

## THE PROSPECT OF ADOPTING KNOWLEDGE MANAGEMENT IN PUBLIC SERVICE ORGANISATIONS: EVIDENCE FROM A DEVELOPING COUNTRY

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### ABSTRACT

Knowledge Management is relatively a new field in strategic management. As a management tool, knowledge management is gradually getting popularity in public sector organisations especially in the developed countries. Some developing countries have also started following the footsteps of their developed countries' counterparts by adopting knowledge management (KM) in the public sector organisations (PSOs). As PSOs are the most knowledge centric organisation that creates and utilises more knowledge than other organisations, managing knowledge is really important in delivering quality service to the citizen of a country. Thus this research is conducted to determine the overall prospect of adopting and implementing knowledge management in the developing country like Bangladesh, which has recently been promoted to a lower-middle income country from the lower income country according to the World Bank classification. The prospect is analysed by measuring the current usage of KM in four public sector departments of Bangladesh, assessing the future chance of adopting KM in these organisations, evaluating the perceived benefits of adopting KM among public service administrators in this country, and recognizing the perceived barriers of implementing KM in the PSOs of Bangladesh. Overall fifteen perceived benefits and eleven barriers are identified in adopting and implementing KM. This research also identifies that although the current usage of KM in PSOs are very limited, but the administrators are well aware of the benefits that KM can bring in their organisation and shown a great deal of urgency in adopting and using KM in near future.

**Keywords:** Knowledge Management, Public Sector Organisation, Best Practice, Strategic Management, Knowledge Management Systems.