DIGITAL KNOWLEDGE HUB IN PUBLIC SECTOR: A REVIEW

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Abstract
The existence of Internet of Things (IoT) changes the working environments in public and private sectors. The application of IoT in public sectors is important in supporting their daily task. The aim of this research is to evaluate the usability of digital knowledge hub in public sectors. This paper aims to propose a framework to measure the level of awareness on using digital knowledge hub among public servant in public sector. The paper also briefly discussed on the issue regarding the usability digital knowledge hub in the organization, advantages and impact and challenge in applying the knowledge digital hub. The usability of knowledge digital hub also will improve and increase the development of the organization profile.

Keywords: Digital knowledge hub, information, public sector, public servant, sharing, technology, working environment.

1. Introduction
The rate of growth of the internet and World Wide Web at the end of the 20th century was outstanding. People are using internet for all medium such as business, education, communication, marketing, entertainment, and also in maintaining system. It same goes to the work environment where the workers are struggling in using digital medium to facilitate their work. In this globalization era, technology has become the domain tools in handling information and knowledge in working environment. Information and knowledge has become the most crucial things as work environment has transform from the industrial economy to the knowledge-based (Greene & Myerson, 2011). Digital knowledge hub was introduced in April 2012 by Local Government Association (LGA) to highlight the exchange of ideas and information throughout the organization. The culture of sharing and collaboration among the employees within an organization has boosted the higher demand on digital knowledge hub. At the same time, knowledge sharing played an important role in strengthens the performance throughout the organization to remain competitive and for the development of the company (Yusof et al., 2012).

The study is focusing on usability of digital knowledge hub in public sector within organizations. Public sectors well-established in order to fulfill people and distributes the excellent services quality for customer’s satisfaction. Business dictionary defined public sectors as an agencies which provide good or services to customers as a part of national economy. It is including national and local government. Currently, public sectors no longer practice traditional methods in organization. It has focus more on knowledge-based working environment and provides knowledge sharing platform
among the workers. Knowledge based can occur when a person in industry or organization is sharing their knowledge with others by using a particular medium (Zhao, 2010). Therefore, knowledge based-orientation becomes the most significance task in public sector environment.

This research will be discusses on the way to promote digital knowledge hub for example through forums, blog posts and messages in public sectors. Besides that, the advantages or benefits of using digital knowledge hubs among public servants throughout organization are discuss in detailed. There are a few impact and challenge faced by the public servants and organization. Digital knowledge hub becomes an essential element in enhancing and smoothing the workflow of the company.

In conducting this research, there are a few issues had been identified on the usability of digital knowledge hub in public sectors (Alberts, 2013; Yusof, et al., 2012; Henttonen et al., 2016). For example, lacking of using technology in organization was one of the issues found in the related articles. Alberts, (2013) stated that the worker find that it is tough and hard to use the technology or information system to perform and complete their task. Other than that, the issue on the development of a holistic knowledge sharing model for the public sector as development of holistic knowledge sharing model for the public sector need some approach which associate with the knowledge management and knowledge sharing quality (Yusof, et al., 2012). Last but not least, the issues of lacking of trust by individual workers were recognized. According to Henttonen et al., (2016), this issue occurs when the workers do not trust each other towards knowledge sharing and some of the organizations are not reward their workers as they are practicing the knowledge sharing culture. The aim of this paper is to evaluate the usage of knowledge hub in public sector. In order to achieve this aim, the paper proposed framework is capable to:

i. To identify the challenges of digital knowledge hub in public sector.
ii. To identify the advantages of digital knowledge hub for public servants in public sector.

The remainder of this paper is organized as follows. Section 2 is literature review. Proposed framework is in Section 3. Section 4 is expected outcome and final section contains some concluding remarks.

2. Literature Review

2.1 Usage of Digital Knowledge Hub in Public Sector

Nowadays, the most important tools to run the organization smoothly and efficiently are technology. It same goes to the digital knowledge hubs which has become the most needed tools in manage and facilitating the worker in handling data, information and knowledge in an organization. Wilson & Lilly (2016) defined knowledge hub as an online platform in sharing and exchanging ideas or knowledge through
certain medium like blog post in their knowledge hub case study. A brief history on development of digital knowledge hub is discussed in this article where the main focused used of digital knowledge hub is introduced.

According to Islam & Ikeda, (2014), the abundance of information in the organization web increases the demand of technology support for effective search. Using the digital technology approach it provides the opportunities for the organization to access large scope of information and knowledge. In depth, this paper is about applying the knowledge management system in the organization. By using the knowledge management in their digital hub it makes their organization more efficient in handling any information and encourage knowledge sharing practices. The finding also stated that knowledge management can build and facilitate knowledge sharing culture and improve organization profile. Hence, we know that technology always advance so that, organization needs to utilize their resources in order to have a bright future.

Stanković (2013) discussed on the knowledge sharing processes within an organization. The example given is through the email. In addition, it is briefly discussing on the steps involving in knowledge sharing process in n organizations.

Last but not least, Ng (2016) discussed on how the users or workers in public sector implementing and applying the practice of knowledge sharing by using a digital knowledge hub in their daily work within an organization. The discussion furthers the scope into the work behaviors of mobile knowledge workers employed by an organization. While Greene & Myerson (2011) stated on how the knowledge workers or public servants adapt to the changes of the working environment as the world of work changes from an industrial economy to a knowledge-based one. The detailed explanation on that matter was briefly discussed in this article. The authors also pointed out the differences between the knowledge workers with the workers whereas there are a few criteria are stated.

2.2 Advantages of digital knowledge hub for public servants in public sector

Moreover, the important of the knowledge digital hub by Agarwal & Islam (2014) said that knowledge management is important to organization in term of information management and organizational practice and learning. Technology is important in order to apply the knowledge management to handle any information and data within the organization. By applying knowledge hub it will increase the workers expertise, bonding with user and shareholder because it is a good approach to organization to upgrade their system to avoid any redundancy of information. Based on Wamitu (2015) stated that technologies are important tools to share the information and achieve competitive advantages and avoid any important strategy regarding the competitive edges. According the article it is emphasizes on knowledge sharing in term of tacit knowledge sharing which is not being recognize by the organization. Worker use the tacit knowledge sharing likes perceptions, ideals, values and so many others. As organization grows it attempt hire the many employee in information system expertise but it may be costly to organization so that, with the tacit knowledge sharing it more
retain the good employee by train them. The finding also shows that, tacit knowledge play as an important role in organization.

Furthermore, according to Singhal, et al., (2016) said that information technology (IT) is crucial tools to develop knowledge hub or information technology. It can be consider as a needed thing for the development of economic and scientific of nation. The articles also focusing on the important of IT knowledge hub in term of national economies and increasing their skills in handling information in order to provide efficiency in IT research. Their finding also show that IT knowledge infrastructure need to be explore and measure in order to provide the best information, knowledge and services. IT knowledge hub will increase the competencies of the organization.

According to the Yusof et al. (2012) studied about the effectiveness of knowledge sharing between the public workers. As we knows without technology the knowledge cannot be sharing and organize wisely. The aims for this article is to identify he advantages and important of the knowledge sharing in organization in order to find out the how the knowledge being transfer and to keep it’s survive and remain competitive. The finding shows the holistic of knowledge sharing model and technology should be developing in public sectors which it can advance and facilitate in managing the knowledge and information in the organization.

2.3 Challenges of using knowledge digital hub in public sector

Besides that, Muqadas (2017) aimed to explore the challenges of knowledge sharing to the public sector exactly. The authors also investigate and find the reasons on why the knowledge sharing within public sector is significance and success even the level awareness among public servants on digital knowledge hub is lower. He is completely discussing on a few challenges that faced by the public sector in implementing the culture of knowledge sharing in public sector and goes to the usability of digital knowledge hub within an organization level in public sector.

In line with that, Zhao (2010) also discussing on the challenges in developing and implementing the digital knowledge hub processes. In this article, the findings said that the many challenges are identified in process of developing digital knowledge hub, but the E-hubs which referring to the electronic hubs are capable enough to cope and control all of the challenges stated. The impact and challenges of digital knowledge hub in public sector as the aim is to explore the role of knowledge management in facilitating knowledge sharing through an organization Sindakis et al. (2015).

2.4 Impact of using knowledge digital hub in public sector

Based on Kuipers et al. (2014), the changes of management in public sector have its own implementation consequences. This study explain the process of implementation of changes but it lack with the contextual consideration. If the information system model change then, the overall environment and process in organization also affected by the changes. The study also includes the factor why the management is change such as organization system, structure, strategies and so many others. The change of management in organization information system also good in
managing the information and knowledge but it also need to provides quality and effective services to user

According to Alberts, (2013), based on article the purpose is to state the impact and challenge facing by the public sector in using the information system or digital hub in the organization. Their finding tell that why they facing a challenges use of technology at workplace because of the poor and less on adapted function and performance of the technology by the workers or individual. They conclude that by using the digital technology or system it can increasing the productivity of knowledge worker and create a new environment, requirement and expectation when using the information system to perform their daily task or work. While, Giarlo (2013) said to apply the knowledge digital hub they need to provide a quality hub that will assist the workers or user in finding their needed information or in doing their task. Basically, this article explore the how to the support the quality hub and it can be measured by the trust, authenticity, usability, integrity and so many others in order to ensure the smooth of digital cycle in organization. They conclude that applying and provide data quality hub can improve, develop and advancing the information system in the organization.

2.5 Critical Analysis

Based on our previous study that related to our topic which is the usability of digital knowledge hub in public sectors, we made some comparison on a several related study that contradict each other. We are comparing all these contradiction ideas and opinion by sorting out according to our variables.

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3. Proposed Framework

Knowledge digital hub is a method or platform that allows the worker to exchange and transfer information; idea and knowledge in order facilitate, manage and supervise the data efficiently. This research paper focus on introduce used of digital knowledge hub in public sectors. These studies that we review have a different field and focus on how to use digital knowledge hub in the organization, advantages and impact and challenge in applying the knowledge digital hub. According to Wilson & Lilly, (2016), by using the knowledge hub its can associate, attach and connect the whole public sector to create, share, use and discuss any data, ideas, knowledge and information.

The use of the knowledge digital hub in organization is to run or set up, manage and protect the information and easy ways to work and collaboration with the user. It is also allowed the staff and customers to engage and encourage collaboration between each other’s. Figure 1 shows the conceptual framework on the usability digital knowledge hub in public sector. Digital knowledge hub is tools to that facilitate user to find the specific needed answers and question, sharing the important information, practice, and so many others.

![Conceptual Framework on the usability digital knowledge hub in public sector](image)

Figure 1. Conceptual Framework on the usability digital knowledge hub in public sector
4. Expected Outcome

The main purposed of this study was to propose a framework that capable to evaluate the usability of digital knowledge hub in public sector. The expected results of this study will reduce the issues of the advantages of using digital knowledge hub in public sector. Peter Drucker and Fritz Machlup have applied the culture of knowledge work for the first time in 1960 as doctors, lawyers, scientists and academics are first group identified as knowledge worker (Greene & Myerson, 2011). Knowledge workers mostly in public sectors are compulsory for an effective and efficient workflow in management. Knowledge sharing is a good culture to be practice in public sectors as while they can share the knowledge, the workers also able brainstorm their ideas and change the opinion among each other. It is a good working practice as digital knowledge hub provides an online platform or as tools for public workers for sharing their knowledge through forums, blog posts and messages Wilson & Lilly, (2016).

This research is seen for facilitating the knowledge sharing among servants within an organization itself. It also can be seen in applying digital knowledge hub in any field of sectors likes retailing, manufacturing and marketing. Besides that, this research is able in transforming the traditional styles of working environment in public sectors into knowledge based style of working. It means that to generate information literate workers as along with IT literate workers in public sectors mostly. The working style in any sectors or field will improvise and facilitate total quality management. This research also will lead to an effective decision making process throughout the management as knowledge hub is one of the problem solving mechanism as it connect public sector throughout the world by using a free to use platform (Wilson & Lilly, 2016). It is obviously can got a few ideas or knowledge and solution voiced out by the people from various expert of knowledge.

5. Conclusion

The usability of digital knowledge hub in public sector is seen as a tool to enhance and facilitate knowledge sharing among the public workers itself. The advance in capabilities of information and communications technology which is ICT has boost the transformation in public sector working environment, whereas public workers are able to share and discuss ideas and knowledge through that platform which is knowledge hub (Heffner & Sharif, 2008; Wilson & Lilly, 2016). Knowledge hub allows public workers to have their own profile where they can setup their own account. Besides that, knowledge hub provides user a connection to the other people or workers inside and outside of the country. Users are able to exchange and view the documents or messages from various expert knowledge workers throughout the world which knowledge hub contain in about 90,000 documents available in it library where the user can retrieve the documents by searching on themes, keywords, and content ranging (Wilson & Lilly, 2016)

References


Yusof, M., et al., (2012), "Knowledge sharing in the public sector in Malaysia: A proposed holistic model". Retrieved on April 18, 2017 from sagepub.co.uk/journalsPermission.nav