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**KNOWLEDGE MANAGEMENT PROCESS & ITS ROLE UNDER  
HIGHER EDUCATION INSTITUTES**

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**Abstract- :** This Paper presents systematic literature review on Knowledge management process & its role under higher education institutes. The main aim to study the knowledge management system under the education sector is to capture, store, share, & improve explicit knowledge for students, faculties & staff under universities with the help of modern technology. The intellectual assets under universities (e.g. faculties) gains or deliver the explicit knowledge through books, Internet, & Faculty Development Programs. The outcome of the questionnaires Session with the faculties & students clarify that Knowledge Management System Under universities could uplift the proficiency, effectiveness, & calibre of each individual member. The Knowledge Management cluster has sustained over the past few years, though the direction to implement or process explicit knowledge has not always been easier or manageable without the help of modern technology. Universities have significant possibilities to apply Knowledge Management System practices as mentioned above. The paper is based on a recent literatures study & case studies.

## 1. Introduction

Knowledge is utilized as a system to acquire upper hand & has acquired significance throughout the most recent couple of many years. This change or headway under knowledge empowers the foundation to be incredible than their rivals. "Capacity to learn quicker than contenders might be the lone wellspring of upper hand". Professional & scientists have discovered knowledge management under any association set up, affect its presentation & empower endurance of element under the powerful climate. Knowledge management under higher education is expected to gauge execution, improve the nature of guidance, & so on yet

not many investigations have been done under these ideas which supplement one another. Educational institutions are viewed as a knowledge economy, & hence they ought to have astounding knowledge management rehearses set up, however lamentably educational institutions have overlooked the significance of knowledge management practice. All business & administration areas rely vigorously upon knowledge management, under contrast to HEIs (Higher Educational Institutions). The momentum research centres under the subject matter management insight, execution of knowledge management under higher education. It makes a correlation of knowledge management rehearses common under private & public higher educational setting under a non-industrial nation, for example, Pune [1].

The exam enumerates five major knowledge management measures to have specific knowledge hatching / knowledge creation, knowledge statement / stockpiling, knowledge spread / move, knowledge application / usage, and knowledge assessment / survey under higher education. Some studies have generally zeroed in on the higher education sector in relation to a non-industrialized nation under knowledge management. The audit of writing can only focus on knowledge management insights, execution, suggestions or methods of knowledge sharing, isolation under knowledge creation. Therefore the need for an observational inquiry has been considered important for deciding knowledge management rehearsal within the establishment of a higher education; an examination of knowledge management rehearsal is attempted under private and public organization under the current examination [2].

Pune is one of the largest higher education suppliers on the planet, as well as 45,000 degrees under institutes and 25,000 understandings selected under accreditation courses. Somewhat recently, it has seen huge growth as the announcement of Understandings has expanded at a CAGR of 10.8% and 9% CAGR institutions. The private sector played an important role in the growth rate achieved to improve the nature of education. Private institutions represent 64% of the total number of institutions, and 59% of it was under the country, which was 43% and 33%, individually, 10 years ago. This development is due to the shock given by the government under its five-year plans. During the Eleventh Five Year Plan period (2007–2012), Pune completed a Gross Enrolment Ratio (GER) of 17.9%, up from 12.3% at the beginning of the plan timeframe. During this period, official activities have been adjusted to improve and enter higher education. To give some examples to the Higher Education and Research Bill, the Educational Tribunal Bill, and the Foreign Educational Institutions Bill [3] new bills were passed to improve the nature of education.

Be that as it may, in spite of changes in such attitudes with some huge advancement in recent years, the higher education sector of Pune is still persecuted with some difficulties. It has a moderately low GER, unjustified entry to higher education through the local area, sexual orientation imbalance and topographic access, and the absence of top-notch research and education institutions ruining the development of education under Pune. In view of these snoring, the Twelfth Five-Year Plan exposed some of the changes to overcome the challenges and proposed some exercises focusing on six key areas. They are the extent of expansion under existing institutions. Equity-production is zero under schemes under the minority network. The Importance of Excellence-Building through Evaluation and Progress, Staff Improvement, and Internationalization - Governance Institutional Self-Governance and Direct Financing for the Growing Public & Private Financing and Implementation and Implementation and Administration and Associations Improving the coordination between [4].

The Twelfth Plan emphasized the creation of "importance" under Pune's high-level training system. There is currently a demand for some unions after this objective, yet an ever-increasing number of foundations must move towards achieving this goal. Basically the quality of understanding the standard around the world through installations and understandings is huge. The foundation should be research-jogging, lopped teaching, and skilled detachments. Pune's high-level training structure can be better organized with industry and overall practices, and be more direct and thorough before the completion of the Twelfth Plan period, given the government setting up an attractive official environment Can and lenient execution, notification. [5].

Under an information span, Hades data is the central delineation segment regarding the strength, improvement, and support capacity of a foundation under a high degree of training. Such a wonder is useful to a wide range of people, whether they fall within the scope of the business field or the thrill of administration, for example, guidance. The achievement of any base usually depends on the very basic level of data, the openness and profitable use of its unimportant assets. Under his view 5 raises that, data theory is the central monetary resource, open under an affiliation due to which there is an option to create data, create, stock, and scatter centres under the table use of real environments under which the unimportant assets are varied. For it is irreversible, clearly above ground, work machine, and standard segments of capital. The creation of such assets does not actually diminish the meaning of the previous referenced; anyway they have attained discretionary creation according to some authors. In data-based economies, it is fundamentally too much to prescribe new topics, under current data being misinterpreted. Through such strategies for examining and misusing data, foundations are relied upon to gain a higher ground. The need to regulate the data underlined in the latest twenty years has attracted the attention of subject matter experts and experts under the areas of data board prospecting (IT) under the areas of affiliation and information advancement. Such motivated advancement can be credited to the confirmation of the data as improvements under higher educational foundations as a benefit of expanded use of information development has provoked work to improve under significant degrees of abnormality. Pointed out the extended multi-layered nature, the rapidly changing environment incorporated with weakness leads to inadvertent improvements to progress new work under the unions of powers that significantly affect their work. Under this method, it is a tremendous prerequisite for the relationship to "learn faster and bargain with its wealth of understanding" that communication recognizes that they have the strength to build their future through a sound learning framework Efforts need to be made that move issues from a foundation to push people to learn as a premium [6].

Current writing on knowledge management under higher education institutions is exceptionally restricted, especially to a non-industrialized nation like Pune. Some creators like Partha Bhattacharya, Praveen Kumar have conducted an investigation on knowledge management and its use framework, Deepesh has attempted to discover the impact of knowledge management on education framework. The current valuation is huge here and there. First, the assessment is novel, as it uses precision tests to test data, which is one of the key practices included in high-level training with private and public establishments under higher country training. . Such use of test testing will help to understand how data is affected under a high level of training foundation. In addition, the examination is relied upon to link to the end of the opening by which the execution of data is predominant under the principle underlying and under the high-level training setting subject to the assessment of observation. Horticulture belongs to the country. Thirdly, evaluation exposes knowledge mainly in data rotation, data oath, data dissemination, data application and data evaluation. Another advantage of this test is that it can strengthen exploration in the board practice for higher

administration of data in areas of data under higher knowledge establishments. Considering everything, this proposal can be used as a point of reference for this material through future investigators. Through expanding the appreciation of the data the board practices have taken forward under private and public establishments, it will engage to design a course of action, similar to how to conclude how to use them, Preferably to prioritize resources. Furthermore, an assumption of such practice would help to create a fit design within which ideas can be added under the current timeframe to update the feasibility of high-level training, which is differentiated through reliable change. As part of the proposal to be more genuine in offering quality guidance, associations of higher education have recognized that the beneficial administration of their most important resource (data) and its use through each partner is fundamental to their ability to help. . For higher level training establishments, the latter have the option of leveraging, through the current assessment, how the board's data can be met with the objective that they use valid procedures to handle such data can do. The fight that knowledge management creates as a corporate control will lead to a more far-reaching approach to bargaining with more unions KM [7].

Assessments show that various associations have begun to develop some data to the main extent, with very few (6%) completing on-board programs on a broad-scale battle, although knowledge management is undeniably an important one. Not a weighty idea, this is another approach. HEI can work even more intensely under the 21st century and is "designed to bring urgency to the forefront"; further stating that higher tutoring is from the older culture. Moving forward which considers another culture that says it sees the needs and desires of customers. . They point out that a basic fixing for access to a foundation to get a handle on KM is its lifestyle - the feelings, characteristics, principles, and practices that are notable for an affiliation and recommend that HEI develop a culture Were set up to get a handle on knowledge management. Nevertheless, all HEIs are happy to welcome knowledge management to the point that one issue is a matter of concern. Would they have gained KM to improve the high ground over time, specifically soliciting them to be more genuine and appropriate? Prior assessments have underscored the need and importance of executing data of board practices under a high-level training system [8].

Data the board is utilitarian today ludicrous, under all industry regions, public & private affiliations, & philanthropic associations & overall causes. Most strikingly, employable data the board is as of now perceived to be the crucial driver of new data & novel musings for the progression cycle, to new inventive things, administrations & arrangements. An internet learning theory will develop oneself composed learning of understudies [9].

Pune's higher particular associations have consistently advanced critical Research & Development abilities. Two or three establishments have demonstrated genuinely great results. Regardless of the way that information accessibility has gotten easier, yet making an understanding of it into data is problematic. Associations, dominantly enlightening foundations, need to build up a cycle through which worth can be created from their insightful & data based assets [10]. Paper organized as under section 2 Literature review has been described, under section 3 comparative analyses described, Section 3 talk about research method, Section 4 talk about research gap & finally conclusion described under section 5.

## **2. Literature review**

This section deals with the general view of the Knowledge management process & its role under higher education institutes. This section presents the interests & contribution of the researchers under the recent developments.

In [11] author has explained KM framework which can be used B-schools under order to maximize capabilities of KM. There has been a change under the teaching, learning & understanding the process under management education Under India which has forced the faculties to be aware of multidisciplinary problems, latest developments or face global competition.

In [12] author study titled "Knowledge-Based Strategies for Knowledge-Based Organizations" presents the features & principles of knowledge-based economy & organizations. The study explores the challenges & opportunities faced by knowledge-based organizations. The first part of the survey focuses on strategy & elements required to build a knowledge-based economy while the later part discusses the efforts to be taken by knowledge-based organizations to implement KM initiatives.

In [13] author examination to investigate & explore issues Under KM execution under portable media transmission Industry. A different contextual analysis approach & the top to bottom meeting were embraced so as to increase an observational comprehension of information the board under this area. The information was gathered from 4 portable media transmission administrators & chiefs & seniors officials were met. Cross-case investigation from the records of these associations was utilized for examination.

In [14] author have done their examination " Knowledge the board & representative strengthening - An investigation of advanced education foundations". Illustrative strategy is utilized to set up the connection between the two factors. The respondents are staff from Iranian colleges. Measurable apparatuses utilized under the investigation are expressive examination to discover factors which influence the most under worker strengthening.

In [15] author research is named as information brooding practices predominant Under the advanced education framework A survey of select private establishments Under Bangalore. 100 respondents were picked for the investigation from a private organization. An enlightening investigation on how information is made inside the establishment was embraced. The focal point of the exploration was to discover whether outside expert organizations are set up, or information is gained by employing new staff.

In [16] author proposed Yet, the information change supposition involves an oddity: on the off chance that inferred information comprises a centre upper hand, at that point its transformation into unequivocal information, which can be imitated, drives unavoidably to loss of upper hand.

In [17] author proposed various KM researchers contend that associations ought not, accordingly, focus on attempting to extract information from inside the workers to make new unequivocal information antiques', yet to advance a knowledge culture' that energizes learning through information creation & sharing.

In [18] author proposed points to the feeble epistemological premise of the information change supposition which, thusly, has prompted a lot of disarray Under KM hypothesis & practice. He adds that this disarray, which has added to the prevailing fashion like characteristics of the KM field, has brought about numerous associations likening the presence of an ICT framework with a KM framework. The emphasis set on ICT frameworks that look to catch inferred information & convert it into unequivocal information has been described as the 'IT trap' of KM.

In [19] author proposed a rundown of KPIs for schools dependent on three measurements. To begin with, the input dimension comprises of instructive foundation & instructive asset. Second, the cycle measurement comprises of administration & the board, educational programs & instructing, proficient turn of events, understudy movement, & parental inclusion & backing. Third, the yield measurement comprises of understudy execution, instructing & research execution, & generally speaking school execution.

In [20] author proposed a spot where individuals constantly grow their ability to make results they really want, where new & sweeping examples of reasoning are sustained, where aggregate desire is liberated & where individuals are ceaselessly figuring out how to learn together.

In [21] author concurs that a learning association is one that is skilled at making, procuring & moving information, & at adjusting its conduct to reflect new information & insights“.

In [22] author contemplates propose that few scientists featured the significance of cultural point of view under learning associations. Culture fills under as a sense-production instrument that aides & shapes esteems, practices, & mentalities of representative.

In [23] author described the learning organization profile using this model Under Ohio State University Extension & showed its effectiveness Under analyzing the characteristics of the university & the stakeholders involved.

In [24] author attempted at a study under an effort to establish quantitative measures allied with behavioural stimulus-response model. Another way of measuring LOC is by using case study approach.

In [25] author study has examined the snags that exist Under Malaysian associations for the fruitful usage of KM activities. This exploration has revealed insight into the significant issues & difficulties under rehearsing information executives dissecting status of information board Under Malaysian associations.

### 3. Comparative analysis

Ref. No	Year	Author name	Objectives
26	2017	Alex, K., et. Al.	The motivation behind this paper is to assemble an exploratory model that observes the impact of the initiative on trust, knowledge management, and hierarchical execution. A tool consisting of six builds (Administration: Driving Association; Authority: Driving Persons; Initiative: Self Driving, Confidence, Knowledge Management and Hierarchical Execution) was planned and directed to subjects

			from all degrees of management. The information displayed to test the hypotheses was dissected halfway through the use of least squares.
27	2016	Almajali, D.A., et. Al.	Under Jordan, huge organizations have been utilizing the ERP framework for quite a while, yet SMEs utilization of the framework is generally new. The motivation behind this paper is to examine the impact of ERP execution achievement precursors which comprises of preparing, steady initiative & usability on ERP execution achievement itself through an intervening impact of client fulfilment.
28	2019	Hazlina, A., et. Al.	As indicated by the assertion by worldwide advanced education experts QS Quacquarelli Symonds, just four Malaysian offices rank among the main 50 on the planet for their subject — losing over portion of its best 50 divisions with six less than Under 2018's rankings. Taylor's University bad habit chancellor & president Professor Michael Driscoll said this accomplishment was particularly huge with the adjustment of the business notoriety segment for this subject.
29	2017	Serenko, et.al.	The motivation behind this examination is to refresh a worldwide positioning of 27 knowledge management & scholarly capital (KM/IC) scholastic diaries.

			<p>The positioning was created dependent on a mix of results from a review of 482 dynamic KM/IC specialists &amp; diary reference sway files. KM/IC control partners, including experts, editors, distributors, commentators, scientists, understudies, managers &amp; custodians, may counsel the created positioning rundown for different purposes.</p>
30	2019	V Nair, B., et. Al.	<p>The motivation behind this paper is to examine the chem. rehearses that can be set up Under higher education institutions (HEIs) &amp; whether word spread for workers to improve the instruction &amp; learning environment given from KM rehearsals to Malaysian higher education institutions Have gone or not.</p>

**4. Research methodology**

**4.1.Objectives of study**

The following four underlying objectives are identified about KM practices under higher educational institutions (HEIs) to answer above-stated research questions.

- To find the perception of staff underKM practices prevalent under higher educational institutions.
- To achieve current status regards implementation KM practices under higher educational institutions
- To compare KM practices called as knowledge incubation, knowledge deposition, knowledge dissemination, knowledge application & knowledge assessment under private & public institutions.
- To suggest best practice for sustainable KM practices under higher educational institutions.

**4.2. Research methodology**



The principle research concern of this study has been to find perception & development of knowledge management it also tries to compare KM practices between public & private organizations. Under the literature review, the theory related to KM has been explained. This chapter presents the research methodology used to undertake this study. It gives an overview of the total population pertaining the study & explains how the sample size is determined. Furthermore, it highlights data collection method the procedure for coding & data entry. Finally, it presents reliability & validity of the data, & the chapter describes statistical tools used for analysis.

**Questionnaire:** This is a mostly frequently used technique of integrating primary data. Here data will be integrated via group of questions. The questionnaire will be file created through the researcher includes groups of questions. This question will associate the issue of enquiry implicit or explicit.

**Secondary Data:** It is defined the data integrated from a source that has previously established bin any formation.

**Population:** The objective populace under the current examination involved the scholarly staff individuals from advanced education foundations Under Pune along information the board works on being estimated under a roundabout way utilizing evaluating the impression of such staff individuals.

**Sample size:** examining expects that through choosing part of the components under the populace, ends might be gotten from the whole populace." Sampling falls into two significant classifications: likelihood & non-likelihood inspecting. Likelihood examining is, moreover, sorted out respect to straightforward irregular, complex arbitrary, precise, group & delineated inspecting. Non-Probability inspecting, interestingly, comprises helpful testing, purposive examining, & snowball testing.

### 4.3. Questionnaire

1. What is your level of familiarity with the term Knowledge Management?
  - New term
  - Have little understanding of the term
  - Clear understanding of the term
  - Expert knowledge of the term
2. What is your perspective on knowledge management?
  - It is an exchange of information through E-mail.
  - Sharing Documented knowledge
  - Sharing undocumented knowledge & experience Under common gathering
  - Exchange of any information whether documented or undocumented thru any media.
  - Other (please specify)
  - Don't know
3. Years of experience Under practicing Knowledge Management Under your institution
  - No experience.
  - Less than 2 years.
  - Less than 5 years.
  - Above 5 years.
4. What is the current implementation status of knowledge management Under your institution

- Not Under existence.
  - Initial stage.
  - Development stage.
  - Strengthening stage.
5. Your institute considers KM as a part of institute strategy. Do you agree with this statement?
    - Strongly agree
    - Agree
    - Somehow
    - Disagree
  6. What kind of KM practices do you prefer under your institute?
    - On the job
    - Of the job
    - Both
  7. Does training help to improve students & teachers relationship?
    - Yes
    - No
  8. How often the Knowledge management program conducted under institute?
    - Every month
    - Quarterly
    - Half yearly
    - Yearly
  9. Does the KM helps to increase motivation level of students?
    - Yes
    - No
  10. Does the KM enable students to increase the knowledge?
    - Yes
    - No
  11. Are you satisfied with present method of selection of teachers for KM training?
    - Yes
    - No

## 12. Research Gap

There are some rare recent available studies on knowledge management is conducted under educational institutions under knowledge management.” Several studies under knowledge management have been proven that particularly based on anecdotes & assertions, as compared on empirical evidence. Empirical studies into knowledge management have been big observation perfect implementation of like this method under several countries. Other survey under area like some authors has concentrated on act regards information technology under knowledge management. Under Indian context, very few studies have been conducted under study regards knowledge management. This recent survey creates a positive solution to know knowledge management implementation under higher educational Institutions; it uses empirical evidence & compares the knowledge management practice under private & public institutions.

## 13. Conclusion

Knowledge management practices & related concepts have been widely covered under the literature. The literature which is reviewed under the present paper is limited to observation

regards role of KM, its implementation, the process involved UnderHES a distinguished between the private & public institution, which is the subject of the research undertaken for the current paper. An overview of the literature which pertains to the conceptual understanding definition of knowledge, such review provides a basis for the clear distinction between the concept of Data, information, & knowledge it also provides an insight into the definitions of knowledge management, process & practice. The literature covers the role of higher education & relevance of KM Under higher education. Thirdly, to find knowledge management implementation within the context of the education sector, a preview of related literature is then presented. It also describes the different methods for implementing KM models & knowledge sharing practices, particularly under higher education.

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