

Role of Knowledge Management in Higher Education

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Abstract: *There is global change in the Higher education due to various aspects of pressure of society and need of the day in the past decades. The coordination and control and better action plans have developed the quality of the higher education by using knowledge management. The effective intellectual capital management uplift the total scenario globally of the university. The university at present cannot be escape with the implementation of knowledge management. To develop scientific, technical and administrative holdings of the university, it is quite necessary to implement e-learning and knowledge management in total in organisation. By the help administrative documents, courses, training pad, electronic books we establish the organisation*

Keywords: Knowledge management, e-learning, University organization, organizational memory, documents, Knowledge, information and communications technology

1. Introduction

The evaluation of previous year should be landmark to understand the basic problem in immerging development of higher education quality and policy. The higher education has passed through many problems such as academic rivalry, deficit financing and the other fundamental changes according to the need and requirement of the society. In procees mof development of quality education there should be two legs of the system i.e. accurate technology and knowledge management. These two systems supporting legs are enough to run the educational organisation. The university system is good platform for knowledge management. The teachers of university which are basic requirement and are used for development and sharing of knowledge for better education. The published research work of the teacher play a vital role in the processing and running of the university system.

University can be facilitated with KM tools for acquiring accurate and exact information for policy making and implementation in the university in right direction. Knowledge management system is a used a strong weapon in information retrieval, storage management and knowledge distribution. The concept of KM is to make system simple, moral, accountable, responsive and transparent. The principle of knowledge management in university system. The process of knowledge management define the objectives and goal and achievement of the system. The knowledge management proves their importance in a policy planning and management.

2. Literature Review

The concept of knowledge Management wide with the variety of having strategies with practice. It is utilized to identify the problem, create the solution, organize and represent, store, share, disseminate, search, and improvement by practices and experiences. This utilized in form of software tools with a goal to achieve the accurate goal [4,5]. Czech Republic (Czechoslovakia), (Mikulecká, 2000)[3] worked in the university system as pilot project level. They developed the questionnaire to acquire the

accurate requirement of a solution. They were totally focused on student enrolment in the university and the budget allocation. Their work displayed the importance of Km in higher education at all. ISKME1 U.S. research institute [6] has applied the same fundamentals of KM in the university system. Their approaches in education reflect their imagination of development of Km in higher education. The motive of this work to provide the full proof solution to the organization to fulfill the complete solution. Currently, there is the boom of ERP (Enterprise Resource Planning) [7]. The proposal in total was based on Virtual Learning System.

3. Aspects of Knowledge Management

Generally, knowledge management concept is vital but it's simply access that the information processing using technology to find out the problems and achieve the goal. The definition of knowledge management is an impartment unique issue in the academic platform but we are trying to put it on the general framework of understanding and bout knowledge management and its application and implication. A triangular discussion takes place in the definition of knowledge management i.e. data, information, and knowledge. The tripod arrangement of data trivial makes the knowledge management concept. The author has already defined the knowledge management on the basis of their vision, practice, and concept available in the literature [8,9,10,11,12]. The idea of explicit and tacit knowledge was derived by the authors[8][9] more precisely. As for explicit knowledge is the concern it is knowledge codified and transmitted in a specific context. It will be dynamic process enriches and transforms them persistently. The tacit knowledge is part of individual knowledge. The collective knowledge addresses the organisation knowledge stored in rules, procedures, routines and shared norms, in which some are transmissible (explicit knowledge). The collective knowledge is built and feed through individual knowledge flows circulating within or originating from outside the organization [13].

The issue of knowledge management is directly related to strategies and practices capture, creation, representation,

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storage, usage and evolution of knowledge. Knowledge Management system is work within the organisation with the following to create effective and impressive technologies:

- 1) It is used on the basis of a document provided by the user of the system according to their need such as sharing documents, web, distributed database and document based features.
- 2) Knowledge is used in the classified set of entities, classes properties, and relation. The knowledge management.
- 3) Knowledge is differentiated of the set of classed, entities, relation, and properties. It can be reused by covering semantic search share techniques. It explicitly represents semantics of semi-structured and textual information on the web.
- 4) With the support of artificial intelligence knowledge management may represent and services may be deployed through knowledge management tools.
- 5) The social computing tools are one of the setups to procure able tools for development of knowledge management.

In the other part we will deliver and focus and specify on all aspect in the higher education domain. We will try to aim to fix on about the role of KM in the area of higher education and we will specify the principle and practice with an architecture of knowledge management system.

4. Characteristics

The university is basically a organisation bound by the conventional and non conventional rules and regulations and it is in form of set structure, orders and men money and material resources developed and planned by the authority of the universities. A university organization is primarily a traditional organization, composed of a set of individuals that structure, order and drive resources (material, human, financial) to achieve a common goal. It is however quite specific and can be characterized by three main elements:

- 1) Basically, the university if form with the single goal to deliver knowledge and education with the specific component of input i.e. Teachers, staffs, technocrats for support and other officials to run the university smoothly. To develop the specific search of information and knowledge to run the class according to time table i.e attendance of students, timing of teacher in class and quality of education rendered by the teacher.
- 2) The university can not be run without the financial implication. Then there is need of input of finance in terms of aiding through government, donation, fees, etc. The information retrieval may be done to management the knowledge about the wages, income, and expenditure.
- 3) Evaluation of academics is very important for any university. The examination system may be driven by the retrieval of knowledge for the evaluation of students with multiple tools and process. The Information knowledge management can be done according to the requirement to develop any institution like the university.
- 4) The colleges are ready to deliver undergraduate and postgraduate degree but the mail role of a university is

higher learning and research. A university should be known through their research and teaching with specific objectives i.e. training program, workshop, seminars. The use and coordination of professionals technocrats can make it simple for result oriented.

- 5) The placement of students in professional courses can be materialized with support and use of technology-based knowledge system.

The information to make it readily available to the user for use of technology in and out of the system may help to create the stakeholders for use, access, and reuse of the knowledge system.

5. Proposed Model for Knowledge Capitalization

The multiple authors quoted common KADS methodology is appropriate in the process of knowledge management in the phase of knowledge engineering [14,15,16,17]. It is the best tools to collect the knowledge for the development of complete knowledge management system. In the case of University System India particularly in Banaras Hindu University large residential university in Asia and got number one position in Indian University. We focus only on the financial management of Banaras Hindu university through knowledge management system. In the system information was gathered from the records like payroll, budget, fee deposit and another source of income was considered for the development of financial system through knowledge management system. The fee collection of 25000 students were managed by the support of common KADS technology and the student and the system were benefited with use and help of technology. The total work was done on the platform Oracle D2k which is currently running. The other unit like provident fund unit of finance section of Banaras Hindu University was managed through the support of knowledge engineering tools which are running in a smooth way. The process of collection of information from old records and data fed into the computer and managed well in the developing knowledge management process and system.

6. Conclusion

It is concluded through this paper that:

- 1) The proposed method is quite appreciable and accelerates to develop this tools.
- 2) There is need to develop technology research culture in the system which should appreciable by a user and the developers should realize and utilize their experience to develop it.
- 3) There is need of stable development of engineering knowledge technology of the development of knowledge management system in the entire university process.
- 4) The academic institution show their willingness to use and utilize the knowledge-based technology system freely in the university system.
- 5) The responsibility of administration and authority of the university to provide proper facility to knowledge developer to develop the knowledge technology with

devotion and dedication.

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