



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

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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 a organizations people, technology, processes, and organizational structure in order to add value through reuse and inovation”

~~~~~ *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) buliding 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



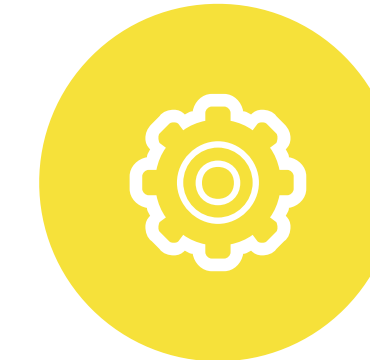
## Feedback

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



Digital transformation and  
the move to the cloud



Cloud

The need for the latest  
technology



Hi-Tech

# 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

