Factors Affecting Knowledge Management System in Indian Schools

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Abstract: *Learning techniques and knowledge management practices are becoming more well - known in the field of education. Knowledge management can be summed up simply as a set of procedures that facilitate better sharing and using of data and information in decision - making. When viewed as a whole, knowledge management in education may be viewed as a framework or a strategy that enables employees to develop a set of protocols for obtaining information and disseminating their knowledge. The knowledge management method aims to share opinions, ideas, experience, and information with others, make sure they are available when and where they are needed to support informed decisions, and do away with the need to rediscover knowledge. It also seeks to improve efficiency. Knowledge management may assist educational institutions improve their effectiveness, productivity, cooperation, and employee satisfaction while also encouraging high - level planning and innovation.*

Keywords: knowledge management, information, disseminating, efficiency

1. Introduction

Every academic institution makes some kind of contribution to the body of knowledge. The generated data and information must be gathered in one location and distributed across the system for it to continue growing. According to study, knowledge created at academic institutions is not sufficiently maintained or gathered. Additionally, it has been noted that most of the information produced by academic institutions falls under the category of a literature review and is unknown to the public. If proper coding is maintained within the organization, this information may prove useful. A Knowledge Management (KM) approach is the deliberate fusion of people, processes, and technology aimed at creating, capturing, and carrying out an organization's creative infrastructure. Knowledge management helps educational institutions improve their capacity to gather and distribute information and knowledge, use it to solve problems, and support ongoing research and development. This study offers a comprehensive method for discovering, analyzing, recording, retrieving, and disseminating a school's data attributes.

2. What is KM within the School?

A knowledge management technique is the intentional integration of personnel, processes, and technology dedicated to building, capturing, and implementing an organization's intellectual infrastructure. It enables school staff to convey what they know, resulting in improved amenities and outcomes (Ramachandran et al., 2009). KM plays a critical role in increasing school performance through the exchange of best practices, good decision making, faster response to big institutional difficulties, proper process handling, and increased people skills. The failure of KM projects is due to a lack of distribution culture, a lack of awareness of the benefits of KM, and an inability to integrate KM into daily working practices.

3. Common issues with knowledge sharing

Many businesses rehire retired employees to perform the same duties they previously performed, but with double pay in the form of consulting income added to their pension. That kind of revolving door was cited as a typical method of knowledge retention by 42% of respondents (Andra Postolache, 2017). A company's performance can be influenced by a variety of internal and external factors. One of the most important - and regrettably, sometimes overlooked - is not sharing knowledge. The significance of these missed issues translates into a significant amount of money lost.
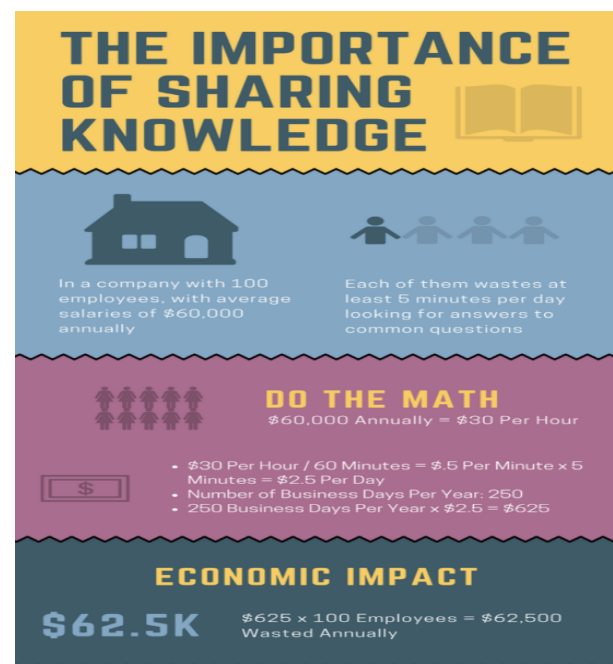
Figure 1: The importance of sharing knowledge (Andra Postolache, 2017)

1) **Lack of trust:** Employees do not share knowledge with one another because they do not trust one another. They

are concerned that sharing their knowledge will allow others to be rewarded without giving credit or something in return, or that it will be misused.

2) **Doubtful about quality of knowledge:** Employees may be hesitant to share their knowledge if they are doubtful about its quality. They may be concerned that they may offer incorrect information, or that their knowledge will become old or irrelevant.

3) **Failure to locate subject matter experts:** In every school, there are individuals who possess "deep smarts" on a given subject. If you do not share your information, you will not be able to recognize these key team members. In this scenario, knowledge exchange can also help employees form stronger ties while solving challenges quickly and effectively.

4) **Not making learning a habit:** Routine has advantages in this scenario. Because both academic and administrative teams work in a fast - paced environment, it can assist people in making room for new knowledge in their busy schedules. A platform where people can exchange concerns and solutions encourages them to make learning a habit. When this occurs in a school, everyone is constantly looking for ways to improve and perform better.

5) **A lack of creativity:** It is understood that sharing knowledge empowers varied viewpoints and ideas. It encourages your team members to think creatively, to be more open - minded, and to take measured chances. This is the foundation for encouraging creativity, which is notoriously difficult in large schools. Do not pass up the chance to gain an advantage that will set you apart from the competition.

6) **Decision - making will be slower:** Sharing information and experience with others can help the school at all levels make decisions more quickly and effectively. On the other hand, if you do not give them the necessary information, the procedure moves much more slowly. By incorporating it into the school's culture, you can set the tone for quick decision - making, which will help you prevent delays and motivate everyone to take charge.

7) **Not having context - relevant information available:** According to IDC, which Brainspace cites, 16% of a knowledge worker's time is spent looking for information. Furthermore, they do not always find what they are looking for. As we can see from the estimate above, this can be pricey for a school. Avoiding this predicament is possible by connecting information to individuals in a predictive and contextual manner, using the proper query and up - to - date taxonomy. Not to mention that it aids in the training of new employees, whether they are in - house or remote team members.

8) **Putting in the same effort over and over:** Nobody likes spending time doing repeated jobs, but it happens for a variety of reasons. Employees can prevent duplication of effort by sharing knowledge, which boosts morale and streamlines workflow. Most significantly, it saves time that could be spent on other duties and boosts productivity.

9) **The same error might be made twice:** People can share their knowledge through knowledge management. And in this case, we are not only discussing accomplishments but also failures. Sharing your knowledge with your teammates makes you a more useful team member and promotes exponential growth rather than linear growth. Whether you are a teacher or an administrator, building an open community and discussion boards is a simple method to encourage learning from the mistakes of others.

10) **The work quality will not be improved:** There are numerous tools, templates, and approaches available to make your work easier and more efficient. Management teams create "best practices, " which are methods and standards designed to assist staff with their daily tasks. However, when basic or in - depth knowledge is not shared, it leads to inconsistencies in decision - making, problem - solving, and, in large organizations, even employee management. And the secret to discipline and success is consistency.

11) **Ignoring the finest problem - solving experiences of the school:** When it comes to best practices, we have already acknowledged that they can help any school's performance. Imagine a scenario that happens frequently: different departments dealing with the same issue at contrasting times without being aware of it. Keeping the solution to oneself when one of them finds the solution hinders others from learning from their experience. Large schools can incorporate this into their employee training system by setting up a procedure for developing, sharing, and reproducing proven solutions.

4. Proposed Solution

Knowledge management helps educational institutions increase their ability to gather and distribute information and knowledge, use it to address a variety of problems, and foster research and ongoing knowledge creation (Purwanto et al., 2020). The ability to capture knowledge in centralized systems is the main goal of traditional knowledge management systems. Knowledge management builds upon collegial and professional teamwork by actively engaging people in sharing with others what they know and what they are learning (Ammirato et al., 2021; González - Campo et al., 2021).

5. Survey and Research

An online survey was used to conduct a study survey with various school educators from around India. There were 61 answers, 48 of which were female and 16 of which were male. The research poll was done among people with diverse professional backgrounds in the teaching area, such as educators, administrators, principals, librarians, and managers.
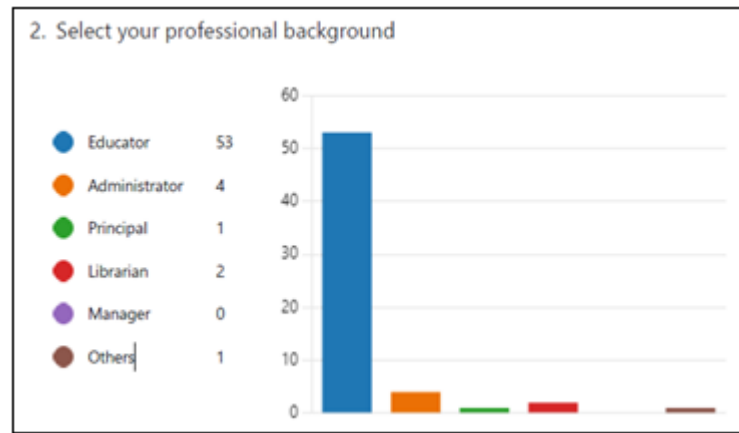
Figure 2: Analysis of professional background

The research poll was conducted among educators ranging in age from 20 to 70, and it was discovered that the age groups of 41 - 45 and 36 - 40 years received the most responses. This is the age group of instructors with the most school experience.
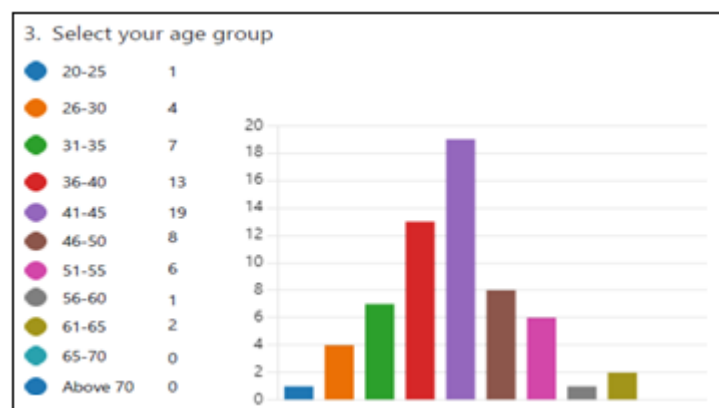

Figure 3: Analysis of Age Group

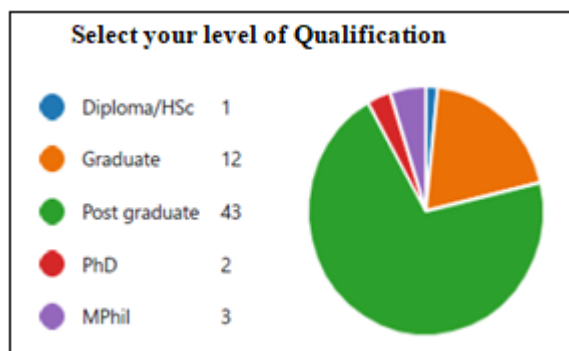The majority of educators who took the survey have master's degrees, indicating that they are highly knowledgeable.

Figure 4: Analysis of Qualification of Educators

56 educators out of 61 believe that sharing information in school is crucial.
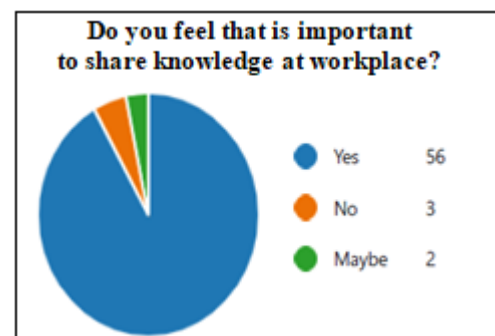

Figure 5: Analysis for the readiness to share knowledge at workplace

With a 5 - star grade, 9 factors impacting knowledge sharing among educators were surveyed. The results are shown in the table below.

Table 1: Analysis of factors that influence knowledge sharing

S. No.	Factor	Average
1.	Trust	4.67
2.	Management Support	4.66
3.	Organizational Culture	4.56
4.	Reward System	4.36
5.	Self - Efficiency	4.67
6.	Subjective Norm	4.30
7.	Information System	4.46
8.	Reciprocal Relationship	4.26
9.	Social Media	4.31

According to the research survey, trust, management support, organizational structure, and individual efficiency are the elements that impact information sharing on a larger scale in Indian schools. On a smaller scale, the reward system, reciprocal relationships, and social media all have an impact on knowledge sharing. According to the study poll, about 50% of educators are familiar with the idea of knowledge management and agree that the schools should have knowledge management system.

Figure 6: Analysis to know the awareness of knowledge management
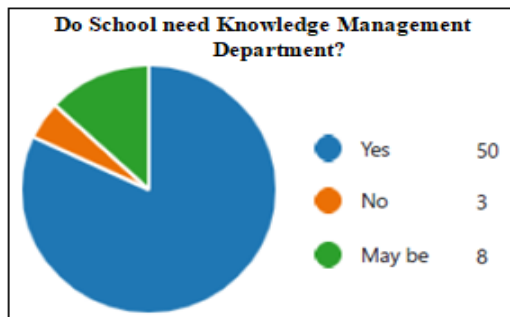

Figure 7: Analysis for the need of knowledge management department in schools

The research survey was done to find the reasons why educators hesitate to share knowledge in schools. The observations are detailed in the table given below.

Table 2: Reasons why educators hesitate to share knowledge

S. No.	Reasons to hesitate knowledge sharing	Percentage
1.	Employees do not trust one another	77.04%
2.	Fear that others will be rewarded	85.24%
3.	Their data will be misused	63.93%
4.	They are doubtful about the quality of their data	49.18%
5.	Concerned that they may share incorrect data	49.2%
6.	Their data will become old or outdated	47.54%

It was found that 77.04% educators hesitate to share data because they do not have trust on others, 85.24% educators fear that others will be rewarded, 63.93% educators believe that their data might be misused, 49.18% educators are doubtful about the quality of data, 49.2% educators believe that they may share incorrect data, 47.54% educators believe that their data might get outdated or old if they share it.

6. Conclusion

Only 50% educators are aware of the idea of knowledge management. The schools should focus on different factors that promote knowledge sharing like trust, management support, organizational culture, reward system, self - efficiency, subjective norm, information system, reciprocal relationship and social media. The schools should find out the reasons why educators are hesitating to share the knowledge. Approximately 49.2 % educators believe that their data is incorrect and 49.18% educators are doubtful about the quality of their data. The schools should train the educators to build data of good quality.63.93% educators believe that their data might get misused. The schools should develop a proper mechanism to prevent the misuse of the data.77.04% educators do not trust others in regard to data sharing. Schools should promote trust building among the employees.85.24% educators have the fear that others will get rewarded. Schools should focus on healthy competitions among the educators.

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