# The Study of Operational Infrastructure, Time, Structural, Legal, Technical and Economic Implementation of Knowledge Management in the Municipality of Isfahan

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**Abstract:** Today, organizations in a dynamic environment, full of ambiguity and changing activities. In this regard, changes in the competitive and dynamic environment have prompted organizations to maintain competitive advantage has always been competitive and their customer satisfaction achieved and also gain new customers this research is descriptive method the data collected from questionnaires. Reliability and validity using Cronbach's alpha is approved by experts. The sample size is achieved with a sample of 130 people.

**Key words:** Knowledge, knowledge management, technical, operational then, after time, after legal and economic

## INTRODUCTION

Knowledge management allows organizations to use their intangible assets and the utilization creates value through performance improvement organization (Davenport, 1998) and knowledge management depends on the concept that experienced personnel (tacit knowledge) to achieve better business performance in a way appropriate to use them. According to the literature creation, acquisition, organization, transfer and sharing of knowledge of the basic elements of knowledge management is known as knowledge management. Experts and stakeholders discussed their knowledge of various types of process knowledge. Today, knowledge as a key competitive asset and valuable as a basis for sustainable growth and a key to sustainable competitive advantage is an organization's knowledge management also allows organizations to use their intangible assets and the benefit created value by improving organizational performance; on the other hand, in today's knowledge-based economy (Heidari *et al.*, 2013) higher education institutions as centers of human resource development has an important role to play in economic growth and development of nations. Therefore, this study tries to examine the relationship between knowledge management and organizational strategic performance, a deeper understanding of the degree of knowledge to improve strategic performance management processes in six organizations obtained at Ferdowsi University of Mashhad. Knowledge management is a process which helps organizations identify, select, organize, publish and transmit important information and experience needed for activities such as problem solving, dynamic learning, strategic planning and decision-making aids. Therefore, this study tries to evaluate the technical infrastructure, operational, legal, economic, timing and structure to examine the feasibility of implementing knowledge management in the municipality to be paid. Knowledge gaps and weaknesses, knowledge management, knowledge management and provides for the establishment of the overall response of this study could entrepreneur and guide municipal managers is to establish a knowledge management system. Accordingly, it can be said that the successful deployment of knowledge management system requires that the municipality to the appropriate technical infrastructure, operational, legal, economic, temporal and structural knowledge to take advantage of the establishment of knowledge management.

**Literature review:** A summary of the various definitions of the word knowledge has been collected in limited resources is necessary for the optimal use of existing facilities and capital to be applied in the best way possible. Improper use of funds not only provides investors with an opportunity lost but he may be faced with irreparable losses. One of the most effective ways to optimize the use of existing resources and prevent potential losses, having enough information to predict the results of investment and determine the factors affecting

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Table 1: Defining knowledge management

| Researcher names | Defining knowledge management |
|---|---|
| Hannabuus | The information that users know their attitudes and knowledge and their decision making when interacting with each other |
| Gopal and Gagnon (1995) | Classification required knowledge for all business strategies, assess current knowledge and transfer of knowledge in order to develop it and fill in the gaps |
| APQC | Strategies and processes to identify, acquire and apply knowledge |
| Demarest (1997) | Strengthen the system, find, equip and optimize the knowledge |
| Bair (1997) | Help to acquire knowledge that employees really need it, store it in a central database and filtering of surplus and excess |
| Knapp (1998) | Art data transfer and intellectual property into sustainable value for customers and staff |
| Hvlsapl and Jushi | People's knowledge available to the effectiveness of processes, appropriate and timely implementation activities |
| Darvch | The process of creating and deploying knowledge management and dissemination and use of knowledge within the organization |
| Park | Identifying and sharing knowledge and kept under control and is used to complete the goals of the organization |

Table 2: The definition of knowledge

| Researcher names | The definition of knowledge |
|---|---|
| Wiig (1997) | Beliefs, perspectives and concepts, judgments and expectations, methodologies and how to know |
| Liebeskind | The validity and accuracy of the information that has been confirmed by experiment and reasoning |
| Ruggle | The combination of a structured combination of experiences, values, information pertaining to evidence and expert insights |
| Allee (1997) | Experiences or information that can be shared or transferred |
| Sveiby (1997) | The ability to take effective action |
| Fahey and Prusak (1998) | Structured experiences, values, vision, craft and related information to the evidence |
| Leonard and Sensiper | Data and information were saturated with the decision and action |
| Wijnhoven | Following information is partly based on experience |
| Den and Huizenga (2000) | A set of sensible experience or a set of absolute concepts |
| Raisinghan | A set of rules and information to perform a specific task completed |
| Al-hawari | Information formatted |

Table 3: Background research

| Results | References |
|---|---|
| Iran Insurance Company has been studying the situation in all six areas had lower than average | Rajabi Meybodi |
| Implementation model in the oil company of Iran and the positive evaluation of the result by experts | Zafriyan |
| The analysis shows that the leadership of Tehran Municipality for the establishment of appropriate knowledge management and human resource indicators, structure, processes, knowledge, technology and culture are the next priorities | Rubaie et al. (2009) |
| Cultural, scientific and technological processes in oil refining Tehran is not suitable and need more attention | Rubaie et al. (2009) |
| Through case study and investigate the history issue a general framework has been drawn. The parties involved in the adoption of technology in the context of both the users and the organization describes | Arnold and Capella (1985) |
| The results showed that organizational culture and learning culture based on trust and cooperation, organizational structure around decentralization and recognition as well as information technology and staff motivation of the infrastructure required for implementing knowledge management in government agencies about the industry | Shabani et al. (2012) |

project. Collecting, classifying and analyzing information about the possibilities and limitations and also to estimate the hardware and software requirements for the implementation of investment projects and ultimately predict the profitability of projects and the effects of economic, social and cultural on society including the results of feasibility studies and science is correct. The semantic technologies with the aid of ontologies can represent heterogeneous knowledge management systems (Taheri and Shamsfard, 2011) and inference on knowledge bases. Feasibility in general, refers to the study and analysis of the chances of success of a project or business. In other words, the purpose of the feasibility study to determine the feasibility and effectiveness of a project and it is being implemented. These studies usually off-set by a third party investors and business partners of the project or done because in the face of investment opportunities, many capitalists or investors may be interested in an optimistic way, only the advantages or

positive points of focus (Schien, 1996). The definition of knowledge management. Knowledge management is another word definitions, some of which are mentioned below part of the hierarchy of data, information, knowledge and wisdom (Table 1-3).

**MATERIALS AND METHODS**

Since, this study was conducted in a real organization and the results can be of practical use is an applied research. The study, from the perspective of the purpose and nature of the research is descriptive and correlational. The population of the investigation staff are University of Medical Sciences. That number is 350. In this study, using a stratified sampling method and sample size by using the formula 184 students were selected as sample. The data is collected. Its validity was confirmed by experts and its reliability by Cronbach's alpha.

## RESULTS AND DISCUSSION

**Analysis of the research model:** Descriptive analysis results show that 39% of people in the region, 6 and 55% of people in the organization are in the department. About 65% of men and about 35% are women. About 16.2% of those under the age of 30 years, 38.5% between 30-35 years, 18.5% between 35-40 years and 26.9% are over 40 years old. Approximately, 406% of associate degree, 47.7% of undergraduate, postgraduate and 6.2, 40.8% of those with a doctoral degree (Table 4-13).

Table 4: One-sample statistics

| Variable | N | Mean | SD | SE mean |
|---|---|---|---|---|
| Operating | 130 | 4.0585 | 0.66842 | 0.05862 |

Table 5: One-sample test (test value = 3)

| Variable | t-values | df | Sig. (2-tailed) | Mean difference | 95% confidence interval of the difference | |
|---|---|---|---|---|---|---|
| | | | | | Lower | Upper |
| Operating | 18.055 | 129 | 0.000 | 1.05846 | 0.9425 | 1.1745 |

Table 6: One-sample statistics of average potentional

| Variable | N | Mean | SD | SE mean |
|---|---|---|---|---|
| Time | 130 | 3.8846 | 0.73871 | 0.06479 |

Table 7: One-sample test for significant level (test value = 3)

| Variable | t-values | df | Sig. (2-tailed) | Mean difference | 95% confidence interval of the difference | |
|---|---|---|---|---|---|---|
| | | | | | Lower | Upper |
| Time | 13.654 | 129 | 0.000 | 0.88462 | 0.7564 | 1.0128 |

Table 8: One-sample statistics for average economic importance

| Variable | N | Mean | SD | SE mean |
|---|---|---|---|---|
| Economic | 130 | 3.8327 | 0.78032 | 0.06844 |

Table 9: One-sample test for average economic component (test value = 3)

| Variable | t-values | df | Sig. (2-tailed) | Mean difference | 95% confidence interval of the difference | |
|---|---|---|---|---|---|---|
| | | | | | Lower | Upper |
| Economic | 12.167 | 129 | 0.000 | 0.83269 | 0.6973 | 0.9681 |

Table 10: One-sample statistics for IT coefficient

| Variable | N | Mean | SD | SE mean |
|---|---|---|---|---|
| Legal importance | 130 | 3.8231 | 0.62757 | 0.05504 |

Table 11: One-sample test for legal importance (test value = 3)

| Variable | t-values | df | Sig. (2-tailed) | Mean difference | 95% confidence interval of the difference | |
|---|---|---|---|---|---|---|
| | | | | | Lower | Upper |
| Legal importance | 14.954 | 129 | 0.000 | 0.82308 | 0.7142 | 0.9320 |

**The average operating component:**
- $H_0$: the average operating component is 3
- $H_1$: the average operating component is not 3

Given the significant level of IT coefficients obtained, we conclude the null hypothesis is rejected and the average 3 is not operational. Since, the upper limit for a positive number and a positive number is too low, we conclude the operation of the test, the number three is average. The average potential the time:

- $H_0$: the average time component is 3
- $H_1$: the average time component is not 3

Given the significant level of IT coefficients obtained, we conclude the null hypothesis is rejected and the mean the time of 3 is not. Since, the upper limit for a positive number and a positive number is too low, then the importance of concluding the average the time of the test is the number three.

**Average economic importance:**
- $H_0$: the average economic component is 3
- $H_1$: the average economic component is not 3

Given the significant level of IT coefficients obtained, we conclude the null hypothesis is rejected and does not mean economic importance 3. Since, the upper limit for a positive number and a positive number is too low, we conclude the following average economic importance of the test is the number three.

**Average legal importance:**
- $H_0$: the average legal importance component is 3
- $H_1$: the average legal importance component is not 3

Given the significant level of IT coefficients obtained, we conclude the null hypothesis is rejected and the average dimension of 3 is not legal. Since, the upper limit for a positive number and a positive number is too low, we conclude the legal significance of the test, the average number is three more.

Table 12: One-sample statistics for technical importance

| Variable | N | Mean | SD | SE mean |
|---|---|---|---|---|
| Technical importance | 130 | 3.8327 | 0.67226 | 0.05896 |

Table 13: One-sample test for significance of technical importance (test value = 3)

| Variable | t-values | df | Sig. (2-tailed) | Mean difference | 95% confidence interval of the difference | |
|---|---|---|---|---|---|---|
| | | | | | Lower | Upper |
| Technical importance | 14.123 | 129 | 0.000 | 0.83269 | 0.7160 | 0.9493 |

**Average technical importance:**

- $H_0$: The average technical importance component is 3
- $H_1$: The average technical importance component is not 3

Given the significant level of results we conclude The null hypothesis is rejected and the mean of 3 is not important. Since, the upper limit for a positive number and a positive number is too low, Average after-technical conclude importance of the test is the number three.

## CONCLUSION

In today's knowledge-based economy service agencies play an important role in the growth and development of nations play. The study was a descriptive survey research was carried out major efforts to implement knowledge management infrastructure (technical, operational dimension, the structure, the economic, legal and time) will be examined in the municipality of. The average dimension of technical, legal matters, economic matters, the importance of time, operational significance and importance of the operational potential of >3 and have a good condition. The average size of the potential technical, legal potential, economic potential and potential when they are 3 times.

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