

Knowledge Management (KM) in PIAUD Institutions and the Impact of COVID-19

Presentation Agenda



- 01 KM Significance in PIAUD Institutions
- 02 KM in the Era of the COVID-19 Crisis
- 03 KM and the Impact of COVID-19
- 04 Key Elements for Success: Resume



“Knowledge management (KM) is the deliberate and systematic coordination of an organization's people, technology, processes, and organizational structure in order to add value through reuse and innovation”

~~~~ *Dalkir (2005: 3); Petrides & Nguyen (2006: 22); Bhusry & Ranjan (2012: 313-329)* ~~~

# 3 Keywords in KM



## People

(1) focus on empowerment stakeholder (2) managing perceptions (3) building competence and individual commitment (4) appreciate every achievement



## Process

acquisition > creation > storage > analysis & data mining > transfer & dissemination > application & validation



## Technology

(1) user friendly (2) adaptable (3) integrated (4) knowledge transformation and analysis

# KM in the Era of the COVID-19 Crisis



## Acquiring

Acquiring knowledge about new services within the institutions



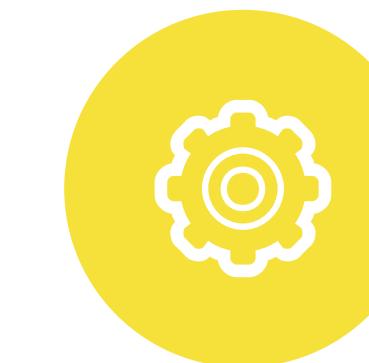
## Benchmarking

Benchmarking performance with competitors or institutions



## Feedback

Using feedback to improve subsequent practices



## Utilizing

Utilizing teams (e.g. committees or management teams) to manage knowledge resources



## Developing & Implementing

Developing and implementing education or training programs



## Conducting

Conducting organizational events (such as a “knowledge contest” or “knowledge fair”) that promote knowledge activities.

# KM and the Impact of COVID-19 (changes they expected)



Digital transformation at high speed

Transformation



More reliance on KM for consistent information and guidance

Consistent



Cloud



The need for the latest technology

Hi-Tech

Digital transformation and the move to the cloud

# Key Elements for Success: Resume



**Lead**



**Rethink**

**Support**

“An investment  
in knowledge  
pays the best  
interest

Lailah Gifty Akita

“Educate your  
children according  
to the era, because  
they live not in your  
time

Ali bin Abi Thalib

# Thank You

See you next time

