

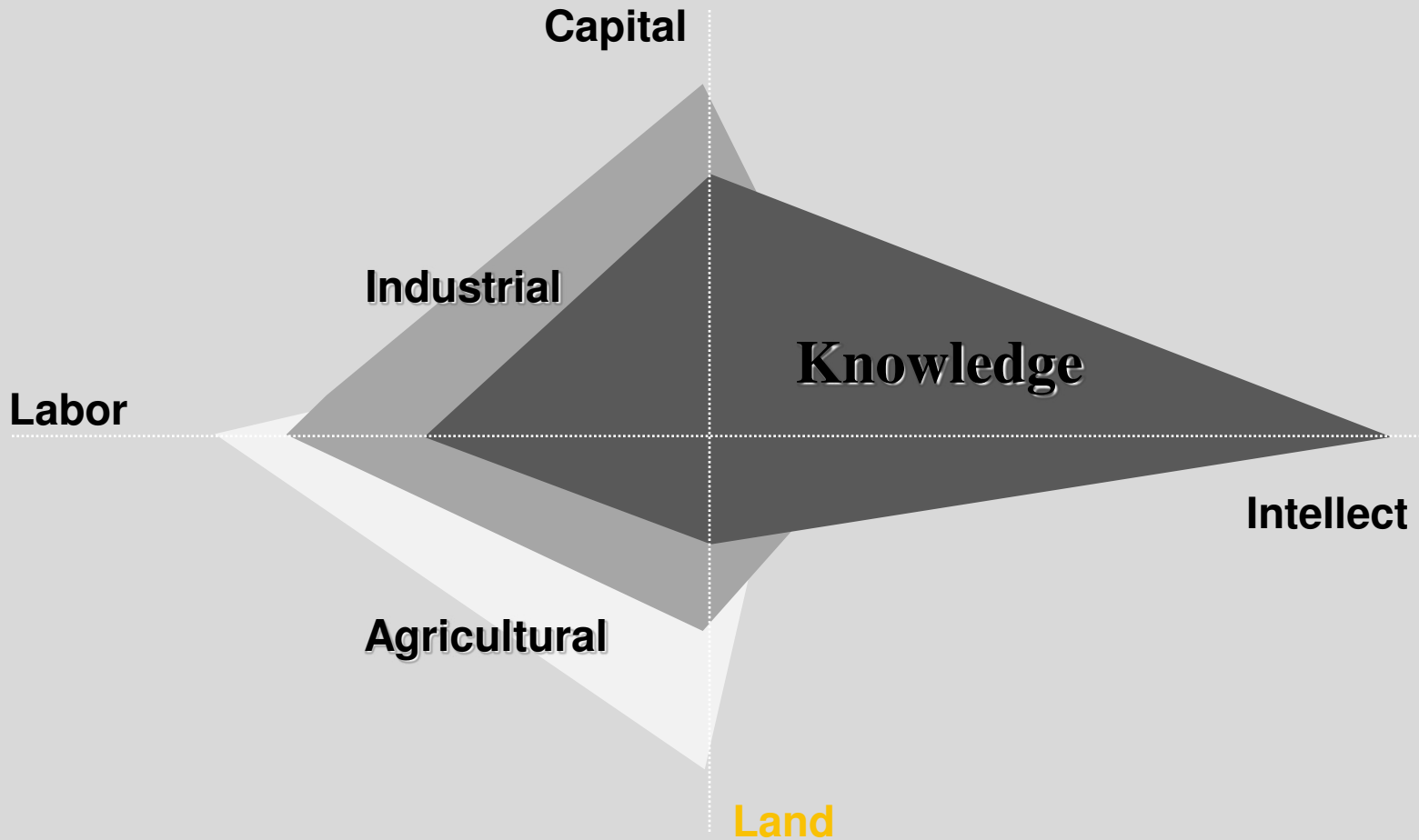


Knowledge Management: Model and Study

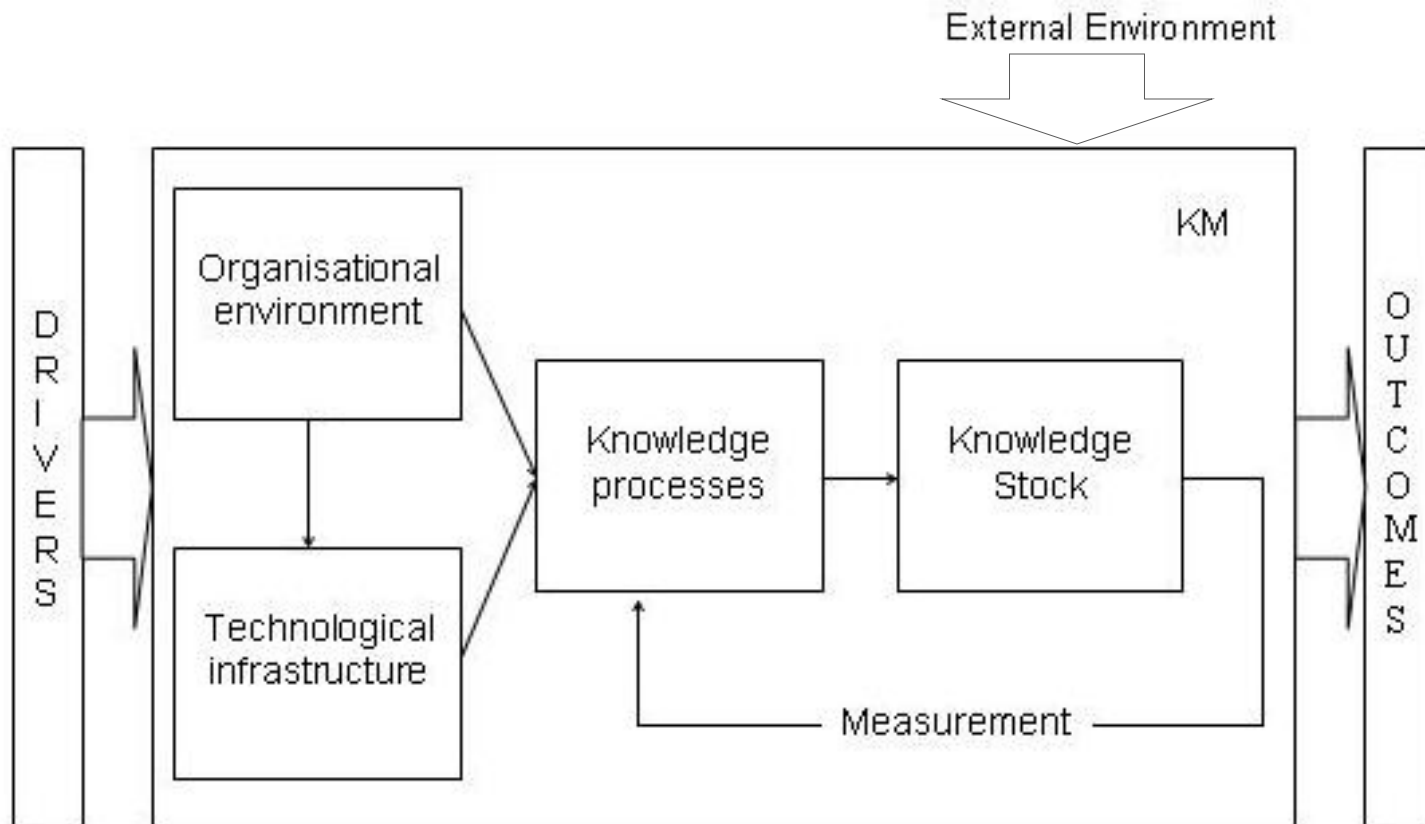
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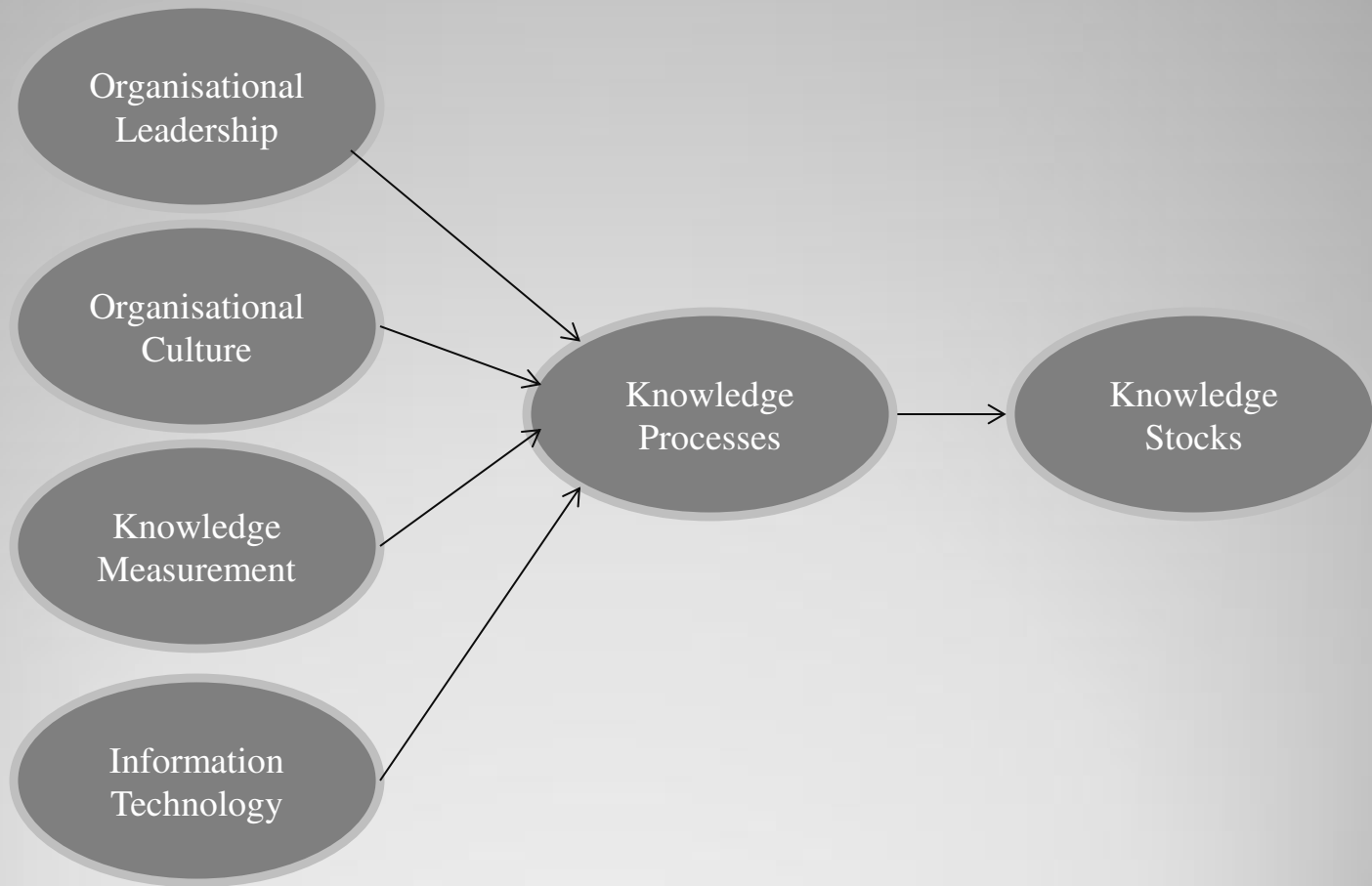
The Shifting Economy



The Handzic Integrated KM Framework



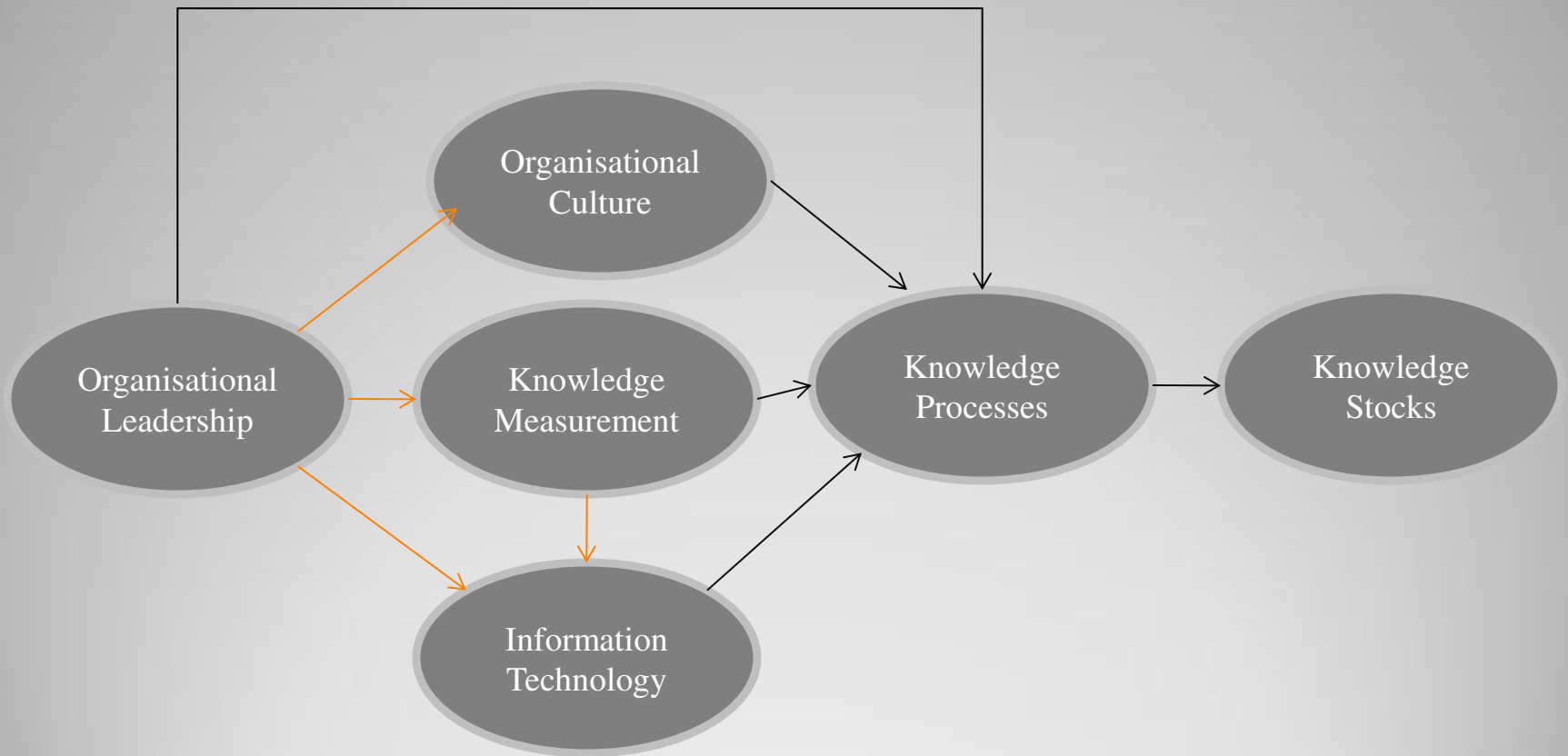
Research Model



Research Method

- **Research design:** survey
- **Subjects:** 185 senior civil servants across 3 levels and 12 sectors of government
- **Survey questions:** Employee perceptions of organisational knowledge stocks, processes, leadership, culture, measurement and technology
- **Measures:** 33 items measured with 7 point Likert scales

Empirical Model



Main Findings

- Results provided **empirical validation** of the proposed research model
- All four enablers were significant factors in explaining knowledge processes. **Non-technical enablers were more important than technical factors**, with leadership being the single most important of all.