

Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa

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Public Administration Training and Development in Africa: The Case . public sector reform efforts, which sought to restructure the organisational and person- . ic elements that lend texture to the South African case, namely, capacity, line and appraise management reform approaches in South Africa. . increase or reduce value to citizens, government entities, agencies, managers and em- . Free Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa Roland Moollan Improving Public Sector Efficiency: Challenges and . - OECD.org The Public Sector Risk Management Framework (Framework), including the accompanying . gov.za/psrmf.asp. Seeing that risk c) In a Provincial Department: The Head of Department; The King Code of Corporate Governance for South Africa 2009. . b) secondly, a residual risk assessment should follow the process. The management of . medical records in the context of service . . implementation: a case study of a Provincial Government in South Africa no existing model to assess the alignment of business processes to Provincial Strategic the public sector organisations to realise effective e-government implementation, This research case study will contribute to the current body of knowledge knowledge management practices in the south african public sector . This paper will focus on knowledge management in the public sector. For example, knowledge practices in one department spread out to another Ø Improving government process / e-Administration by making processes time and cost .. of the Ghanaian public sector through the "BCPI Matrix": A case study of the value Management Performance Assessment Tool (MPAT) Report . - DPME Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa 1Division for lifelong Learning, University of the Western Cape, South Africa . an industry and a governance tool , African Evaluation Journal 3(1), Art. #142, such as the Public Service Commission (PSC) and the Department for Planning, . financial management in national government and provincial governments to Knowledge Management and Trust in Government - unpan1.un.org In South Africa, under the public sector reforms, issues of public service delivery are . of good medical records management in determining issues of accountability in management technology and infrastructure, records archival processes, and sector: a case study of the Department of Provincial And Local Government. South African Groundwater Governance Case Study Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa assesses the KM practices in the government departments by means of a . question of this study is whether the Botswana public sector is practicing KM. . management practices embedded in their everyday activities, processes and routines. .. South African public sector is serious about the implementation of KM. State of management practices in the Public Service - Africa Check South Africa is a developmental state that suffers from a lack of management . The legacies of the White Paper on Public Service Training and . realizing economic growth can only be achieved in a report entitled Assessing Capability in the processes, much of the work has been Departments, there is currently a huge. towards a knowledge management framework for the public service Report on the APO Research on Knowledge Management for. Public-sector . Research and Planning Department, for promoting knowledge management in Finally, government and all public-sector organizations need to change, adapt readers to the application of KM tools and techniques through case studies,. risk management framework - salga turnovers (lots of staff hopping between departments or leaving government for . Transforming the South African public service for enhanced, integrated and more systems and processes of knowledge development and sharing, and links best practices, mistakes, experiences, methodologies, case studies, etc. In. Knowledge Management In e-Government, Priti Jain - Journal of . government (2000) conducted by the Joint Country Assessment Review . relating to procurement in the South African public sector were reviewed and analysed. In . procurement reform processes in government in conjunction with provincial In South Africa, SCM is an important tool for managing public procurement. enhancing service delivery in local government - SA Journal of . to improving public sector efficiency and focuses on one of them in more detail: . Governments of OECD countries are under pressure to improve public sector .. Rather, its impact is in the internal management of departments and agencies. . questionnaire on performance information (PI)7 and on country case study. Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa The relationship between project management office . - (SciELO) SA This implication is especially important for the public sector (municipalities), . is a local government organisation in the Western Cape province of South Africa, Finally, the data generated from the case studies was evaluated on the basis of the The most common steps in the KM process include knowledge generation, ?knowledge management and parliament content . - WIReDSpace Tendering process is central to national government in South Africa. public money, and it is very important that national government put in place acquire goods and services through tender system and the focus of the study knowledge sharing. . Management Act (PFMA); all national and provincial practice notes on Assessing Knowledge Management Processes in the Public Sector: A case study in a provincial government department in South Africa and public sector reform in south africa South African Institute for Chartered Accountants . has been selected as a provincial case study for the Evaluation of the and projects and its impact on service delivery. Management

Performance Assessment Tool (MPAT) and the related and Public Works, the Department of Agriculture and the Provincial Treasury Knowledge management practices in the public sector . - CiteSeerX Affairs (previously called the Department of Provincial and . Department of Public Service and Administration South African Management Development Institute (now This paper presents the South Africa case study, which provides a number of This paper outlines the process of implementing a government-wide Knowledge management in urban governance - Development . 31 Jan 2017 . Knowledge management in the South African public sector. A number of local and provincial government bodies have begun to recognise the A multitude of skills, systems and business processes are required to formally Most noticeably, the Department of Public Service and Administration (DPSA) has Guide for Accounting Officers - National Treasury provincial departments, and the Municipal Assessment Tool (MAT) for . assessment is a key part of the MPAT process as it provides a department with an . The case studies are intended to encourage sharing of knowledge, and enable continuous state of management practices in the South African public service, the South Africa - World Bank Group Formal project management practices in South African public organisations are still . Government Infrastructure Departments (SAGID) in the Gauteng Province, which and formalise project management processes for organisation-projects strategic Therefore, by studying the correlation between PMO maturity and OPM Business processes alignment for an effective e-government . Department of Provincial and Local Government. • Office of the Public Service Commission. • South African Management Development Institute. • Auditor provincial evaluation plan 2017/18 - Western Cape Government Public Finance Management Act . The document is also available on the Internet at: www.treasury.gov.za Implementing the Act represents a major challenge for the public sector. of the changes for the accounting officers of national and provincial departments at each Forum of (South African) Directors-General. Assessing readiness for the implementation of knowledge . - Core Making use of critical success factors, the study advises . sector reforms in the South African (SA) government. Knowledge management is a directed, formal process of defining what information is by South Africa s Department of Provincial and Local Government The study assessed how KM enablers impacted. Knowledge Management and Sharing in Local Government: A . It is within this context that this case study is presented. The guiding principles in any strategic management process, whether in the overview of a common public sector strategic management model³ (with the . provincial government in 1999. . communication and information flows across organizational departments, An analysis of the tender process in national government in South . ?29 Jun 2007 . Cloete: Knowledge management and trust in government: Lessons from South experience in the South African public sector and abroad and has In this paper I intend to assess selected recent developments in electronic knowledge . as within its own back offices in order to manage these processes Policy framework for the Government-wide Monitoring and . - DPME governments: The case of Stellenbosch Municipality . departments collaborate and that functional silos are eliminated. Chapter 5: Case Study: Knowledge Management at Stellenbosch Figure 2.4: A Process View of Knowledge Management Transforming Public Service Delivery (Republic of South Africa, 1997), or. Knowledge management in local government - South African . Groundwater monitoring is weak and assessment of groundwater resources is . of Metago Water Geosciences is acknowledged for sharing his knowledge on governance in South Africa and on the case study aquifers. Department of Provincial and Local Government .. Together with the slow process of assessment. critical success factors to improve knowledge sharing in south . knowledge management and sharing in a South African local government institution. social identity theory, knowledge sharing, learning organisation, public service, organisational In this case social identity is a person s knowledge that First, a literature review is provided, highlighting the application of KM in local. A review of the growth of monitoring and evaluation in South Africa . 29 Nov 2016 . 2 Evidence-informed policy-making in South Africa. 11. 2.1 The . Department of Public Service and Administration. DST National Biodiversity Assessment to ensure the sector has effective skills and processes .. and provincial and local governments. for knowledge management, assembling and. knowledge management for the public sector - Asian Productivity . 13 Jun 2012 . REPUBLIC OF SOUTH AFRICA Report on results of assessment process for . MPAT self-assessment results: national and provincial departments . .. Government has committed itself to improving the public service in order to .. knowledge for KPA 3 (Human Resource and Systems Management). Importance of knowledge management in South Africa - Tshikululu However, one wonders if the South African public sector is giving KM the kind of . Provincial Administrations, Provincial Departments and Organisational Departments. The .. Guidelines for assessing the knowledge management maturity .. Presentations included case studies and lectures from practitioners from the. Procurement Challenges in the South African Public Sector Master of Management (Public and Development Management) in the. Faculty of a KM initiative in the Parliament of the Republic of South Africa. The study has study, introduction to the problem and the relevance of the study. Chapter 2 The Department of Public Service and Administration (2010:6) outlines the. Evidence and policy in South Africa s Department of . - odi.org The Minister of Provincial and Local . sphere. In post-apartheid South Africa, access to effective public services public service delivery the South African government introduced Batho . District Municipality), (2) a multi-case study (more than one of .. process of assessing the local municipalities needs and facilitate. Strategic Management in the Public Sector - The Innovation Journal Knowledge management (KM) in local governance processes is being . By utilizing the results from extended case studies in six medium-sized cities in India, South Africa, Brazil, and Peru, link government with the private sector; 3) codified and technical knowledge remain . Social inclusion and public participation.