KNOWLEDGE MANAGEMENT AND E-GOVERNMENT: CASE OF MACEDONIA

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Abstract

Information technology continues to reshape public and private sector. Knowledge is important and is seen as strategic resource by all organizations. Regardless of importance public sector have not fully explored knowledge management and information technology on the same weights as private sector. Knowledge management along with information technology can create powerful combination. This research paper focuses on knowledge management in public sector, respectively e-Government. The author will use deductive approach, to analyze how challenges and concerns of public sector are managed. Common challenges of public sector are identified such as (1) driving efficiencies across all public services, (2) improving accountability, (3) making informed decisions, (4) enhancing partnerships with stakeholders, (5) capturing the knowledge of workforce, and (6) improving performance. Governments can fall behind from supplying quality services unless they become conscious of knowledge management benefits and how to set strategies and goals. Delivering more innovative, time bound and accurate services, governments should deploy new services, or such as e-Government. Application of knowledge management is going through four interrelated phases such as (1) knowledge construction, (2) knowledge embodiment, (3) knowledge dissemination and (4) the application of knowledge. Since it's introduction to e-Government, government services have risen on following related sectors: economy, education, health related services, social contribution, taxes, job search, personal documentation etc. This research paper will analyze how knowledge management can be put into practice in public sector, by which knowledge management is seen as integral part of e-Government, to explain above given challenges and reform public sector to increase effectiveness, efficiency and productivity.

Key words: Knowledge management, e-Government, Information Technology, Public Sector, Macedonia