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Changing Scenario in Higher Education: Knowledge Management

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Abstract

Knowledge Management is process of knowledge which is shared access to expreinces and helps to analyzed achieve goals and objectives of an organization. knowledge management is a concept of explicit,tacitand implicit management .such as important the performance of the organization. KM caters to the critical issues of the organizational adaption survival and competence in face of increasingly discontinuous environmental.

Keywords: Challenges, and Knowledge Management Solutions, Knowledge, Knowledge Management, Digital Environment.

Introduction

Knowledge management is an upcoming field of management, which focuses on maximizing business performance by making the most of the synergy between people, processes and technology. Knowledge management is all about establishing the link between an organization' s obvious and implied intellectual property and positive business outcome. In practice, however, it involves an organization recognizing and mapping its intellectual assets, creating knowledge for competitive advantage, making large amounts of business information available, and allocating the best practices and technology that facilitates the above, including groupware and intranet .Knowledge management is not easy to define precisely or simply. It is a complex domain, like management itself. However, there are noteworthy connections between knowledge management and many popular management practices and strategies, including best practices, change management, benchmarking and risk of business process reengineering. Most recent business strategies accept and recognize the information and management, to mention a few. Largely, the business community also sees knowledge management as an accepted extension knowledge are its assets, and policies, strategies and tools are needed in order to manage those assets. The need to manage knowledge cannot be denied, but not many have acted upon that need. Wherever, knowledge management is being implemented, it may stretch from technology-oriented methods of gaining access to, managing and delivering information, to substantial efforts at changing the organizational culture. Boynton has described four steps in getting started in knowledge management: -

1. Making knowledge visible,
2. Building knowledge intensity,
3. Developing a knowledge culture, and
4. Building knowledge infrastructure

Knowledge Management (KM) caters to the critical issues of organizational adaptation, survival and competence in face of increasingly discontinuous environmental change. Essentially, it embodies organizational process that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings. Knowledge Management promotes an integrated approach to identifying, capturing, retrieving, sharing, and evaluating an enterprise's information assets. These information assets may include databases, documents, policies, procedures, as well as the un-captured tacit expertise and experience stored in individual's heads."

KM may simply be defined as doing what is needed to get the most out of knowledge resources. In general, KM focuses on organizing and making available important knowledge. KM is also related to the concept of intellectual capital.

Knowledge Management: Growth and Development

Knowledge management is the concept of the POSDCORB, which is the based upon three planning, organizing and motivating of people in the organization. knowledge management may simply be defined as doing what is needed to get the most out of knowledge resources. In general KM focuses on organizing and making available important knowledge. KM is also related to the concept of intellectual capital.KM in digital environment and its tools and technologies are useful for the many services and scope.

KM has emerged today as a multidisciplinary subject. As a discipline, it draws from a broad spectrum of disciplines and technologies such as follows:

1. Cognitive Science, which provides insight into learning and knowing that ultimately helps in improving the tool and technique for gathering and transferring knowledge.
2. Artificial Intelligence and Expert Systems which help in automating theprocess of cognition.
3. LIS which has a rich body of research and practice to contribute to KM Organizational Science which explicitly deal with the need to manage Knowledge.
5. Technical Writing, which is concerned with effectives representation and Communication of knowledge
6. Decision Support system which provides insights to knowledge in the performance of cognitive tasks.
7. Computer Supported Collaboration work (Groupware) which has immense potentialities for KM.
8. Relational and Object Databases, which provide useful ideas to represent and manage knowledge resources.
9. Simulation which is becoming a component of KM for learning and creation of knowledge.
10. Other Technologies, which include hypertext, web technology, full text search and retrieval, performance support systems, object-oriented information modeling, help desk technology electronic publishing technology, multimedia technology, etc.

Essential Features of Knowledge Management in Education

Knowledge management is the most important elements of the modern era. knowledge management system is the core of management of knowledge of any organization. It is to promote the innovation of knowledge in society and improve the culture of the society. KM is the creater of rules regulation and development of ethics in society.KM is sharing knowledge through email and others knowledge base elements. KM to enhance the knowledge and create knowledge repository with the help of knowledge concept which is the most powerful and valuable aspects.

Tools and Techniques for Knowledge Management

Hoffman describes the following technologies, which are being used for the knowledge management systems: -

1. Intranet/Extranet
2. Groupware
3. Electronic Document Management
4. Information Retrieval Tools
5. Workflow Management System
6. Data Analysis
7. Data Warehousing
8. Agent Technologies
9. Helpdesk Technologies
10. Machine Learning Computer-based training
11. Geographic Information systems
12. Meta data/Meta-information/Profile information
13. Ontology

Knowledge Management in Digital Environment

The following important phenomena are being seen of knowledge management in digital environment.

1. Service areas are increasingly competitive, and the rate of innovation is rising.
2. Reductions in staffing create a need to replace informal knowledge with formal methods,
3. Competitive pressures reduce the size of the work force that holds valuable business knowledge,
4. Early retirements and increasing mobility of the work force lead to loss of Knowledge,
5. Changes in strategic direction may result in the loss of knowledge in a specific area. (Ms. Macintosh's observations,2004),
6. Most of our work is information based,
7. Organizations compete on the basis of knowledge,
8. Products and services are increasingly complex endowing them with a significant information component.
9. The amount of time available to experience and acquire knowledge has Diminished,
10. Competitive marketplace, and
11. Accelerating rate of innovations that need to be assimilated at an even faster rate

Challenges of Knowledge Management

In society KM is the most important things and have many challenges and aim is continuously improve an organization development and issues. Some of the common challenges resulting due to this and other factors are listed below.

1. Improve Data Authentication.
2. Data Implimentation and accuracy.
3. Data Relevancy and retrieval.
4. Data managing and handling.

Legitimacy

In the print-only world, there has been a complex but well-defined system of content validation and description that involves librarians, referees, reviewers and publishers. After going through the various defined processes, its selection gave that material a legitimacy that students and scholars came to depend upon. Furthermore, technological advances and collaborative efforts have allowed the costs of this process to be reduced through shared electronic cataloging (e.g. OCLC) and through the purchase or licensing of abstracting and indexing electronic databases. Librarians recognized ages ago that the

only scalable and affordable approach to such processes was to take advantage of leveraged and shared resources.

Electronic Information Resources

The rise of electronic information resources freely accessible through the Internet has disrupted this relatively efficient system in a number of ways. There is no clear and defined role for libraries with regard to the selection, preservation and provision of access in regard to the digital resources accessible through the net. Additionally, students and faculty have a need to learn how to evaluate these new information resources, and it is far more difficult to do so on the Web than it has been in a traditional library. With a traditional library, the very fact that a book or a journal was held by a library represented a conscious set of decisions about the validity of the information and implied a filtering process that suggested a reasonable level of legitimacy. This is not true when one surfs the Web.

Lack of Scalability

Another problem is that of scale, as some libraries, academic departments, and even individual scholars are creating their own collections of Web sites, selecting and describing network resources they find useful and credible. In some cases, these resources are even added to centralized databases, but the combination of the growth of the web, and the lack of scalability of these individual, highly labour intensive approaches do not make such efforts a viable or affordable means of addressing this important challenge. There is some hope on the horizon in dealing with some of these issues, as there are some newly emerging, shared (and hence leveraged) cataloging resources such as OCLC's Cooperative Online Resource Catalogue (CORC) project, and the subject gateways being established by the ROADS project in the UK.

Reality

Currently, scholars trying to thoroughly research an area have to go to a library to do the traditional search process and then do an electronic search of the web and other electronic resources. This also implies that these people doing this searching have the ability to discern the quality, authenticity and validity of the information that they find on the web. Of greatest concern, is that a student might go just to the Web, either assuming that the information available there is complete and accurate, or assuming that the Web alone provides an adequate search. There is plenty of reason to believe that students today and in the future will fall into this trap, because their preferred method of working is to do everything online. While everything possible should be done to educate students and others that each of these two different approaches has its own respective merits, it is unrealistic to think that such educational efforts will be successful with the vast majority of students who have grown up with the Web.

Search Engines

Another problem with the Web today is the nature of the various search engines such as Yahoo! and AltaVista. While such services offer far wider coverage than any traditional cataloging approach can possibly match, they do so with far less quality, filtering and a very different, often less powerful, level of description. A search using one of these engines may yield half million or more hits. These search engines are also tainted by a bias in the selection process rooted in their commercial advertising relationships, rather than solely on the search parameters

Evaluation

There is no clear and defined role for libraries with regard to the selection, preservation and provision of access in regard to the digital resources accessible through the net. Besides, academic information seekers should have a need to learn how to evaluate these new information resources, and it is far more difficult to do so on the web than it has been in a traditional library.

Use of Information

Most of the users do not use or know how to use their advanced features and the more sophisticated search algorithms embedded in these highly used applications. Consequently, they search virtually the entire web.

Choice of Online

A student might go just to the web, either assuming that the information available there is complete and accurate, or assuming that the web alone provides an adequate search. There is a plenty of reason to believe that users today and in the future will fall into trap, because they preferred method is everything they want to do through online.

How to Solve the Problem of Knowledge Management in Digital Environment

In order to solve the problems of knowledge management in digital environment following aspects must be considered-

People Aspects

Training development, recruitment motivation, retention, organization, job design, cultural change and encouraging thinking and participation.

Process Aspects

Process innovation, re-engineering both for radical and continuous improvement

Technology Aspects

Information and decision support systems, knowledge- based systems and data mining systems.

Knowledge Management In An Academic Setting

It must encompass the community of scholars in a given discipline and must be able to integrate publications, data sets, tools for manipulating such data, connections to databases of pictures and images and much more [3]

Systematic Approaches to Knowledge Management

It retains the traditional faith in rational analysis of the knowledge problem. The problem can be solved, but new way of thinking is required with some basic assumptions: -

1. A resource cannot be managed unless it is modeled, and many aspects of the organization's knowledge can be modeled as an explicit resource.
2. Solutions can be found in a variety of disciplines and technologies and traditional methods of

analysis can be used to re-examine the nature of knowledge work and to solve the knowledge problem

3. Cultural issues are important, but they too must be evaluated systematically. Employees may not have to be "Changed" but policies and work practices must certainly be changed, and technology can be applied successfully to business knowledge problems themselves.
4. Knowledge management has an important management component, but it is not an activity or discipline that belongs exclusively to managers.

Aim of the Study

Aim of the study is that Knowledge management is a new emerging field. Inovation in teaching pedagogy and increased productivity of knowledge more quickly and easily to create knowledge repositories. Knowledge management enchance research activities among library and users. Today cocept of this is becoming very popular in the age of higher educational information.

Conclusion

Knowledge management is the groups of the proactive acitivities .which is required to improve develop and motivated to society .KM organized to society who facing problem in knowledge and society .Knowledge is the better decisions for achieving the goals .it has been define the major importance in organization on and institution .Km and its implementation process are very important to the society and its activities.

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