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Knowledge Management In Public Administration Institutions

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Abstract

Nowadays knowledge management has emerged as one of the most important area in management practices and is established as a basic resource for profit and also non-profit firms and economies. Any organization that wishes to acquire sustainable competitive advantages must make the most of all the knowledge it possesses and put it to good use. The need for the introduction of knowledge management in the public administration is the result of not only the pressure of the European Union, as well as current global trends and constantly growing demands of citizens on the quantity and quality of information. This article aims to highlight the most significant factors influencing the building of knowledge management in the specific field of public administration.

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1. Introduction

Economic development of each economy is closely related with the support of science and research. Support of science and research, as a precondition for introducing innovations, is in our economy still at low level. The Slovak Republic belongs in area of research and development expenses and in area of innovations in European Union among catching-up countries. Innovation performance of the Slovak economy is very low and there are a lot of reasons for this situation. According Scoreboard Public Administration for the year 2014 (see Fig. 1) the results of Slovakia in the field of public administration efficiency, well below the EU average. Experience high staff turnover and poor management of human resources, and inadequate analytical capacity adversely affect the creation of effective policies. Instruments based on evidence is not in the public administration is sufficiently widespread. Low efficiency of public administration ultimately affects the distribution of resources in the economy.

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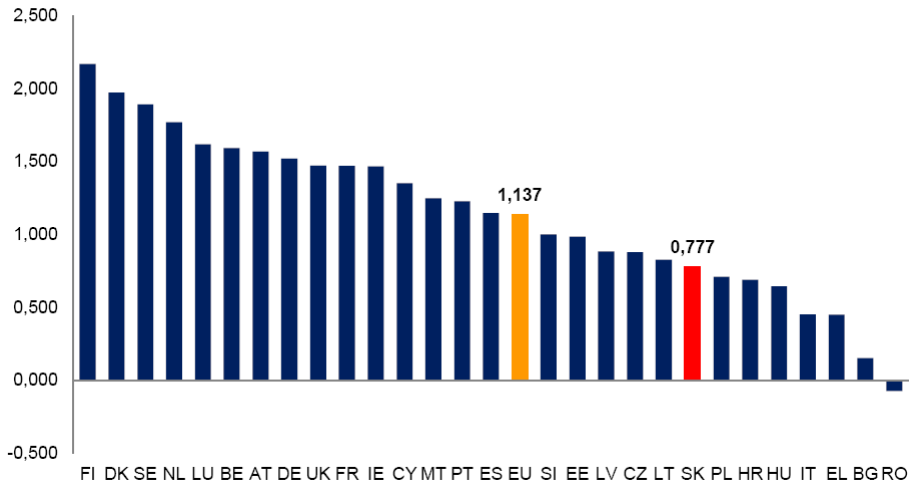


Fig. 1. Efficiency of public administration in 2013.

Citizens' behavior, their growing requirements for fast and accurate information is a natural phenomenon that results from societal needs. Daily changes in the environment, society, creating conditions for increasing citizen demands. In public administration institutions must ensure the fulfillment of one of their goals, and that is the timely provision of the right information, at the right time and the right place. Increasing pressure from citizens on the quality and quantity of information creates a positive assumption, the need for the introduction of knowledge management in public administration. The concept of knowledge management in the past and present links with the business sector in particular, which is understandable and correct. At present, in conjunction with the building of the knowledge society is more and more need to talk about knowledge in the institutions of state and local governments. Even the nonprofit part of the national economy must contribute to the formation of a knowledge society. Because the public and nonprofit sector as part of any economy cannot be excluded in a formation based economy and actively using knowledge. According Bušik (2006) management in the public service does not work even with completely different methods and tools of management, or it does not altogether different decision-making cycle - apply the same rules of economic rationality, managers are also confronting degree of uncertainty and risk as managers in the business sector. According to Wright and Němec (2003), there are three basic areas in which public and private organizations (despite shrinking the difference) differ:

- Policy needs assessment, based on which operates public institutions (not based on needs identified in the market)
- Measuring the performance resulting from the existence of the profit motive in the private sector is not applicable in the public sector (public institutions because there is no clear performance measurement system that would adequately capture efficiency and effectiveness)
- Different legal environment in which the management of both sectors work

Ensure that you return to the 'Els-body-text' style, the style that you will mainly be using for large blocks of text, There are also other differences as equality, justice and profitability. Although they influence also managers in the private sector, these managers put the greatest emphasis on the mentioned profitability of the company and its development - private managers would admit bankruptcy firm in a situation where equality in the provision of services at the expense of profit. They vary in environmental decision-making. In the public sector, many public decisions shall be by public hearings, the public can express their opinion - decision-making in the private sector is private. Great influence on the decisions of managers in public institutions has a press and media that the public

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