

Comparative study of various knowledge management systems in higher Education.

Dr. Ajim Shaikh¹, Vinod M. Charawande².

Research Guide¹

Research Schooler²

Mitcom, Mit Adt University.

Mitcom, Mit Adt University.

Article History: Received: 11 January 2021; Revised: 12 February 2021; Accepted: 27 March 2021; Published online: 10 May 2021

Abstract-: Managing knowledge has become very important in this century because this is an era of information overload, i.e. everyone is bombarded with so much of information that a separate system needs to be developed to manage the knowledge. Every organisation has a lot of knowledge with the people working in the organisation but often it happens that the organisation lacks specific knowledge needed at any particular point of time. This happens not because the organisation lacks the knowledge needed but because the knowledge is not managed well to make it available to the right person at the right time. Because of these prevailing situations in organisations, there is a requirement of gathering, alteration, distribution and utilisation of knowledge. This process of gathering, altering, distribution and utilisation of knowledge is labelled as Knowledge Management. The paper addresses the different knowledge management practices used in the higher education sector.

Keywords-: knowledge management, higher education system, education

1. Introduction

The unparalleled leaping of Science and Technology has industrialized human life in such an incredible way that one can have the whole world in one's hands at any place, in terms of knowledge. Hence, there is a requirement of gathering, alteration, distribution and utilisation of knowledge; this is labelled as Knowledge Management. Knowledge Management plays a vibrant role in higher education. The gathering and sharing of both explicit and tacit knowledge can expand organizational as well as educational outcomes. Effective KM strategies within a higher educational institute can increase its capacity to help internal and external stakeholders [1].

- Tasks that learners are supposed to do
- Resources that help learners to conduct the task
- Support machineries that exist from a teacher realizing it

The combination of new technological methods is often taken as a universal remedy for all educational ills. Higher Educational Institutions (HEIs) assume vital part in the monetary and social improvement of the country and of the regions where they are found. The HEIs are critical entertainers in the social framework, through the asset of new experts who have universalistic abilities, which offer a superior recognizable proof of their social and financial accountabilities. In this sense, the HEIs ought to have the option to give arrangements which are reasonable to their social and public responsibility, through the assessment of four fundamental destinations: (I) Education and Learning, (ii) Commercialization of Research, (iii) Co-activity and Collaborations with Industries, and (IV) Co-activity with Outside Institutions and Centres [2].

Learning is helpful when it incorporates a gathering of individuals involved together on a particular issue or assignment and it emerges from the cooperative correspondence among the members. Examination has indicated that agreeable learning has focal points, for example, capability in working with others, self-assurance, and individual understanding. Information Management incorporates a scope of practices by associations to distinguish, make, represent, and administer information for reuse, mindfulness and learning. It is characterized as the way toward changing over data and scholarly assets into an enduring worth. It likewise grants individuals with the information that they need to make a move, when they need it [3]. Characterizes the term KM as follows: —Knowledge the

executives is worried about the abuse and advancement of the information resources of an association with the end goal of promoting the association's targets. The information to be overseen incorporates both unequivocal, archived information and certain, emotional knowledge.

Information Management is the administration of methodology that regulate the creation, dissemination, and utilization of information by incorporating advancements, hierarchical constructions and individuals, to produce the most employable learning, critical thinking, and dynamic cycles in an association. It is a person's comprehension of data dependent on close to home inclusions, abilities and capacities. HEIs give information to understudies. The vast majority of them are making a quantum of information accessible so that there is no genuine change of information made possible to the understudies. These days, understudies discover a ton of interruptions from their investigations because of the movements and developments in the field of science and innovation and furthermore because of various different components that beat the general public. These make the understudies need mindfulness in their examinations. To make the understudies zeroed in on their examinations, new patterns in instructing should be embraced. Understudies can get fundamental help from any experts to tackle their issues on account of a virtual learning work environment [4]. Education presently must be customized to the solicitations of the private area. Additionally, foundations of global notoriety are making advances into the advanced education area, by giving whimsical learning openings prompting the honour of degrees in their colleges. Simultaneously, the customary construction of advanced education in the state supported establishments has supported to stay around instructor understudy contact, and finds that it is not, at this point appropriate in gathering its interest and importance. There are insufficient employees, library books or rooms, and there isn't adequate time. New authoritative designs are consequently important to help the new learning measures. PCs and recordings in advanced education have so far scarcely satisfied the prospects made by them. No medium, anyway valuable, can clarify basic instructive issues [5]. There are heaps of developments accessible, similar to data the board, e-learning, and so on, yet they won't offer handling information, that is information from the researchers, employees, managerial people and others like individuals from the ventures. To do this, there is an advancing pattern in the instruction space, which is called Knowledge Management. Information Management will make the educating learning measure loose and additionally energizing. With the utilization of the information the board framework in advanced education field, there will be a critical change in the nature of training. Keeping every one of these issues or issues and improvement out of sight, this examination centres on the need of Knowledge Management in higher instructive organizations and propose a model for it [6].

KM offers a ton of advantages when it is acknowledged in advanced education. KM manages the cost of the sharing of prized hierarchical data everywhere on the authoritative chain of importance, which can get away from re-creating the wheel, lessen repetitive work, decrease the preparation time for new employees, and empower the safeguarding of the licensed innovation after the employees leave if such information can be systematized. KM extends the nature of the association, and takes the establishment or the association into the main position. During the last period, the HE in India had a complex turn of events. HE generally incorporates undergrad and postgraduate schooling, just as professional instruction and preparing and proficient courses. Schools and colleges are the fundamental establishments that give advanced education. HE involves instructing, examination and social assistance endeavours of colleges, and inside the domain of educating, it incorporates both the undergrad and postgraduate levels. HE is important to public economies, both as a significant industry in its own right, and as an establishment of prepared and taught staff for the remainder of the economy [7].

Information the executives are utilitarian today across the world, in all industry areas, public and private associations, and altruistic establishments and global foundations. Most exceptionally, employable information the executives is currently recognized to be the critical driver of new information and novel thoughts for the development cycle, to new creative items, administrations and solutions [8], named information resources as the information concerning markets, items, innovations

and associations. An electronic learning approach will improve oneself coordinated learning of understudies [9].

Indian higher specialized foundations have slowly evolved impressive Research and Development skills. A couple of establishments have demonstrated entirely good outcomes. In spite of the fact that data openness has gotten simpler, at this point making an interpretation of it into information is exceptionally troublesome. Organisations, predominantly instructive organizations, need to develop a cycle through which worth can be produced from their scholarly and information based resources [10]. Paper organized as in section 2 Literature review has been described, in section 3 comparative analyses described, Section 3 talk about research gap, & finally conclusion described in section 5.

2. Literature review

After their view on existing studies, most relevant studies taken on Study of Comparative study of various knowledge management systems in higher.

In [11] author described here are specific domains of knowledge, knowledge capturing and updating methods, use of knowledge and knowledge storage. To build and grow a robust and thriving knowledge atmosphere in business schools, the institutions need to look outside technology and develop the overall culture of accessing, sharing and managing knowledge.

In [12] author described A study was conducted on five different fields, namely academics, biotechnology, consultancy, financial services and software organisations for understanding the field of knowledge workers. It was found that there were a few barriers to KM namely Lack of Top Management Involvement, Lack of Pull for KM System, Lack of Cross-Functional Ownership, Organisational Structure hindering Learning and Reward System focussing only on tangible and Quick Results.

In [13] author described Organisations should cultivate communities of practices, which would become orientation groups for their knowledge workers. Organisations should inspire its knowledge workers to benchmark and selectively share knowledge with other organisations and professional bodies.

In [14] profundity investigation of market direction, which is one of the subsets of information the board, gaining from experts, going to meetings/workshops outside India on a particular subject and subtopic of assembling measures, far reaching utilization of web and rehashed intelligent meetings with representatives are key driving elements of information the executives in SMEs.

In [15] creator portrayed an observational investigation in Indian Automobile Industry reasoned that a firm with an information the executives skill would utilize assets all the more effectively thus would be further developed and would perform better. Preparing dependent on capacity hole, SAP and R& D assumes a critical part in upgrading the Knowledge of workers.

In [16] creator portrayed Misunderstanding of information the board ideas, absence of information sharing society, top administration responsibility, motivations and prizes, monetary assets and IT foundation are the significant difficulties looked by library experts in India to fuse information the executives into library rehearses.

In [17] creator portrayed Professional instruction and preparing programs, local area of practices, data innovation and information sharing are significant devices of information the board in scholastic libraries.

In [18] author described A review of literature of studies conducted at the international level shows the popular practices in KM domain and their causes and effects on other variables. For example, Balanced Score Card (BSC) can be used in evaluating KM performance.

In [19] creator depicted The individual parts of BSC can be coordinated with the individual parts of KM. Money part of the BSC can be coordinated with information application, the customer viewpoint can be coordinated with information application and creation, the inward cycle perspective can be coordinated with information application, obtaining, capacity, sharing, and move, and the learning and development angle can be coordinated with information application and creation.

In [20] an examination was led on Knowledge Management Processes in venture based associations to research the administration of undertaking knowledge at different levels of development. It was discovered that the initial four significant kinds of information from the outset development level were information about customer, information on who knows what, project the executive's information, and costing information.

3. Comparative analysis

Ref. No	Author name	Paper title	Year	Methodology
21	Zunair Mahmood, et.al	An Examination Of The Use Of Knowledge Management/ Knowledge Management Systems In Achieving And Sustaining Competitive Advantage In Higher Education Institutes: A Case Study Of Asia Pacific University, Malaysia	2020	The paper than talk about three knowledge management models Nonaka's model, Selby's structure of immaterial resources and Michael Zack's system for knowledge management. Michael Zack's system is than applied to the chosen organization which was Asia Pacific University and this was done in light of the fact that Zack's model was more proper in examining knowledge management concerning the creation and the food of upper hands.
22	Olalere A. Abass, et.al	Towards Enhancing Service Delivery in Higher Education Institutions via Knowledge Management Technologies and	2021	The paper shows relationship among various kinds of KM, e-learning and mixed e-learning (BEL). It has been specified that there is a

		Blended E-Learning		gathering point between KM, e-learning and BEL towards improved help conveyance in HEIs in Africa in the period of open distance learning for towards accomplishing mass instruction. Henceforth, African governments should increase their determination in subsidizing innovation improved preparing in HEIs and essential approaches to advance compelling and effective quality administrations in DL schooling utilizing KM and BEL.
23	Aguti, B et.al	n Evaluation of the Factors that Impact on the Effectiveness of Blended E-Learning within Universities,	2014	A specialist overview was directed to set up which elements are significant for assessing the viability of e-learning frameworks. This paper depicts a methodological system comprising of components essential for evaluating the adequacy of e-learning inside Universities.
24	Arasteh, B, et. al	Highly Available and Dependable E-Learning Services Using Grid System	2014	The advancement of the electronic innovations extraordinarily affected the E-

				learning frameworks. Creating unavoidable, profoundly accessible and prudent instructive frameworks are so troublesome or unimaginable in the customer worker and web administration designs
25	Rainer Roldan Fiscal	Knowledge Management of State Universities in the Philippines	2019	The investigation set up relations between the degrees of KM Practices on the Key Factors of KM and KM Processes and KM Processes and KM Performance Outcomes. Key Factors of KM impact KM Processes and KM Processes impact KM Performance Outcomes.

4. Research Gap

A ton of examination has been done on different areas for contemplating the knowledge management cycles and its effect on execution of associations. Knowledge Management has been concentrated in Higher Educational Institutes of various nations also however no such examinations have been finished. The HEI markets are getting worldwide as establishments endeavour to internationalize their educational programs and offer top notch courses to understudies. Scholastic area likewise faces requests from industry. Firms need adaptable and movable knowledge labourers. HEIs are additionally expected to deliver individuals who can lead, who can yield new knowledge and who can predict new entanglements and envision better approaches for looming old issues.

HEIs have a job to get ready individuals to go past the present and have the option to react to a future which can't be envisioned. There is likewise an upsurge of interest towards KMS in associations and the scholarly community. HEI have understood that KMS could assume a critical part in their association which encourages them improve their administration quality. HEIs have been defied to both make and disperse knowledge. The enormous development in the quantity of higher instructive organizations in India in the last period has focused on the establishments with the extraordinary pressing factors of rivalry and the need to perform better. HEIs comprise of various scholarly and authoritative methodology that produce knowledge during their exercises. The HEIs need to acclimate

themselves to create systems for the misuse of the institutional knowledge towards upgrading their exercises and execution. This expects them to react ideal to the energetic advances and the expanding requests of the scholarly community. For this, the knowledge in the association should be made, put away, shared, applied and assessed adequately. This covers the best approach to perceive the critical requirement for knowledge management creativities which is a key resource. The utilization of a KM approach will empower organizations to acquire an all the more wide-going, reflexive and integrative perspective on the institutional knowledge for use in cross useful issues – eventually prompting improved knowledge sharing and more viable dynamic, arranging and upgrade in execution.

5. Conclusion

The talk on the idea of knowledge has not occurred in a vacuum. All things being equal, it has been melded by a large number of, fundamentally Western, philosophical, mental and sociological viewpoints, the most conspicuous of which has been illustrated in this part. The conceptualisation of knowledge regarding its qualification from information and data has all the earmarks of being the predominant view in the data science and the KM writing. The DIKW order is a generally acknowledged scientific categorization of knowledge in the two literary works. From a philosophical angle, the most inescapable meaning of knowledge that is found in the KM writing depends on the plutonian origination of knowledge as legitimized genuine conviction. As was referenced in this part, the customary epistemological perspective on knowledge as defended genuine conviction relates to a dualist perspective on the world, consequently isolating the psyche from the body, the knower from the known, the subject from the item, the hypothesis from training, the appearance from the real world.

References

- [1] Patel, T. R. & Patil, A. N. (2018). Review of Knowledge Management in Higher Education Institute. *International Journal of Research and Analytical Reviews*, 6(1), pp. 341-345.
- [2] Pinto, M. (2014). Knowledge Management in Higher Education Institutions: A Framework to Improve Collaboration. *International Conference on Advanced Research in Scientific Fileds*, Slovakia. DOI:10.1109/CISTI.2014.6876876
- [3] akele, B. B. (2018). An Assessment of Knowledge Sharing and Management Practices in HEI; the Case of Dire Dawa University (DDU). *Journal of Human Resource Management*, 6(4), pp. 111-118. doi: 10.11648/j.jhrm.20180604.11
- [4] AL-Hayaly, M.A.M.S. & Alnajjar, F.J.S. (2016). Knowledge Management Processes and Their Impact on Organizational Performance, the Adoption Balanced Scorecard: The Moderating Role of Quality Assurance Standards—An Applied Study on Private Jordanian Universities. *International Journal of Business and Management*; Vol. 11, No. 6;2016, pp 70 -86
- [5] Lyu, H., Zhou, Z. & Zhang, Z. (2016). Measuring Knowledge Management Performance in Organizations: An IntegrativeFramework of Balanced Scorecard and Fuzzy Evaluation. *Information* 2016, 7, 29
- [6] Mráček, P. & Mucha, M. (2015). The Use of Knowledge Management in Marketing Communication of Small and Medium-Sized Companies. *Procedia -Social and Behavioral Sciences* 175 (2015) 185 –192. *International Conference on Strategic Innovative Marketing, IC-SIM 2014*, September 1-4, 2014, Madrid, Spain
- [7] Omotayo, F.O. (2015). Knowledge Management as an important tool Organisational Management: A Review ofLiterature. *Library Philosophy and Practice (e-journal)*. Paper 1238.
- [8] Sittiwonga, T. & Manyumb, W. (2015). The study of students' opinions on the knowledge management system to support online instruction for self-directed learning. *Procedia -Social and Behavioral Sciences* 176 (2015) 750 –756
- [9] rdashkin, I.B. & Popova, A.V. (2014). Knowledge management as a form of student initiative and a tool to increase education efficiency. *Procedia -Social and Behavioral Sciences* 166 (2015)270 –276

- [10] Atalaya, M. & Sarvanb, F. (2014). Knowledge management processes in international joint ventures: A case of an airport operator firm. *Procedia -Social and Behavioral Sciences*150 (2014) 658 –667. 10th International Strategic Management Conference
- [11] Gandhi, M. M., (2014). Industry -academia collaboration in India: Recent initiatives, issues, challenges, opportunities and strategies. *The Business & Management Review*, Volume 5 Number 2. Pp 45-67
- [12] Krenz, P.; Basmer, S.; Buxbaum-Conradi, S.; Redlich, T. & Wulfsberg, J.-P. (2014). Knowledge Management in Value Creation Networks: Establishing a New Business Model through the Role of a Knowledge-Intermediary. *Procedia CIRP* 16 (2014) 38 –43. Product Services Systems and Value Creation. Proceedings of the 6th CIRP Conference on Industrial Product-Service Systems
- [13] Nawaz, M. N., & Gomes, A. M. (2014). Review of Knowledge Management in Higher Education Institutions. *European Journal of Business and Management*, 6(7), 71-79.
- [14] Schmitza, S., Rebelo, T., Gracia, F. J. & Tomás, I. (2014). Learning culture and knowledge management processes: To what extent are they effectively related? *Journal of Work and Organizational Psychology* 30 (2014)113-121
- [15] Shoemaker, N. (2014). Can Universities Encourage Students' Continued Motivation For Knowledge Sharing And How Can This Help Organizations?. *Journal of College Teaching & Learning (TLC)*, 11(3),99-114
- [16] Sokhanvar, S., Matthews, J. & Yarlagadda, P. (2014). Importance of Knowledge Management Processes in a Project-based organization: a Case Study of Research Enterprise. *Procedia Engineering* 97 (2014)1825 –1830
- [17] Vasudevana, H. & Chawan, A.(2014). Demystifying Knowledge Management in Indian Manufacturing SMEs. *Procedia Engineering* 97 (2014)pg.1724 –1734
- [18] YaakubM. B, Othman K. & Yousif A. F, (2014). "Knowledge Management Practices in Malaysian Higher Learning," *International Journal of Education and Research*, vol. Vol. 2,Jan. 2014
- [19] Zwain, A. A. A., Teong, L. K., & Othman, S. N. (2014). TQM Practices and Organisational Knowledge Creation: An Empirical Study of Iraqi Higher Education Institutions. *Asian Journal of Business and Accounting*, 7(1), 1
- [20] ee, H. J. & Son, J. (2018). Strategies to Establish a Blended e-Learning for the Quality Education in Traditional University.
- [21] Zunair Mahmood, Waleed Iftikhar, Daniel Mago Vistro and Hafiz Ilyas Tariq, 2020, An Examination Of The Use Of Knowledge Management/ Knowledge Management Systems In Achieving And Sustaining Competitive Advantage In Higher Education Institutes: A Case Study Of Asia Pacific University, Malaysia, *INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH VOLUME 9, ISSUE 04*
- [22] Abass, O.A., Arowolo, O. A., & Igwe, E. N. (2021). Towards enhancing service delivery in higher education institutions via knowledge management technologies and blended e-learning. *International Journal on Studies in Education (IJonSE)*, 3(1), 10-21.
- [23] guti, B., Wills, G. B. & Walters R. J. (2014). An Evaluation of the Factors that Impact on the Effectiveness of Blended E-Learning within Universities, *International Conference on Information Society*, London, 117-121. Doi: 10.1109/i-Society.2014.7009023
- [24] Arasteh, B., Pirahesh, S., Zakeri, A., & Arasteh, B. (2014). Highly Available and Dependable E-Learning Services Using Grid System. *Procedia Social and Behavioural Sciences*, 143, pp. 471-476.
- [25] Fiscal, R. R. (2019). Knowledge Management of State Universities in the Philippines. *Asia Pacific Journal of Multidisciplinary Research*, 7(1), pp. 33-41