A Case from China on the Situation of Knowledge Management in Government

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Abstract : Organizational scholars have paid enormous attention on how local governments manage their knowledge during the past two decades. Government knowledge management (KM) research recognizes that the management of knowledge flows and networks is critical to reforms on government service efficiency and the effect of administration. When dealing with complex affairs, all the limitations resulting from a lack of KM concept, processes and technologies among all the involved organizations begin to be exposed and further compound the processing difficulty of the affair. As a result, the challenges for individual or group knowledge sharing, knowledge digging and organizations' collaboration in government's activities are diverse and immense. This analysis presents recent situation of government KM in China drawing from a total of more than 300 questionnaires and highlights important challenges that remain. The causes of the lapses in KM processes within and across the government agencies are discussed.

Keywords : KM processes, KM technologies, government, KM situation

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