

Evaluation of the Knowledge Management Model in the National University of Skills of Ilam

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Abstract

The present study was conducted with the aim of evaluating the status of knowledge management in the National Skills University of Ilam Province. Knowledge management, as a process that includes acquiring, producing, sharing, and applying knowledge, plays a vital role in improving educational quality, increasing productivity, promoting innovation, and strengthening competitiveness. This study was conducted using a descriptive-survey method and was applied in terms of purpose. The statistical population consisted of 1850 faculty members and university staff, of whom 322 were selected as samples using stratified random sampling. The data collection tool was a standard knowledge management questionnaire, and the data were analyzed using SPSS software and descriptive and inferential statistical tests. The findings showed that the average of all knowledge management components (knowledge acquisition: 3.83, knowledge production: 4.20, knowledge sharing: 4.36, and knowledge application: 4.21) is above average and is statistically significant. Also, challenges such as weak IT infrastructure, lack of appropriate organizational culture for knowledge sharing, and shortage of specialized human resources were identified as the main obstacles to the effective establishment of knowledge management in this university. Comparing the results of the research with similar studies, it was shown that the implementation of knowledge management in universities can lead to improving the quality of educational services, increasing innovation, and the ability of universities to respond to environmental changes. On the other hand, improving information infrastructure, training human resources, and creating an appropriate organizational culture are prerequisites for the successful establishment of knowledge management.

Keywords: knowledge management, knowledge acquisition, knowledge production, knowledge sharing, knowledge management challenges.

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