

Introduction of Knowledge Management in a Public Sector Organization in India

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Abstract : This review provides an overview of the impact that implementation of various Knowledge Management (KM) strategies has had on the growth of a department in a Public Sector Company in India. In a regulated utility controlled by the government, the growth of an organization such as Hindustan Petroleum Corporation Limited (HPCL) had depended largely on the efficiencies of the systems and its people. However, subsequent to the de-regularization & to the entry of the private competition, the need for a 'systematic templating' of knowledge was recognized. This necessitated the introduction of Knowledge Management Centre (KMC). Projects & Pipelines Department (P&P) of HPCL introduced KMC that contributed significantly towards KM by adopting various strategies such as standardization, leveraging information system, competency enhancement, and improvements & innovations. These strategies gave both tangible as well as intangible benefits towards KM. Knowledge, technology & people are the three pillars that need to be catered for effective knowledge management in any organization. In HPCL, the initiative of KMC has served as an intermediary between these three major pillars as each activity of the strategy was centered on them and contributed significantly to their growth and up-gradation, ensuring overall growth of KM in the department.

Keywords : knowledge, knowledge management, public sector organization, standardization, technology, people, skill, information system, innovation, competency, impact

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