administration of the village and welfare of the people. It provides several services like water supply, construction, maintenance, agricultural development and infrastructural development (CIO Council, 2001).

In general, public administration can be stated as a well-defined and structured functional ecosystem comprising varied entities, ranging from central government to the community level of the local authorities, communicate and cooperate to accomplish certain associated and anticipated public or personal objectives. The government's ultimate directive is to better serve and protect its citizens, not for profit orientation but also protecting all sort of issues related to public interest. According to CIO Council, the public administration of the governments of the 21st century would be capable of form the foundation for an era for ensuring sustainable cumulative growth and development. However, it is possible on these governing entities as well as the community or the local authority to assure not merely the access to the knowledge but also the effective and constructive participation in a society of knowledge" (UNPAN/2004/11). The success of the society is due to knowledge possessed by citizens.

In summary, knowledge management can be stated as the process to enable an individual, or even a complete organization creating the collective and systematic knowledge, share it and implement it in effective manner so as to achieve certain intended objectives. Knowledge Management Systems plays a vital role in knowledge creation, sharing and its effective employment to enhance product and service quality, workplace productivity and competitive advantages. In fact, the process of knowledge management comprises certain well defined and structured strategic paradigm to enhance the operational effectiveness and opportunities. The predominant objective of knowledge management can be considered as to optimize the organizational ability to formulate strategies, and execute it effectively to achieve goals.

In fact, knowledge management represents a paradigm by means of which an organization intends to form and establish value out of its assets including intellectual assets (also called intellectual properties) and knowledge-based assets. In general, to generate organizational value from these key assets comprises the processes such as knowledge transfer and sharing across the organization and among the responsible persons or employees and society for optimal practices. KMS helps to better decision-making and increase productivity (Pyrozhenko,2012).

No doubt, in recent few years, knowledge management has become an inevitable need for any organization so as to utilize significant data, objective oriented information, extracted useful knowledge, and strategies to add value for

providing better service. This is the predominant motivation of the proposed research work.

In order to have Knowledge Management system, one has to follow E-Governance administration. But in India, there is a huge vacuum or gap, especially in knowledge management and E-Governance system where it lacks only because of ineffective and insufficient implementation and execution of knowledge management system (KMS). This is the matter of fact that the electronic technologies based governance has not taken a significant shape. Now doubt, in last few years a number of efforts have been made to strengthen the E-governance. However, E-Governance has not made sufficient influence across administrative horizon and the people as much as the business oriented e-Commerce and e-Learning sector have done. No doubt, there exist a number of barriers in the way to successfully implement E-Governance mechanism. Some of the key barriers are the security, reach of internet to the mass population, public awareness, lack of trained officials, etc. E-Governance possesses a number of characteristics that quietly differs from the generic e-Commerce and e-Learning platforms. 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. Referring some previous statements, it can be found that knowledge management signifies the approach of information management including sharing, collecting, processing and employing, and can be done for skill, experience, innovation, as well as intelligence (Paul Manuel, 2005). Considering a reference, the implementation of knowledge management system in Irish Civil services has established itself as a benchmark system for public administration (Joanna O'Riordan, 2005).

This is the fact that knowledge represents a certain inevitable resource of the government and without hesitatingly it can be stated that, the performance of government predominantly depends on the effective and quality based acquisition and retention, and effective implementation of the significant resources (Misra, et. al., 2007). The majority of the public sector organizations possess knowledge or the knowledge based intellectual property as their prime resource and fundamental product, facilitate knowledge to the public as their predominant functions, or have primarily knowledge oriented executives, experts creating, processing or providing knowledge. Public administration institutions operate with the huge information quantity which is being employed every day. This information can be of a tacit or explicit type, which can be embedded in the bureaucracy and civil servants for public administration systems, hence there is an inevitable need for effective knowledge management.

Taking into consideration of the knowledge management in public administration, there can be huge number sources of knowledge in public administration where knowledge is retrieved through a hierarchical administrative structure. The source of knowledge can be from service representatives, ministers, legislators, public servants, government release, independent references and documents, files including agenda, proceeding records, decided orders, notifications, regulations, rules, physical infrastructures, citizens and other non-citizens entities. In fact, there sources are not dispersed across a broad horizon but also signify mammoth quantity as well as content types (Koehler, etl, 2007). In practical scenarios, the knowledge management for the public sector, especially public administration system, for Grampanchayat can have a number of demonstrations and analytical levels that usually come out, from the advantages that the knowledge management brings. On the basis of the scope of those advantages, an individual must narrow or widen the analytical perspective to make certain decision and initiative. In India, awareness of thereof Knowledge Management in the public sector is relatively less, particularly in Grampanchyant Administration. There are opportunities of using KM in Grampanchyat a Rural Public Administration Agency. As a service providing agency, Grampanchyat a Rural Public Administration Agency has a potential to use Knowledge Management and it could benefit to overall society. Stakeholders

at the Grampanchyat, help to the successful implementation of Knowledge Management.

These all factors motivates researchers, to develop or design a novel framework for effective knowledge management system, that can assist public administrators and associated agencies to optimize the quality of services and programs at grass level Grampanchyant.

OBJECTIVES

Taking into consideration of the intended research work for an effective knowledge management system for public administration, in this research work or thesis, certain research objectives have been defined. The defined research objectives intend to identify critical constraints for the effective implementation of knowledge management system (KMS) for Grampanchayats in Palus Taluka. This main objective will be fulfilled, by studying the following sub-objectives.

Some of the predominant research objectives defined in this thesis is given as follows:

- To identify the contribution of knowledge management in the public sector.

- To propose a framework for Grampanchyat, that can be used in implementing a knowledge management portal.

- To develop a prototype of knowledge management system.

- To evaluate knowledge management system framework for selected Grampanchyats, in Palus and Kadegaon Taluka.

The high pace increase and exponential rise in internet and communication technology, have raised huge demands from citizens to facilitate better and quality enriched services and products (Boyson et al., 2003). Taking into consideration of the existing literature and available knowledge management framework, it can be stated that the stakeholders have the opportunity to contribute to an organization's discovery of new knowledge, which itself becomes valuable to the operational activities and strategy of the public administration. The challenge is to determine how knowledge can be transferred between the stakeholders the organization. To transfer knowledge between an organization and its customers, the firm must make conscious decisions on how to design and use the system to generate an efficient and effective flow of knowledge.

In a service-oriented organization, available services improve by efforts for gaining knowledge. The challenging part of this activity is a compromise between requirements, knowledge, and available services. The tremendous amount of information is available with public administration agencies, but the execution of the information is not done properly which results in the increase in complexity of proper storage and dissemination by public servants which results in the delay in processing general public requirement. This lack of information on the front of officials also results in the 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 the modern environment for knowledge sharing and dissemination, but because the non-availability of KMS there is a huge gap between society and public administration agency Grampanchayat. This generates the problem of proper utilization of resources and provides timely its benefits to the

society. The effective implementation of knowledge management system can enable effective decision process, service, and product quality optimization etc. to meet the expectations of the citizens. In order to enable an effective knowledge management system, the sharing of knowledge is of great significance. There is an inevitable need of knowledge sharing among Grampanchayats because, government portal has become easy way to access information and knowledge.

The predominant objective of this research work is to study how local government Grampanchyat can enhance its services and application through knowledge management system. Citizens have experienced numerous problems and inconveniences dealing with the government system. There are the problems in accessing the information, accessing the application. To attain greater efficiency and effectiveness, the Grampanchyat should look subsequently to the citizens. As the changing technology, the local government should be up-to-date and move speedily towards this change. Identification of knowledge management problems will provide a valid foundation to design KMS.

SUPPORTIVE CAPABILITY MODEL

In the supportive capabilities layer model of the proposed conceptual model, it is intended to employ certain tools, which are significant for the public administrative portal. This layer consists of security, profiling, and scalability etc.
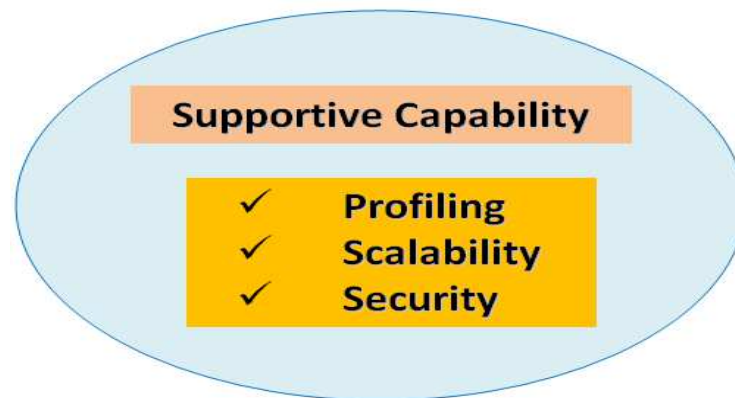

Figure 1: Supportive Capability Model

Security

Being a highly sensitive and government associated portal and public domain administrative platform, security provisioning of the proposed model is of great significance. As already discussed that the proposed framework might encompass huge public administration and government related information in the portal, and therefore it is needed to implement and strengthen the proposed model with a robust security system. The proposed model must be secured so as to enable authenticated knowledge access, genuine knowledge sharing etc. In order to facilitate such security provisioning for the proposed knowledge management portal, the resources certain authentication server of robust access controller can be facilitated.

Profiling

The predominant objective of the technique called profiling is to send personalized information to the public, or the associated administrative members, on the basis of their personal profile and responsibility. Considering the specific case of Grampanchayat, the customized and transient information exchange can be made to the district collector, block development officers (BDOs), mid-low level administrative officers, block or Panchayat core committee and

Grampanchayat members, such as Mukhiya or Pradhan etc. The profiling facility can encompass two prime components:

- Explicit profiling: Such profiling is made on the basis of the expressed preference of the users.

- Implicit profiling: This profiling is executed, on the basis of the data retrieved from human resources.

Scalability

It plays a vital role in assisting the system so as to cope up with the increasing members or users on the public administration portal. In general, the scalability of the proposed framework can be adapted to go through a specific area, which faces a certain issue.

CONCLUSIONS

The use of knowledge portal, therefore, can facilitate numerous advantages for the effective governance and optimal public administration even at Grampunchayat level. Some of the predominant advantages are given as follows:

- High quality of services and ease in locating services.

- Better engagement with the public.

- Collaboration between the agencies and the public.

- Financial benefit for both the government and the public.

- Convenience of continuous access.

- Single contact point.

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